

The Influence of the Wage System, Work Environment and Welfare Benefits on Employee Work Productivity of PT. Samawood Utama Work Industries Tanjung Morawa, Deli Serdang, North Sumatra

Zita Nurfitri Pajrin^{1*}, Lukman Nasution², Abd. Rasyid Syamsuri³, Reza Nurul Ichsan⁴

¹⁻³Faculty of Economics, Universitas Muslim Nusantara Al-Washliyah, Medan, Indonesia,
⁴Universitas Pembinaan Masyarakat Indonesia, Medan

*Corresponding Author:

Email: zitanurfitri123@gmail.com,

lukmanumnaw@gmail.com.,abd.rasyidsyamsuri@umnaw.ac.id rezaichsan31@gmail.com.

Abstract

The purpose of this study is to ascertain how the wage system, workplace conditions, and welfare allowances affect the productivity of PT. Samawood Utama Work Industries Tanjung Morawa. 90 workers from PT. Samawood Utama Work Industries Tanjung Morawa made up the study's sample. Validity and reliability tests, the classical assumption test, multiple regression analysis, partial tests (*t*), simultaneous tests (*F*), and coefficient of determination are among the analytic methods employed. The analysis's findings showed that the wage variable's *t*-count value was 5.086 when compared to its *t*-table value of 1.662. When compared to the *t* table value of 1.662, the estimated *t* value for the work environment variable is 6.019. In contrast to the *t* table value of 1.662, the estimated *t* value for the Welfare Allowance variable is 3.856. When compared to the 2.71 value in the *f* table, the estimated *f* value is 843,927. This demonstrates that employee job productivity is positively and significantly impacted by the wage system, work environment, and welfare allowance at the same time. The value of *R* square indicates that the coefficient of determination is 0.892, implying that 89.2% of employee productivity is driven by pay, work conditions, and welfare benefits, with the remaining 10.8% being impacted by additional factors not included by this study.

Keywords: Wage System, Work Environment, Welfare Allowance, Employee Work Productivity

1. Introduction

Since the business world is currently developing quickly, businesses are expected to be able to employ their human resources effectively and efficiently when managing their operations. Both large and small businesses, as well as organizations with high-tech equipment, recognize the value of human resources in reaching their goals. The success or failure of a business in continuing to exist depends on how well its employees maintain it and maximize its efficacy and efficiency.

The level to which workers are effectively utilized in a production process to produce the intended output is known as labor productivity. In order for a firm to operate at its best, even with all of the most up-to-date equipment, it needs a skilled crew. Rewarding and recognizing the employees is vital in order to raise labor productivity. Wages are one means of expressing gratitude and acknowledging the presence of workers. The fact that wages are still so low will hamper efforts to boost labor productivity. On the other hand, it is challenging to provide a pay increase at a very low level of production. The degree of welfare that the workforce enjoys will depend on the pay they earn, and this welfare level, along with other factors, will have a significant impact on how enthusiastically they engage in their work. The position of workers in society is influenced by wages.

The notion of justice must be taken into consideration when determining wages. Justice does not require that all things be distributed evenly. Justice demands a connection between cost (input) and reward (output). The predicted revenue increases as the level of sacrifice increases. In addition to the question of fairness, consideration must also be given to the component of viability. The compensation at other firms might be compared to this eligibility. Or it might be done by adhering to minimum wage laws and/or basic needs requirements set by the government.

The corporation must take into account the work environment in addition to compensation because it has a direct impact on how satisfied employees are at their jobs. The workers' immediate surroundings, including things like cleaning, music, and lighting, might have an impact on how well they perform the tasks given to them. Working relationships that bind employees to their surroundings can be formed in the workplace. Everyone in an organization hopes for a nice working atmosphere. Employees will work more happily or enthusiastically in a positive work environment, and tasks will be performed satisfactorily and on schedule.

Companies need to pay attention to elements that can affect employee productivity in order to boost employee productivity. Some of these factors include the impact of wages, the workplace environment, and welfare benefits. The company can better know and understand the needs and desires of its employees by paying attention to the variables that may have an impact on employee productivity. As a result, employees will feel more satisfied or cared for by the company and will be able to perform their work tasks as efficiently as possible.

The introduction of welfare benefits will be able to effect the improvement in staff productivity at the Marisst Fashion Pekalongan company, according to Patra (2006), who claims that welfare benefits have a role in boosting job productivity. The lack of environmental cleanliness surrounding PT. Samawood Utama Work Industries Tanjung Morawa, the absence of lighting in the workspace, the state of the work environment is not maintained, and the uncleanness of the work environment are all reasons why some employees still do not feel comfortable working there.

The meager welfare benefits offered by PT. Samawood Utama Work Industries Tanjung Morawa are in conflict with the obligations and duties of the workers. Whereas the employee should receive a stipend in the amount of Rp. 2,860,000, but is instead only eligible for Rp. 1,500,000. This prevents employees from being driven to perform more effectively and efficiently, which eliminates the chance that they will develop into exceptional workers.

The low work productivity of PT. Samawood Utama Work Industries Tanjung Morawa is caused by the employees' low productivity, unfair wages, the unclean and uncomfortable working environment surrounding PT. Samawood Utama Work Industries Tanjung Morawa, and the meager incentive welfare benefits provided by PT. Samawood Utama Work Industries Tanjung Morawa, which are inconsistent with the duties and obligations of employees.

2. Literature Review

2.1. Wage System

One of the most delicate elements of a working relationship is compensation. Wages are viewed differently by each of the concerned parties. Workers/laborers view their pay as a source of cash that helps them and their family meet their basic necessities. Wages can psychologically increase laborer/worker satisfaction. Employers, on the other hand, view wages as one of the production costs. The government views salaries as helping to ensure that workers and their families can live decent lives, as well as helping to boost productivity and people's purchasing power. Veithzal (2014: 554) defines wages as just and appropriate payment made to employees in

exchange for their assistance in attaining organizational objectives. Wages are direct financial payments made to employees in accordance with the number of hours worked, the quantity of goods or services produced, or both.

We must constantly keep the notion of fairness in mind when awarding wages; this justice does not imply that everything must be distributed evenly, but rather that there must be a connection between the cost (input) and reward (output). The wage system must include the feasibility factor in addition to the question of justice. By contrasting the salary systems of various companies, it is possible to determine whether the wage system is feasible. System Indicators for Wages As per (Filopo, 2015: 37), the following is true: Supply and demand of labor, labor organization, ability to pay, productivity, government, and wage fairness and eligibility are the first three factors.

2.2. Work environment

Management must provide careful consideration to the workplace environment. Despite the fact that a company's production process is carried out by its employees, working conditions have a direct impact on those personnel. The environment in which workers work each day is known as the work environment.

According to Sofyandi (2015:38), "Work Environment" is "a set of internal elements originating from within the organization that affect the performance of human resource management functions/activities." The following are the school environment indicators, per Nitisemito (2017:159):

1. Work atmosphere

The environment in which workers are engaged in their work, known as the "work atmosphere," may have an impact on how that task is carried out. The workplace, amenities and tools for the job, cleanliness, illumination, tranquillity, and the working relationships among those there all contribute to the overall work environment.

2. Relationships with colleagues

Harmonious relationships with coworkers are those in which there is no suspicion of one another's business. The good working relationships among coworkers is one of the things that might keep employees at one company. Family ties and harmony are a factor that may influence how well employees perform.

3. Availability of work facilities

This indicates that the machinery required to ensure the efficient operation of the work is complete and current. Although not new, the provision of comprehensive working environments is one of the supporting processes.

2.3. Welfare Allowance

One of the crucial pillars for every business is its workforce. For productivity to remain high, employees must be controlled. However, managing staff members is challenging since in addition to possessing abilities, they also have thoughts, feelings, status, and desires, as well as a variety of histories and circumstances. In order to retain employees who are devoted and loyal and have experience and potential in their line of work, businesses must be able to motivate employees to continue being productive in carrying out their respective duties and responsibilities, particularly by offering them something that makes them happy. An employee naturally wants to receive something from their job that matches their expectations. Welfare at work is one type of want that can be satisfied. Because it is able to address employee needs,

employee welfare is one of the benchmarks for employee success in achieving both personal and business success.

Performance allowance, according to Bangun (2012: 295), is one of the organization's initiatives to retain its workers, with the expectation that workers can enhance their work performance and dedication to the organization. According to Hasibuan's opinion (2013: 185), employee welfare is complementary remuneration (Material and Non-Material) supplied to employees based on organizational or corporate rules. Employee welfare programs can also be referred to as complementary compensation. Hasibuan (2013: 188) recommends the following metrics as a way to gauge welfare: 1) The economic aspects of welfare include pensions, bonuses, holiday allowances, business attire, and burial expenses. 2) Welfare is a facility, including spiritual facilities/places of worship, leave and permits. 3) Welfare is a service, including health insurance and home loans.

2.4. Employee Work Productivity

Productivity is the value of products or services produced divided by the value paid to obtain these goods or services, Sinungan (2012:74) explains. Furthermore, productivity is also defined as the level of efficiency in generating goods and services, productivity emphasizes how to properly employ resources in producing goods and services, according to Sedarmayanti (2014: 80). Idris (2018) asserts that productivity is a key component of sustaining and expanding any organization or business. An organization will arise and grow through the productivity strategy in order to compete both domestically and internationally and to properly contribute to society.

Annas, (2015) claims that work productivity can be seen as a tangible outcome (product) created by people or groups over the course of a set period of time in a work process. In this instance, the higher the product produced in a shorter amount of time, the higher the value of the productivity level, and vice versa. It is necessary to use indicators to quantify work productivity. Sutrisno (2014:104) lists the following productivity indicators:

1. Employee work ability. Possess the capacity to perform activities. The abilities and professionalism of a person at work strongly influence their capacity.
2. Enhance the performance outcomes obtained. Attempt to make the outcomes better. Both those who put in the labor and those who take pleasure in the outcomes can feel the outcome.
3. A desire to be highly motivated at work. This represents an effort to improve upon yesterday. When compared to the previous day, this indicator can be seen in the work ethic and outcomes produced the following day.
4. Self-development. Always work to better yourself so you can do your job. Self-development can be accomplished by considering the difficulties and goals that lie ahead.
5. Quality. Continually seeking to raise the bar on excellence. Work that may demonstrate a worker's level of quality is said to be of high quality.
6. Effectiveness in finishing tasks. comparison of the overall resources employed and the results obtained. Employees are significantly impacted by productivity factors like inputs and outputs.

3. Methodology

This study was carried out at PT. Samawood Utama Work Industries Tanjung Morawa, Deli Serdang Regency, North Sumatra Province. This study combined observation, documentation, and surveys with questionnaires given to participants to obtain data. The following methods were utilized by researchers to gather data for this study:

1. The observation method, specifically data collection with the observation method, is a way to gather data by keeping track of what is noticed while monitoring the subject who will be or is being investigated.
2. Interviewing is a technique used by researchers to get data on the variables under investigation by asking direct questions of the respondent. According to the provided questionnaire, the researcher conducted this interview using a structured interviewing technique. Using this method while keeping in mind that the respondents' responses are not skewed from what should be measured
3. Data is gathered via a questionnaire, which is a series of structured questions and statements that respondents fill out. Because it is possible to gauge the consistency and validity of the items, the questionnaire or questionnaire approach has benefits. Since there are questions and statements with possible answers, the questionnaire is closed in nature. Given that respondents are typically busy individuals, it is thought that using this closed questionnaire technique will make it simpler for respondents to supply answer choices.

4. Results and Discussion

Validity testing is done to determine whether the data collected after the research is accurate when using the measurement tool (questionnaire). 30 employees PT. Samawood Utama Work Industries Tanjung Morawa who weren't part of the research sample were employed for the validity test sample in this study. The following table lists the correlation numbers and the results of the validity test conducted using the research instrument and the Perason (Product Moment Correlation) algorithm in SPSS:

Table 1. Validity Test Results

Variable	Statement	r_{count}	r_{table}	Information
Wages System	S1	0.891	0.361	Valid
	S2	0.964	0.361	Valid
	S3	0.873	0.361	Valid
	S4	0.935	0.361	Valid
	S5	0.877	0.361	Valid
	S6	0.902	0.361	Valid
Work Environment	S1	0.608	0.361	Valid
	S2	0.712	0.361	Valid
	S3	0.882	0.361	Valid
	S4	0.672	0.361	Valid
	S5	0.709	0.361	Valid
	S6	0.709	0.361	Valid
Welfare Allowance	S1	0.804	0.361	Valid
	S2	0.808	0.361	Valid
	S3	0.826	0.361	Valid
	S4	0.808	0.361	Valid
	S5	0.802	0.361	Valid
	S6	0.756	0.361	Valid
Employee Work Productivity	S1	0.919	0.361	Valid
	S2	0.843	0.361	Valid
	S3	0.887	0.361	Valid
	S4	0.885	0.361	Valid

	S5	0.895	0.361	Valid
	S6	0.891	0.361	Valid
	S7	0.932	0.361	Valid
	S8	0.929	0.361	Valid
	S9	0.924	0.361	Valid
	S10	0.878	0.361	Valid

Based on table 1. above, it is clear that the variables of Wages (X1), work environment (X2), welfare benefits (X3), and employee work productivity (Y) have a t-count value compared to the t-table, means that there is a significant correlation between work productivity (Y) and the overall score (valid). Based on the results of the Moment Product Correlation performed on the indicator questionnaire, it can be accepted if the coefficient alpha > from the value of r table $df = n-2$, $30-2 = 28$ so that the value of $n = 28$ is 0.361, meaning that the statements in the questionnaire are deemed valid because value $r_{count} > r_{table}$.

Table 2. Reliability Test Results

Variable	Cronbach's Alpha	Information
Wages System	0.954	Reliable
Work Environment	0.964	Reliable
Welfare Allowance	0.973	Reliable
Employee Work Productivity	0.980	Reliable

Table 2 above demonstrates that the three research instruments have satisfied the need for good reliability; in other words, this research instrument is dependable and its level is sufficient given that it has attained 1. (out of 0.60).

The regression model residuals were subjected to the normality test using the P-P plot graph test, as illustrated in Figure 1 below.

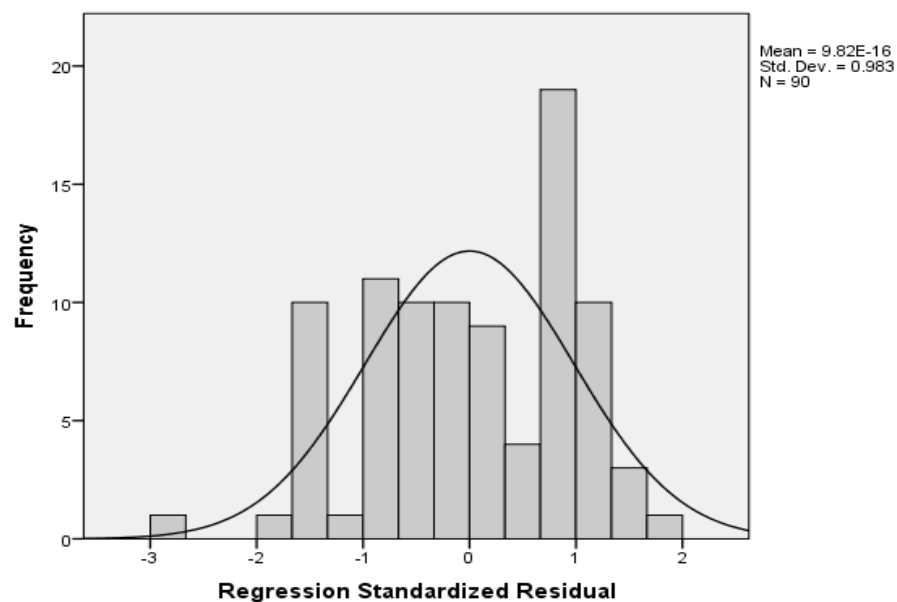


Figure 1. Normality Test

The normal probability plot graph in Figure 1 demonstrates that the data spreads around the diagonal line and moves in the same direction as the diagonal line, demonstrating that the regression model satisfies the assumption of normality. It is possible to infer that the data is normally distributed because the histogram also demonstrates that the distribution takes the shape of a bell. The following One-Sample Kolmogorov-Smirnov test results demonstrate it:

Table 3. One-Sample Kolmogorov-Smirnov Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		90
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1.77557295
Most Extreme Differences	Absolute	.125
	Positive	.076
	Negative	-.125
Kolmogorov-Smirnov Z		1.182
Asymp. Sig. (2-tailed)		.122
a. Test distribution is Normal.		
b. Calculated from data.		

Table 3 shows that Asymp Sig's (2-tailed) significant value of 0.122 is higher than 0.05. Therefore, it may be said that the data is normally distributed based on the criteria used to make the judgment in the aforementioned Kolmogorov-Smirnov Test normalcy test. As a result, the regression model's underlying presumptions or conditions for normality have been satisfied.

The value of the VIF (Variance Inflation Factor) and tolerance can be used to determine whether multicollinearity exists in a regression model. The table below shows the VIF value as determined by the analysis of the data.

Table 4. Multicollinearity Test Results

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Wages System	.091	8.028
	Work Environment	.083	9084
	Welfare Allowance	.111	7.006
a. Dependent Variable: Employee Work Productivity			

There is no association between the variables, as seen in Figure 4 above, where the variable's VIF value is less than 10 and its tolerance value is less than 10%. Therefore, it follows that the regression model's independent variables do not exhibit multicollinearity.

The scatterplot pattern created by the heteroscedasticity test is depicted in Figure 2 below.

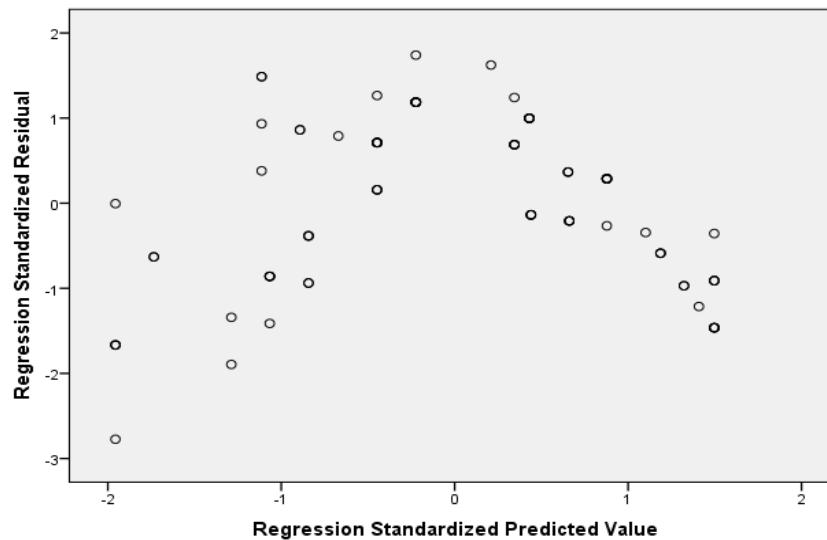


Figure 2. Scatterplot Graph

The results of the heteroscedasticity test indicate that there is no heteroscedasticity because the points do not form a particular pattern or that there is no discernible pattern, and because the points are evenly distributed above and below the value 0 (zero) on the Y axis. As a result, the regression model's assumptions of normality, multicollinearity, and heteroscedasticity can be satisfied by this model.

Table 5. Glejser Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.478	.701		2.108	.038
	Wages System	.054	.102	.165	.531	.596
	Work Environment	-.383	.085	-1.461	-4.485	.008
	Welfare Allowance	.330	.081	1.140	4.056	.013

a. Dependent Variable: Abs_RES

The Glejser test is used to detect whether or not the pattern of disturbance variables has heteroscedasticity based on table 5 above. Heteroscedasticity is absent if the statistical value $t_{count} < t_{table}$. The t_{count} value for the pay variable (X1) is 0.596, the work environment variable (X2) is 0.008, and the welfare benefit variable (X3) is 0.013, as can be seen from the table above. Given that the value of t_{count} is less than the value of t_{table} , which is 1,662, it can be inferred from the Glejser test results that there is no heteroscedasticity issue.

The following table displays the findings of the regression analysis performed using SPSS Version 20.0:

Table 6. Results of Multiple Linear Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.107	1.540		1.719	.004
	Wage System	1.142	.224	.598	5.086	.000
	Work Environment	1.130	.188	.741	6.019	.000
	Welfare Allowance	.690	.179	.410	3.856	.000

a. Dependent Variable: Employee Work Productivity

The Coefficients table above has a number of columns based on table 6. above. Column "B" must be taken into account while trying to find a multiple linear regression equation. The values in column B are 1.107 (Constant), 1.142 (Wages System X1), 1.130 (Work Environment X2), and 1.133 (Welfare Allowances X3) (0.690).

The t-test is used to examine how the independent variable affects the dependent variable partially. The t-test findings from the SPSS test are as follows:

Table 7. t test results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.107	1.540		1.719	.004
	Wages System	1.142	.224	.598	5.086	.000
	Work Environment	1.130	.188	.741	6.019	.000
	Welfare Allowance	.690	.179	.410	3.856	.000

a. Dependent Variable: Employee Work Productivity

It is evident from table 7 above that a t-count value was determined for each variable. Despite the fact that the t table value in n-k (3) is 90, it is 1.662 at a significant level of 5% (0.05). To examine how the independent variables interact with the dependent variable, the F (simultaneous) test is performed.

The following table shows the outcomes of a simultaneous test using SPSS Version 22.0:

Table 8. F test results (simultaneous)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2321.413	3	773.804	237.172	.000 ^b
	Residual	280.587	86	3.263		

	Total	2602.000	89			
a. Dependent Variable: Employee Work Productivity						
b. Predictors: (Constant), Wages System, Work Environment (X ₂), Welfare Allowance (X ₃), Employee Work Productivity (Y)						

Based on table 8 above, it can be seen that the calculated f is 843,927 with a sig level of 0.000; consequently, the sig value is $0.000 > 0.05$ and the calculated F value is $843.927 > F$ table 2.71; this indicates that H_0 is rejected; therefore, it can be concluded that the independent variables X₁, X₂, and X₃ simultaneously have a positive and significant effect on the dependent variable Y.

The findings of Safara's research (2019) demonstrate that salaries and benefits have a considerable and favorable impact on work productivity from a Sharia economic perspective (Study on a Brick Factory in Mireuk Taman Village, Darussalam District). The Wage and Welfare Allowance System, as demonstrated by Indriyani (2014), has a considerable impact on the output of the operation department employees of PT. Export Leaf Indonesia. Similar to Nugroho's findings, Wonogiri Indonesia's work productivity is positively and significantly impacted by salaries, welfare benefits, and work compensation.

5. Conclusion

Following are a few conclusions that may be drawn from this study's analysis and hypothesis testing results:

1. Employee labor productivity is positively and significantly impacted by wage variables. Based on the t-value of the Wage System variable (X₁), which is 5.086, and the t-table value, which is 1.662. If $5.086 > 1.662$, the estimated t achieved exceeds the value of the t table. The value of sig is then observed to be less than the probability value of 0.000 to 0.05.
2. Employee productivity is positively and significantly impacted by the work environment variable. We may infer this based on the t value of the Work Environment variable (X₂), which is 6.019, and the t-table value, which is 1.662. If $6.019 > 1.662$, the estimated t obtained is more than the value in the t table. The value of sig is then observed to be less than the probability value of 0.000 to 0.05.
3. Employee labor productivity is positively and significantly impacted by the Welfare Allowance variable. We can infer this based on the Welfare Allowance variable's (X₃) t-count value, which is 3.856, and the t-table value, which is 1.662. The t-count obtained is then more than the value in the t-table, or $3.856 > 1.662$. The value of sig is then observed to be less than the probability value of 0.00 0.05.
4. A simultaneous and positive and significant relationship exists between wage, work environment, and welfare allowance variables and employee productivity variables. With a sig level of 0.000 and a computed F value of 843,927, the sig value is $0.000 > 0.05$ and the calculated F value is $843,927 > F$ table 2.71.

5. Acknowledgments

The researchers thank the Universitas Muslim Nusantara Al-Washliyah, Medan and PT. Samawood Utama Work Industries Tanjung Morawa, Deli Serdang, North Sumatra

REFERENCE

Agustina I (2014). *Pengaruh Sistem Upah dan Tunjangan Kesejahteraan terhadap Kerja*

- Karyawan Operation Department PT. Export: Universitas UIN Raden Fatah Palembang.*
Skripsi Program Studi Manajemen Fakultas Ekonomi dan Bisnis Islam
- Bangun, W. (2012). *Manajemen Sumber Daya Manusia*. Jakarta: Erlangga
- Fillopo, E, B. (2015). *Manajemen Personalia*. Jakarta: Raja Grafindo Persada
- Hasibuan M. (2013). *Manajemen Sumber Daya Manusia*, Edisi Revisi, Penerbit Bumi Aksara, Jakarta
- Idris, A. (2016). *Pengantar Ekonomi Sumber Daya Manusia*. Yogyakarta: Deepublish.
- Nitisemito A. (2017) *Manajemen Suatu Dasar dan Pengantar*. Arena Ilmu: Jakarta
- Nugroho B. S. (2017). *Pengaruh Gaji, Tunjangan Kesejahteraan Dan Kompensasi Kerja Terhadap Produktivitas Kerja Karyawan Pada PT. POS Indonesia Kantor Pos Wonogiri: Universitas Muhammadiyah Surakarta 2017*. Skripsi Program Studi Manajemen Fakultas Ekonomi Dan Bisnis
- Patra M. A (2012). *Pengaruh Upah Lembar dan Tunjangan Kesejahteraan terhadap Produktivitas Kerja Karyawan Pada Perusahaan Perorangan Mariest Fashion Pekalongan UMS*. Surakarta: Universitas Islam Batik Surakata.
- Sedarmayanti. (2014). *Sumber daya manusia dan produktivitas kerja*. Edisi II. Bandung: Ilham Jaya.
- Sinungan, M. (2012). *Produktivitas: Apa dan bagaimana*. Jakarta: Bumi Aksara.
- Sofyandi, H. (2015). *Faktor-faktor yang mempengaruhi Produktivitas Kerja Karyawan, Kondisi Tempat Kerja dan Program Pelayanan Bagi Karyawan sesuai dengan Kebutuhan Karyawan*. Surakarta: Universitas Sebelas Maret Surakarta. Jurnal Ekonomi Pembangunan. 2 (1-9).
- Sutrisno, E. (2014). *Manajemen Sumber Daya Manusia*; Jakarta. Prenada Media Group.
- Safara R. (2019). *Pengaruh Upah dan Tunjangan terhadap Produktivitas Kerja Perspektif Ekonomi Syariah (Studi pada Pabrik Batu Bata Desa Mireuk Taman Kecamatan Darussalam)*: Universitas Islam Negeri Ar-Raniry Banda Aceh. Skripsi Program Studi Ekonomi Syariah Fakultas Ekonomi dan Bisnis Islam.
- Tjutju Yuniarsih, (2015). *Manajemen Sumber Daya Manusia*. Jakarta: Alfabeta
- Veithzal, R, Z. (2014). *Manajemen Sumber Daya Manusia Untuk Perusahaan*, (Jakarta: Raja Grafindo Persada)