

The Effect of Employee Competence on the Quality of Population Document Services at the Wajo Regency Disdukcapil Office

Supris Musiampir*¹, Muktamir Usman², Burhanuddin³, Ekayani Burhanuddin⁴

^{1,2,3,4} Social Sciences ,Public Administration ,Puangrimaggalatung Sengkang University, Indonesia

E-mail: tamrilopol@gmail.com

* Corresponding Author



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ABSTRACT

Penelitian ini bertujuan untuk mengetahui apakah kompetensi pegawai berpengaruh terhadap kualitas pelayanan dokumen pada Kantor Kependudukan dan Pencatatan Sipil Kabupaten Wajo. Judul tesis ini diangkat berdasarkan permasalahan yaitu masih adanya anggota masyarakat yang beranggapan bahwa sebagian besar kemampuan petugas pelayanan tersebut kurang dalam hal kecepatan dalam melayani masyarakat. Penelitian ini merupakan jenis penelitian korelasional dengan pendekatan kuantitatif. Subjek dan lokasi penelitian adalah penduduk yang mendaftarkan dokumen sipilnya pada Kantor Kependudukan dan Pencatatan Sipil Kabupaten Wajo. Uji reliabilitas dan validitas dalam penelitian ini digunakan untuk menilai keabsahan kuesioner penelitian, sedangkan uji t dilakukan untuk mengetahui apakah variabel bebas berpengaruh signifikan terhadap variabel terikat. Teknik analisis data menggunakan analisis statistik inferensial dengan menggunakan analisis regresi linier sederhana. Hasil hipotesis dalam penelitian ini menunjukkan bahwa Kompetensi Pegawai berpengaruh lemah atau tidak signifikan terhadap Kualitas Pelayanan pada Kantor Kependudukan dan Pencatatan Sipil, dengan variabel sebesar 9,7%.

This research aims to determine whether employee competence affects the quality of document services at the Population and Civil Registration Office of Wajo Regency. The title of this thesis is raised based on the problem that there are members of the community who believe that most of the abilities of those service officers are lacking in speed when serving the public. This research is a type of correlational study using a quantitative approach. The subjects and location of the research are residents who registered their civil documents at the Population and Civil Registration Office of Wajo Regency. Reliability and validity tests in this study are used to assess whether the research questionnaire is valid, while the t-test is conducted to determine whether the independent variable has a significant effect on the dependent variable. The data analysis technique uses inferential statistical analysis employing simple linear regression analysis. The results of the hypothesis in this study indicate that Employee Competence has a weak or insignificant effect on the Quality of Service at the Population and Civil Registration Office, with a variable of 9.7%.



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INTRODUCTION

In human resources, in general, an employee whose way of ability, way of thinking, of course, must be used to provide input in the work and all the provisions that have been made. This activity must also be supported by the existence of a fundamental competence of an employee. This competence itself is a person's ability to produce at a satisfactory level in the workplace, including the ability of a person to transfer and apply these skills and knowledge in a new situation and increase the agreed benefits. Therefore, to improve employee work competence, it is necessary to have skill training so that they can do or carry out work based on knowledge, skills and work attitudes. Thus, competence shows skills or knowledge that are characterized by professionalism in a certain field as something of the most important and superior in that field.

Competence is the basic foundation of a person's characteristics and identifies how to behave or think, equalize situations, and support for a long period of time (Spencer and Spencer in Wibowo, 2017:272). Based on the assessment of observations and interviews that have been conducted, that at the Wajo Regency Disdukcapil Office, there are quite a lot of employees, but with many employees, some of them are bored and confused about the state of their work environment, making some of the employees have no ambition and are unprofessional in completing their work. Competence is always closely related to success in order to achieve the expected goals.

Service quality can refer to the work performance of employees in the implementation of their duties which is measured based on the performance and competence of employees in each part of the agency. Service Quality is an important component that must be considered in providing excellent Service Quality. Service qualities are a central point for companies or offices because they affect customer satisfaction and customer satisfaction will appear if service qualities are provided properly according to Aria and Atik (2018:16). One of the challenges in the Office in creating these advantages is how an office chooses management that can utilize the factors of the quality of its work services so that it has effective and efficient working power. The indicator that can illustrate that an employee activity in providing a good quality of service According to Parasurman in angraini (2021).

The Wajo Regency Population and Civil Registration Office is one of the community services that is ready to serve in the creation of population documents such as family cards, birth certificates and other documents. In the face of community services, it is necessary to provide competent employees and services effectively and efficiently in the preparation of these letters. However, in an effort to create quality of service at the Wajo Regency Disdukcapil Office, it seems that there are still many obstacles faced that make it difficult to achieve organizational goals. Conditions that are not ideal can be seen from the aspect of responsiveness or responsiveness, namely regarding the ability or technical skills of service providers who are not yet qualified where the ability referred to here is about the capacity possessed by the service provider in providing services to service recipients to achieve user satisfaction, and also in completing tasks there are still network constraints so that the receipts that are worked on or files submitted by the community cannot be done within a day, so that this can cause unrest for people who have waited for a long time and cause assumptions from people who do not understand this, which they consider that it is negligence from employees and ultimately has a bad effect on the quality of service at the Wajo Regency Disdukcapil Office.

Judging from the observations made by the author, it can be seen that most of the officers' abilities are not fast in serving the community. In this case, it can be said that the ability of employees to provide services at the Wajo Regency Disdukcapil Office is still not good. From this problem, the author raises and discusses this in a study entitled "The Influence of Employee Competence on the Quality of Population Document Services at the Wajo Regency Disdukcapil Office".

METHOD

Viewed from the aspect of research data collection, this research is included in census research, research that takes a population group as a sample as a whole and uses structured questionnaires as the main data collection tool to obtain specific information (Usman & Akbar, 2008). Viewed from the aspect of the explanatory level, this study is an associative research (relationship), which is a study that aims to find out the relationship between two or more variables (Sugiyono, 2006.11). Viewed from the aspect of data type and analysis, this research is quantitative research, namely research that uses quantitative data and the analysis technique uses statistical analysis techniques.

So what is the population in this study is the number of people who take care of population documents or carry out population administration services at the Wajo Regency Disdukcapil Office for the last 3 months, where in June there were 1153 people, in July 1124 people, and in August as many as 1020 people, so the total population was 3,297 people. The sample in this study is people who have used direct population administration services at the Wajo Regency Disdukcapil Office for the past three months, which is the determination of the sample based on chance, namely anyone who happens to meet a researcher who can be used as a sample to obtain data sources.

RESULT AND DISCUSSION

Description Of Research Object

1. The Vision and Mission of the Wajo Regency Population and Civil Registration Office are as follows:

Vision: "Trusted Government, Towards an Advanced and Prosperous Wajo". Mission: 1). Improve good, clean, and trustworthy governance. 2). Improving the quality of life order of people who are intelligent, healthy, and faithful. 3). Increasing regional economic growth that is equitable and fair.

2. The Main Duties and Functions of the Population and Civil Registration Office are as follows:

Assignment: Carry out part of the authority/affairs of local government based on the principle of autonomy and assistance duties in the field of population and civil registration which are their responsibilities and authority based on applicable laws and regulations. (Article 15 of Wajo Regency Regional Regulation Number 6 of 2008 concerning the Organization and Work Procedures of Regional Offices).

Function: 1). Formulation of technical policies in the field of Population and Civil Registration. 2). Implementation of government affairs and public services in the field of population and Civil Registration. 3). Coaching and implementation of duties in accordance with the scope of duties and authorities. 4). General administration management includes administration, finance, personnel, equipment and equipment. 5). Management of regional technical implementation units 6). The implementation of other duties given by the Regent is in accordance with its duties and functions.

3. Organizational Structure

Organizational Structure is the arrangement of components (work units) in an organization. Organizational structure shows the division of labor and shows how these different functions or activities are integrated (coordinated). Apart from that, the organizational structure also shows job specializations, command lines and report delivery.

The benefit of the structure in the organization is to provide clarity of responsibilities, clarity of position and clarity of job description. In addition, the organizational structure also helps to achieve organizational goals. The Wajo Regency Population and Civil Registration Office must have a clear organizational structure to achieve its goals because without organizational goals it is impossible to make plans, and if an organization does not have a plan, there are no provisions on the running of the organization.

The purpose of this organization will determine its organizational structure, namely by determining all work tasks, relationships between tasks, limits of authority and responsibility to carry out each of these tasks. On the basis of these activities, it will then be possible to compile a pattern of the stages of relations between the decision-making areas and the implementers who have certain positions, authorities and responsibilities and this will all result in an organizational structure framework.

The organizational structure of the Population and Civil Registration Office is as follows: 1). Head of Service; 2). The Secretariat consists of; a). Planning Subdivision; b). Finance Subdivision; c). General and Personnel Subdivision; 3). The Population Registration Service Sector, consisting of Functional Position Groups; 4). The Civil Registration Service Sector, consisting of Functional Position Groups; 5). The Population Administration Information Management Agency, consisting of Functional Position Groups; 6). The Field of Data Utilization and Service Innovation, consists of Functional Position Groups; 7). Functional Position Group; and 8). Regional Technical Implementation Unit.

Research Results

1. Description of Research Result Variable Data

To reveal the reality of the results of the research on the problems raised, the following will be presented a description of the results of the research in question to provide an overview of the answers

or responses of each respondent to various questions or questionnaires that are asked related to the variables raised in this study. Furthermore, there will be a brief interpretation or explanation, or a formulation of the problem of this research.

Table 1. Description of the Frequency Distribution of Data Variables Research Results

STATISTICS			
		Komptensi Official (X)	Quality of Service (Y)
N	Valid	98	98
	Missing	0	0
Mean		43.07	40.74
Median		43.50	41.00
Mode		44	43
Std. Deviation		2.653	3.186
Variance		7.036	10.151
Range		12	14
Minimum		36	32
Maximum		48	46
Sum		4221	3993

(Source: Processed Data from SPSS Output Version 26)

2. Employee Competency Variables

Table 4.1 shows that the respondents' responses to the Employee Competency variable at the Disdukcapil Office with a valid default of 98 which means 98 respondents whose data was well input with 0 missing, then the mean value in variable X was 43.07, for the median with a value of 43.50, and for the mode (mode) which was 44. For the range value range of 12, as for the standard balance (Std. Deviation) of 2,653 and the value of variance 7,036, then the minimum value is 36 and the maximum value is 48. The total number of variables X is 4221.

3. Service Quality Variables

The previous table shows that the service quality variable (Y) at the Wajo Regency Disdukcapil Office with a valid value of 98 which means that all respondents whose data is well input are missing 0. Furthermore, the mean value on the Y variable is 40.74, the median value is 41, while the mode (mode) is 43, for the range range is 14, while for the standard deviation (Std.Deviation) is 3,186, and the variance value is 10,151. While the minimum score is 32 and the maximum score is 46. The total number of variables Y is 3993.

Respondent Attitude Distribution

1. Employee Competency Variables

Overall the score of the Employee Competency variable statement item in the form of a table as follows:

Table 2. Questionnaire Scores of Employee Competency Attendance Variables

No. Indicator	Score obtained	Ideal Score	Criterion	Information
1	405	490	Good	Interval Distance = Highest score - Ideal Lowest Score : Number of Interval Classes Number of Respondents = 98 Maximun Index = 5 Minimum Index = 1 Highest Score $5 \times 98 = 490$ Lowest Score $1 \times 98 = 98$ Interval Distance = $(490 - 98) : 5 = 78.4$ Criterion >412 - 490 = Excellent >333 - 412 = Good
2	422	490	Excellent	
3	448	490	Excellent	
4	427	490	Excellent	
5	440	490	Excellent	
6	438	490	Excellent	
7	448	490	Excellent	
8	434	490	Excellent	
9	377	490	Good	
10	382	490	Good	

Σ	4.221	4.900	Excellent	>255 – 333 = Pretty Good
X	422,1	490	Excellent	>176 – 255 = Poor >98 – 176 = Very Poor

Source : Primary Data to be processed in 2025

Based on table 4.2 above about the variables of Employee Competency at the Wajo Regency Disdukcapil Office as a whole, it shows that it is included in the Very Good category with an average score of 422.1 out of an ideal score of 490 out of 10 question items in the Employee Competency variable in the Office, there are 7 (seven) items that are included in the very good category. Based on this, the Employee Competency indicators at the Wajo Regency Disdukcapil Office are in accordance with what is expected and needs to be maintained.

2. Service Quality Variables

Overall the score of the question item of the Service Quality variable is in the form of a table as follows:

Table 1. Questionnaire Scores for Attendance Variables for Service Quality

No. Indicator	Score obtained	Ideal Score	Criterion	Information
1	449	490	Excellent	Interval Distance = Highest score - Ideal Lowest Score : Number of Interval Classes Number of Respondents = 98 Maximun Index = 5 Minimum Index = 1 Highest Score $5 \times 98 = 490$ Lowest Score $1 \times 98 = 98$ Interval Distance = $(490 - 98) : 5 = 78.4$ Criterion >412 – 490 = Excellent >333 – 412 = Good >255 – 333 = Pretty Good >176 – 255 = Poor >98 – 176 = Very Poor
2	446	490	Excellent	
3	377	490	Good	
4	385	490	Good	
5	387	490	Good	
6	384	490	Good	
7	410	490	Good	
8	409	490	Good	
9	384	490	Good	
10	362	490	Good	
Σ	3.993	4.900	Good	
And	399,3	490	Good	

Source : Primary Data to be processed in 2025

Based on the results of data processing in table 4.3 above about the Service Quality variable at the Wajo Regency Disdukcapil Office, it shows the **Good** category with an average score of **399.3** out of an ideal score of **490**. Therefore, indicators that are included in the Good category, namely indicators 3,4,5,6,7,8,9,10 need to be maintained so that they do not change under the Good category and if necessary improve to reach the very good category. And for indicators 1 and 2 to be included in the very good category need to be maintained.

Inferential Statistical Tests

1. Correlation Coefficients

To test and see whether or not there is an influence of Employee Competence on Service Quality at the Wajo Regency Disdukcapil Office, the author conducted a correlation analysis (Pearson Correlation) using SPSS Software version 26 for windows, the results of the correlation analysis are as follows.

Table 4. Correlation Test

Correlations			
		Employee Competencies	Quality of Service
Employee Competencies (X)	Pearson Correlation	1	.311**
	Sig. (2-tailed)		.002
	N	98	98

Quality of Service (Y)	Pearson Correlation	.311**	1
	Sig. (2-tailed)	.002	
	N	98	98
** Correlation is signifikan at the 0.01 level (2-tailed).			

Based on the calculation from table 4.4 above, it shows that the influence between the variables of Employee Competency in the Wajo Regency Disdukcapil is a weak correlation, which is 0.311. This can be seen in Table 3.4

If the significant value is less than 0.05 then it is correlated, if the significant value is more than 0.05 then it is not correlated. From table 4.4 showing a significant value of 0.002, it can be concluded that the correlation between Employee Competence and Service Quality is fulfilled.

2. Simple Linear Regression

To test the influence of the variables of Employee Competency with Service Quality at the Wajo Regency Disdukcapil Office, the results of the regression analysis are as follows:

Table 5. Regression Coefficients

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(constant)	24.666	5.028		4.906	.000
	Employee Competencies (X)	.373	.117	.311	3.204	.002
a. Dependent Variable : Service Quality (Y)						

(Source: Processed Data from SPSS Output)

Based on table 4.5 above, it can be seen that $a = 24.666$ and $b = 0.373$ then the regression equation is compiled, namely:

$$Y = a + Bx$$

$$= 24.666 + 0.373X$$

Where:

Y : Quality of Service

X : Employee Competence

a : Constant Value

b : Regression Coefficient Equation

This explains that the constant value is 24.666, which means that the consistency value of the Service Quality variable is 24.666. The regression coefficient of the variable influence of Employee Competency (X) is 0.373, which means that if the variable of Employee Competency experiences 1 unit, then the Quality of Service will increase by 0.373 units.

A positive value coefficient means that there is a positive relationship between the variables of Employee Competency and Service Quality at the Wajo Regency Disdukcapil Office, the higher the value of the influence of Disdukcapil Employee Competency, the higher the Service Quality.

Tabel 2. Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.311th	.097	.087	3.044
a. Predictors: (Constant), Employee Competence				

The formula for searching for a Summary is:

$$R \text{ Square} = R^2$$

$$R \text{ Square} = (0,311)^2$$

$$R \text{ Square} = 0,097$$

In table 4.6, the correlation coefficient (R) of 0.311 is obtained which shows that the Employee Competence and Service Quality at the Wajo Regency Disdukcapil Office is categorized as Weak,

which can be seen in table 3.4. Meanwhile, the value of R^2 (R Square) or the determinant coefficient is 0.097 or 9.7 ($0.097 \times 100\% = 9.7\%$).

This shows that the percentage of contribution of the Employee Competency variable to Service Quality at the Wajo Regency Disdukcapil Office is 9.7%, while the remaining $100\% - 9.7\% = 90.3\%$ is influenced or explained by other variables that are not included in this research model.

3. Partial Hypothesis Test (T-test)

To test the influence of the Independent variable on the dependent variable partially, the T Statistics test (T test) is used. If the value of t is calculated $>$ the value of the t-table, then A_0 is rejected and A_1 is accepted, on the other hand, if the value of t is calculated $<$ the value of the table, then A_0 is accepted and A_1 is rejected.

Partial test testing with the following statistical hypothesis:

$H_0 : \beta_0 = 0$: There is no positive and significant relationship between the application of the use of Employee Competency to Service Quality at the Wajo Regency Disdukcapil Office.

$H_1 : \beta_1 \neq 0$: There is a positive and significant relationship with the significant guideline, namely comparing Sig. with a degree of freedom of 95% or $= 0.05$ with the following conditions:

- a. If it is significant > 0.05 then H_0 is accepted and H_1 is rejected.
- b. If it is significant < 0.05 then H_0 is rejected and H_1 is accepted.

Table 3. Anova Model between Employee Competency Attendance (X) and Service Quality (Y)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	95.115	1	95.115	10.265	.002 ^b
	Residual	889.508	96	9.266		
	Total	984.622	97			
a. Dependent Variable : Kualitas Pelayanan (Y)						
b. Predictors : (constant), Kompetensi Pegawai (X)						

Table 7 above shows the value of $F_{cal} = 10.265$ with Sig.0.002 which when compared to the value of the tolerable error rate in this study is 0.05, then the significance value is $0.002 < 0.05$ which means that H_0 is rejected and H_1 is accepted.

Research Hypothesis Testing

1. First Hypothesis Testing

For the testing of the first hypothesis which reads: The competence of employees at the Wajo Regency Population and Civil Registration Office is in the category of quite good from the average ideal score.

Table 4. Hypothesis Test of Employee Competency Variables (X)

Score that Dihipotesian	Score that Obtained	Results
$>2,548 \sqrt{2012 \ 3,332}$	4.221	Excellent

In table 4.8, the score obtained is 4,221 while the hypothetical score is ($>2,548 \sqrt{2012 \ 3,332}$). Thus, the hypothesis that states that the Employee Competency at the Wajo Regency Disdukcapil Office is included in the Very Good category.

2. Second Hypothesis Testing

For testing the second hypothesis which reads: The quality of community services at the Population and Civil Registration Office is in the category of quite good and the average ideal value.

Table 5. Hypothesis Test of Service Quality Variable (Y)

Score that Dihipotesian	Score that Obtained	Results
$>2,548 \sqrt{2012 \ 3,332}$	3.993	Good

In table 4.9, the score obtained is 3,993 while the hypothetical score is ($>2,548 \sqrt{2012 \ 3,332}$). Thus, the hypothesis that states that the Quality of Service at the Wajo Regency Disdukcapil Office is included in the Good category.

3. Third Hypothesis Testing

For the testing of the third hypothesis which reads Employee Competence has a positive effect on the Quality of Service at the Wajo Regency Population and Civil Registration Office, there is a weak or poor relationship, judging from the calculation carried out in table 4.6 which means that there is a weak influence.

Therefore, the third hypothesis test is suspected to have a relationship that states a weak relationship between employee competence and service quality at the Wajo Regency Population and Civil Registration Office.

Discussion

Based on the results of research and statistical analysis of the variable influence of Employee Competence on the Variable of Service Quality at the Wajo Regency Population and Civil Registration Office, it can be described as follows:

The results of the study showed that there was a significant influence of Employee Competence on the Quality of Service at the Wajo Regency Population and Civil Registration Office by 9.7%. However, based on the correlation test, it was found that there was a weak relationship between Employee Competence and Service Quality at the Wajo Regency Population and Civil Registration Office of 0.311 or 31%.

Based on the results of data analysis linked to the theoretical foundation that Competence is one of the human resource development to create quality services to the community. As for knowing Employee Competence, it can be measured through several dimensions of Competence according to Ruky in Fadillah, et al (2017), namely Personal Character, Self-Concept, Knowledge, Ability, Motivation related to work, which as a whole shows the Very Good category, which is 4,221 with an average of 422.1 and is still at the minimum limit.

Meanwhile, service quality is a business that focuses on fulfilling needs, requirements, and timeliness to meet customer expectations. The dimensions according to the security in angraini (2021) are physical evidence, reliability, responsiveness, assurance, and empathy, which as a whole shows the Good category, which is 3,993 with an average of 399.3 and is still at the minimum limit.

From this relationship, it can be understood that the better the quality of service provided, the better the competence of employees. On the other hand, if the employee's competence is bad, the service quality will be even worse. Therefore, this study is interpreted that Employee Competence affects the Quality of Service.

CONCLUSION

Based on the results of the research and discussion that has been stated previously, it can be concluded as follows: 1). Employee Competence at the Wajo Regency Population and Civil Registration Office, in general, is included in the Very Good criterion based on the score of obtaining the X variable questionnaire as much as 4,221 from the expected ideal score ($>2,548$ \u2012 3,332) so the Employee Competence at the Population and Civil Registration Office exceeds the expected criteria and needs to be maintained. 2). The quality of service at the Wajo Regency Population and Civil Registration Office, in general, is included in the Good criteria based on the results of data processing of the score score of the Y variable questionnaire, which is 3,993 which is included in the Good category of the expected ideal value, namely ($>2,548$ \u2012 3,332). So the quality of service at the Population and Civil Registration Office is in accordance with expectations and needs to be maintained. 3). Employee competence has no effect and is significant on the quality of service at the Population and Civil Registration Office.

Based on the results of the above conclusion, the advice that the author can convey is that Employee Competence has a weak or poor influence on the Quality of Service provided to the Community. Therefore, in order to improve the Quality of Service at the Wajo Regency Population and Civil Registration Office, it is necessary to have awareness from employees in providing services to the community, because the quality of service is not only seen from the knowledge or skills of an employee, but can also be seen in terms of attitude or discipline and responsiveness of an employee, which can help improve the quality of service to the community for the better.

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