SOME FACTORS AFFECTING WORK MOTIVATION IN IMPROVING WORK PRODUCTIVITY OF EMPLOYEES IN PT. DWITUNGGAL ABADI PERMAI JAKARTA UTARA

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Abstract

This study examines the factors that influence work motivation towards increasing employee work productivity at PT. Dwitunggal Abadi Permai North Jakarta. The purpose of this research is to find out the factors that influence work motivation towards increasing employee work productivity at PT. Dwitunggal Abadi Permai North Jakarta. In increasing employee work productivity, a company needs to plan a strategy and create good and professional management. For that production is the center of the implementation of concrete activities for the procurement of goods and services in a business entity and company. The production process is the most important part of the company, because if it stops, the company will suffer losses. In production activities the labor factor (employee) has a large influence, because the workforce is the one who carries out the production process.

For this purpose, all of the resources in the agency must be utilized as well as possible, including human resources as the main factor. Human resources needed today are those who have a leadership style that is good for performance, potential and good loyalty to the agency. So that the employees are able to describe the vision and mission that have been agreed upon together in order to achieve agency goals. This research was conducted at the Basarnas office in South Sumatra. In the results of R square (R2) Obtained a value of 0.013 means the percentage of the contribution of leadership style to employee performance 1.3% while the remaining 98.7% is influenced by other variables not included in this model. on the leadership style variable (X) the value of t is equal to 1-195 while the value of t table is 1.645 because t count (-1.945 because t count (-1.945)> t table (1,645), based on hypothesis testing that leadership style is very influential on performance employee.

Keywords: Motivation, Work Productivity

INTRODUCTION

Production is the center of the implementation of concrete activities for the procurement of goods and services in a business entity and company. The production process is the most important part of the company, because if it stops, the company will suffer losses. In production activities the labor factor (employee) has a large influence, because the workforce is the one who carries out the production process. Employees are essentially one element that becomes a resource in the company. It is this human resource that runs daily activities. Employees are living organisms allowing the functioning of an organization or company and becoming an important element in management. In order for workers to carry out their duties properly, a management system is created within the company known as personnel management.

PT. Dwitunggal Abadi Permai North Jakarta is engaged in the biggest mobile phone service and distributor in Indonesia. To meet the needs of its consumers, the mobile phone company always improves service both in terms of quality and productivity. As we know, in general, companies must be able to maintain their image in order to expand / gain market share. In this case the company must also be able to improve the quality of the company, for example in terms of the internal company itself, among others, improving the quality of employees. The quality of employees can be seen from the motivation that the

company gives to employees through enthusiasm and discipline of employees is expected to increase the input of companies that can bring profit. In carrying out its production activities almost all use human labor, so that in the production process requires the skill of a reliable human workforce that will later be able to increase the productivity that has been determined by the company. Psychological conditions are needed that encourage employees to do business so that what is done is expected to achieve company goals.

One of the company's goals is to get profits that can be obtained with high productivity. So that what is the company's output can really be enjoyed by consumers. Because currently PT. Dwitunggal Abadi Permai in North Jakarta has bright prospects in the future to further develop its business. Almost every household uses PT. Dwitunggal Abadi Permai in North Jakarta To improve the efforts to develop and improve the skills of employees of PT. Dwitunggal Abadi Permai in North Jakarta which aims to improve work productivity of employees in achieving their work that has been set by the company, one of which is to increase work motivation and work discipline so that the company's survival can be maintained and the company's goals can be achieved effectively and efficiently. From the presurvey that the author has done. The author sees that the work productivity of PT. Dwitunggal Abadi Permai in North Jakarta still needs to be improved, this can be seen from the daily activities of employees in carrying out their duties and work, there are still employees who arrive late from the designated entry hours, take too long breaks, go home too early and so on. Based on the description of the background above, the authors are interested in furthering this theme, by choosing the title as follows: "Factors Affecting Work Motivation in Increasing Employee Productivity at PT. Dwitunggal Abadi Permai in North Jakarta"

LITERATURE REVIEW
A. The definition of motivation
Motivation is a basic psychological process and is one element that can explain a person's behavior. Motivation comes from the word "move" in Latin which means "move" or "move". According to some experts, motivation is defined as follows:

1. Hamzah B. Uno (2007) says that motivation is the basic drive that drives a person's behavior. This encouragement is in someone who moves to do something in accordance with the encouragement in him. Therefore, a person's actions based on a particular motivation contain a theme in accordance with the underlying motivation.

2. Christine Harvey (2006) says that motivation is a commodity that is needed by everyone.

3. Thomas L. Good and Jere E. Brophy (2007) say that motivation as a construct of hypotheses is used to explain the desires, direction, intensity, and permanence of behaviors directed by goals.

4. Don Hellriegel and Jhon W. Slocum (2009) say that motivation is a psychological process that can explain a person's behavior. The essence of behavior is orientation at one goal. In other words, a person's behavior is designed to achieve goals.

B. Benefits of Motivation
The purpose and benefits of motivation according to Dr. Sowatno (2001: 147), including the following:

1. Encourage passion and work spirit
2. Increasing employee morale and job satisfaction
3. Increasing employee work productivity
4. Maintaining employee loyalty and stability
5. Increase discipline and reduce employee absenteeism
6. Effective procurement of employees
7. Creating a good working relationship and atmosphere
8. Increasing employee creativity and participation
9. Improve employee welfare
10. Enhancing employees' sense of responsibility for their duties
11. Increase the efficiency of the use of tools and raw materials, and so on

C. Motivation Theory

Various motivational theories according to experts are: Maslow (hierarchical theory to butu han), McClelland (achievement motivation theory), Mc Gregor (theory X and Y), Hezberg's motivation theory, and ERG Aldefer Theory. Here's the explanation:

a. Maslow's Motivation Theory
Maslow's theory in Reksohadiprojo and Handoko (2006), divides human needs as follows:
1. Physiological Needs
2. Safety Needs
3. Social needs arise,
4. Award Needs.
5. The need for self-actualization

b. Theory of Motivation for Achievement from Mc. Clelland
       Another important concept of motivation theory that is based on the strength that exists in human beings is achievement motivation according to Mc Clelland. A person is considered to have if he has the desire to perform better than others in many situations Mc. Clelland reinforces three needs according to Reksohadiprojo and Handoko (2006: 85), namely:
1. The need for achievement is reflected in the desire to take on tasks that can be personally responsible for his actions. He set reasonable goals and calculated risks and he tried to do something creatively and innovatively.
2. Affiliate needs, this need is aimed at being friendly.
3. The need for power, this need is reflected in someone who wants to have influence over others, he is sensitive to the structure of interpersonal influence and he tries to control others by regulating his behavior and making other people impressed, and always maintaining his reputation and position.

c. Theory X and Y from Mc. Gregor
       Motivational theory that combines internal theory and external theory developed by Mc. Gregor. He has formulated two basic differences regarding human behavior. Both of these theories are called theories X and Y. Traditional theories about organizational life are directed and controlled on the basis of theory X.

The assumptions that underlie X theories according to Reksohadiprojo and Han doko (2006: 87)
a. The average worker is lazy, doesn't like to work and if possible he will avoid it.
b. Because basically do not like to work then must be forced and controlled, treated with punishment and directed to the achievement of organizational goals.
c. On average workers are more likely to be guided, try to avoid responsibility, have small ambitions, have the ability above all else.

       This theory is still widely used by organizations because managers believe that the assumptions are true and many of the traits observed by human behavior, according to these assumptions, the theory cannot answer all questions that occur in organizations. Therefore, Mc. Gregor answered with a theory based on reality.
The basic assumption of Y theory is:
a. Physical and mental effort carried out by humans is like playing or resting.
b. The average person is willing to learn in conditions that are appropriate, not only accepting but looking for responsibility.
c. There is a great ability in intelligence, quality and imagination to solve organizational problems that are widely spread across all employees.
d. Control from outside the penalty is not the only way to direct the achievement of organizational goals.

d. Motivation Theory from Herzberg
Motivational theory proposed by Herzberg and his group. This theory is often called M-H or a two-factor theory, how managers can control factors that can generate job satisfaction or job dissatisfaction.

e. ERG Aldefer Theory
Aldefer's theory is a motivation theory which says that individuals have the need for three hierarchies, namely: extension (E), relatedness (R), and growth (growth) (G). The ERG theory also reveals that in addition to the process of advancing satisfaction it is also a process of decision reduction. That is, if a person continues to be hampered in his efforts to fulfill the needs, the individual leads to the reduction effort because it creates an effort to meet the lower needs.

III. RESEARCH METHODS

1. Methods of Multiple Linear Regression Analysis
Multiple linear regression analysis is an analysis used to calculate the effect of the independent variable (X) on the dependent variable (Y) if there is a change in one area of the independent variable (X).
The formula used is:
$Y = a + b1. X1$
Y is Position Promotion
a is constant regression coefficient
X1 is First independent variable (Employee Performance)
b1 is first independent regression coefficient

2. Correlation analysis
Namely to determine the closeness of the relationship between the two variables analyzed, where the relationship is expressed by the magnitude of the number of correlation coefficients and directions expressed by positive or negative signs. If $r = + 1$ or close to $+ 1$, then the correlation between two variables is said to be positive, very strong and is in the same direction, meaning that an increase or decrease in the value of X occurs together with an increase or decrease in the value of Y.
- If $r = 0$ or close, then the relationship between two variables (X and Y) is very weak or there is no relationship at all
- If $r = - 1$ or decides $- 1$, then the correlation is said to be negative, and is not in the direction that an increase in the value of X occurs together with a decrease in the value of Y and vice versa.

d. The coefficient of determination (r2), is used to see the effect of variable X on Y.

e. Partial Test (t-Test)
The t-test is used to test the relationship of each independent variable (X1) to the dependent variable (Y), with forlation as follows:
$$t = r\sqrt{n-2}$$
$$\sqrt{1 - (r)2}$$
With a confidence level of 95% ($\alpha = 0.05$), with the following conditions:
- If thitung> t table, then the independent variable (X1) has a significant relationship to the dependent variable (Y).
- If tcount <t table, then the independent variable (X1) does not have a significant relationship with the dependent variable (Y).

f. Simultaneous Test (F-Test)
The F-test is used to determine the extent to which the independent variable (X1) affects the dependent variable (Y), with the following formulations:

$$F = \frac{\frac{\Sigma(Y - Y)^2}{k - 1}}{\frac{\Sigma(Y - Y)^2}{n - k}}$$

With the following conditions :

H0 = there is no relationship between variables related to the independent variable

H1 / Ha = there is at least one dependent variable related to the independent variable. $\alpha = 5\%$
a) If Fcount <Ftable, then the independent variable (X1) does not significantly influence the dependent variable (Y), H0 is accepted.
b) If Fcount> Ftable, then the independent variable (X1) has a significant effect on the dependent variable (Y), H0 is rejected.

IV. RESEARCH RESULTS AND DISCUSSION
4.1 Respondent Distribution
Respondents in this study were employees at PT. Dwitunggal Abadi Permai North Jakarta. whose total population is 75 employees. Of these, the samples taken were also 75 employees.

4.1.1. Respondents according to Education Level
The last level of education greatly affects the ability and level of confidence of an employee in doing his job. Employees with high education will be better able to complete work with a higher level of difficulty than employees with lower levels of education. The responsibility of employees with a high level of education is usually also much higher because they are more trusted to handle the level of work that is considered not capable of being done by employees who experience less, especially those who are not too high educated. Data about respondents according to education level can be seen in table -4 below:

Table -1
Education Level of Respondents
PT. Dwitunggal Abadi Permai North Jakarta.

Level of Education	total	persentage %
Senior High School	35	46,67
D3	25	33,33
S1	15	20,00
	75	**100%**

PT. Dwitunggal Abadi Permai North Jakarta.

From table-1 it can be seen that the level of education of most employees of PT. Dwitunggal Abadi Permai North Jakarta who was the respondent in this study was a high school with a total of 35 people or 46.67 percent. Then S1 is 15 people or 20.00 percent and Diploma is 25 people or 33.33 percent.

4.1.2. Respondents by age
The age of an employee determines the overall performance. Employees with a relatively young age will have better physical abilities than older employees. . However, an older employee will have an experience that is not owned by a young employee. Therefore it would be better if the company combines or combines old-aged employees with young age. Data about respondents by age can be seen in the following table:

Tabel -2
age level of respondents
PT. Dwitunggal Abadi Permai Jakarta Utara.

Level of education	total	Percentage %
< 20 Tahun	3	4,00
21-30 Tahun	20	26,67
31-40 Tahun	45	60,00
41-50 Tahun	7	9,33
	75	100%

PT. Dwitunggal Abadi Permai Jakarta Utara.

From Table-2 it can be seen that most of the PT. Dwitunggal Abadi Permai North Jakarta who was the respondent in this study was around 31-40 in number, 3 people or 60.00 percent, employees aged 21-30 years were 26.67 percent, employees aged 41-50 years were 7 people or 9.33 percent. And the least are employees aged 20 years and 3 years or 4.00 percent.

4.1.3 Respondents Working Period

Tabel -3
Respondents working period
PT. Dwitunggal Abadi Permai North Jakarta.

Level of education	total	Persentage %
1-5 Tahun	17	40,48
6-10 Tahun	10	23,80
11-15 Tahun	10	23,80
16 -20 Tahun	5	11,92
	75	100%

PT. Dwitunggal Abadi Permai Jakarta Utara.

From Table-3 it can be seen that the working period of most employees of PT. Gemilang Utama Ideal Palembang who were respondents in this study were 17 people or 40.48 percent, employees who worked between 6-10 years and 11-15 years were respectively 10 people or 23.80 percent and employees whose working period ranged from 16-20 years as many as 5 people or 11.92 percent.

4.2 Data Analysis

4.2.1 Test Validity

This validity test was conducted with the aim of knowing the validity of the questionnaire. Validity here means the questionnaire used is able to measure what should be measured. A questionnaire is said to be valid (reliable) if someone's answer to the question contained in the questionnaire is consistent or stable from time to time. This validity test can be done by comparing the value of r count with the value of r table. The calculated r value is taken from the SPSS Cronbach Alpha output in the Correlated Iem-Total Correlation column. While the r table value is taken using the formula df = n-2 (Ghozali, 2006). Namely df = 75-2 = 73, so as to produce the r table value of 0.304. For the complete results of the validity test, see the following table: 7:

Tabel-4
Validity Test Results
Motivation (X)

No.Item	r_{xy}	r_{tabel}	Keterangan
1	0,071	0,227	Valid
2	0,119	0,227	Valid
3	0,010	0,227	Valid
4	0,166	0,227	Valid
5	0,114	0,227	Valid
6	0,222	0,227	Valid
7	0,305	0,227	Valid
8	0,342	0,227	Valid
9	0,258	0,227	Valid
10	0,199	0,227	Valid
11	0,404	0,227	Valid
12	0,186	0,227	Valid
13	0,201	0,227	Valid
14	0,311	0,227	Valid
15	0,727	0,227	Valid
16	0,464	0,227	Valid
17	0,575	0,227	Valid
18	0,482	0,227	Valid

Source: PT. Dwitunggal Abadi Permai Jakarta Utara.

Tabel-5
Validity Test Results
Performance (Y)

No.Item	r_{xy}	r_{tabel}	Keterangan
19	0,084	0,227	Valid
20	0,004	0,227	Valid
21	0,221	0,227	Valid
22	0,228	0,227	Valid
23	0,076	0,227	Valid
24	0,160	0,227	Valid
25	0,077	0,227	Valid
26	0,277	0,227	Valid
27	0,401	0,227	Valid
28	0,267	0,227	Valid
29	0,366	0,227	Valid
30	0.031	0,227	Valid
31	0,199	0,227	Valid
32	0,102	0,227	Valid
33	0,371	0,227	Valid
34	0,153	0,227	Valid
35	0,567	0,227	Valid
36	0,441	0,227	Valid

Source: PT. Dwitunggal Abadi Permai Jakarta Utara.

From the table above, it can be seen that the value of r calculated the overall indicator tested is positive and greater than the r value of the table whose magnitude is 0.227. Because the overall value of r counts all the indicators tested is greater than the r value of the table, it can be concluded that all the indicators in this study are declared valid.

4.2.2 Test reliability variable Employee Motivation and Performance

After the researcher performs the validity test, it continues to the reliability test, namely to check or find out whether the two variables used by the researcher are reliability or not. According to Nurgiyantoro (2002: 329), in his book Applied Statistics to measure or test the reliability of questionnaires in the study used "Cronbach Alpha Method"

TABEL-6
Reliability of variable influence motivation
Toward the Employee Performance

Variabel	Score of Cronbach Alpha	r_{tabel}	Keterangan
Motivasi (X)	0,590	0,227	Valid
Kinerja (Y)	0,445	0,227	Valid

Source: questionnaire in 2014

From the table above, it can be seen that the value of r calculated the overall indicator tested is positive and greater than the r value of the table whose magnitude is 0.277. Because the overall value of r counts all the indicators tested is greater than the value of r table, Where the Cronbach Alpha Motivation Value (X) is 0.590 and Performance (Y) is 0.778, it can be concluded that all the indicators in this study are valid.

4.2.3 Simple Linear Regression Analysis
Simple linear regression analysis is one of the regression methods that can be used as a statistical inference tool to determine the effect of an independent variable on the dependent variable. Simple linear regression test or multiple linear regressions basically has several objectives, namely:
1. Calculate the average estimated value and the value of the dependent variable based on the value of the independent variable.
2. Test the characteristic dependency hypothesis
3. Predict the average value of independent variables based on the value of independent variables outside the sample period.
In simple regression analysis using SPSS there are several assumptions and requirements that need to be examined and tested, some of which are
1. The independent variable does not correlate with the disturbance term (Error). The disturbance term value is 0 or with the symbol as follows: E (U / X) = 0,
2. If there are more than one independent variable, then there is no real linear relationship between explanatory variables.
3. The regression model is said to be feasible if the number of significance in ANOVA is <0.05, the predictor used as an independent variable must be feasible. This feasibility is known if the Standard Error of Estimate <Standard Deviation, number
4. The regression coefficient must be significant. Testing is done by Test T. Significant regression coefficients if T count> T table (critical value),
5. The regression model can be explained using the coefficient of determination (KD = R Square x 100%), the greater the value, the better the model. If the value approaches 1, the regression model is getting better,
6. Residuals must be normally distributed,
7. Interval or ratio scale data,
8. Both variables are dependent, meaning that one variable is an independent variable (predictor variable) while the other variable is dependent variable (response variable)

4.3 Discussion

Based on the results of data analysis in this study using a simple linear regression method, where the independent variables suspected of affecting mutations are limited to one variable. The variables analyzed are employee performance. These variables were analyzed using the linear regression analysis method using the "SPSS" program. The purpose of the test is to test the truth of the variable hypothesis above and see how the relationship between employee performance variables to motivation. The results of the analysis with a simple linear regression model on employee performance (Y) are dependent on the motivation variable (X) as an independent variable, motivation (X) is displayed as an independent variable, completely displayed in the following table:

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	Motivasi X[a]		Enter

a. All requested variables entered
b. Dependenmt Variable : Y Produktivity

Model Summary

Model	R	R Square	Adjusted R Square	Std.Error of the Estimate
1	,219[a]	,048	,035	8,047

a. Predictors : (Constan),Motivation_X

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	237,251	1	237,251	3,664	,060[a]
	Residual	4727,095	73	64,755		
	Total	4964,347	74			

a. Predictors : (Constan),Motivation_X
b. Dependent Variable : Produktivity_Y

Coefficients[a]

Model		Understandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std.Error	Beta		
1	(Constant)	49,062	6,775		7,242	,000
	X	,207	,108	,219	1,914	,060

a. Predictors : (Constan),Motivasi_X
b. Dependent : Variable : Produktivitas_Y

Table on Variables Entered/Removed[b]
Shows which variables are processed, which are the free variables and the dependent variable:
Independent variable: Motivation (X)
Variable Bound: Employee Productivity (Y)

- Model Table Summary:

Display the value of R which is a symbol of the value of the correlation coefficient. In the study above the correlation value was 0.219. This value can be interpreted that the relationship between the two research variables is in the weak category. Through this total also obtained R Square value or coefficient of determination (KD) which shows how much the regression model is formed by the interaction of independent variables and dependent variables. The KD value obtained is 48.0% which can be interpreted that the independent variable X has a contribution effect of 48.0% on the Y variable and the other 52.0% is influenced by other factors outside of variable X.

- Table ANOVA[b]

Used to determine the level of significance or linearity and regression, the criteria can be determined based on the F test or the significant value test (sig). The easiest way with sig test with provisions. If the significant value is <0.05, then the regression model is linear and vice versa. Based on the table above obtained sig 0.060, which means <significant criteria (0.05). Thus the regression equation model based on research data is significant, meaning that the linear regression model is influenced / has linearity criteria.

- Coefficients' table

The regression equation method is obtained by constant coefficients and variable coefficients in the under standardized column coefficient B, namely:

Y = 49,062 + 0,207 X

The regression equation can be explained as follows:

a. = 49,062 is a constant value, if the value of the variable X1 is zero, then the employee's performance (Y) is 49,062.

b1 = 0.207 shows that the training method variable (X1) has a positive effect on employee performance. In other words, if one unit's satisfaction with the training method is increased, the employee's performance will increase by 0.207 units of scale

V. CONCLUSIONS AND SUGGESTIONS

Conclusion

1. At the education level, most employees of PT. Dwitunggal Abadi Permai North Jakarta who was the respondent in this study was a high school with a total of 35 people or 46.67 percent. Then S1 is 15 people or 20.00 percent and Diploma is 25 people or 33.33 percent.

2. At the Age Level Respondents mostly PT. Dwitunggal Abadi Permai North Jakarta who was the respondent in this study was around 31-40 in number, 3 people or 60.00 percent, employees aged 21-30 years were 26.67 percent, employees aged 41-50 years were 7 people or 9.33 percent. And the least are employees aged 20 years and 3 years or 4.00 percent.

3. During the working period most of PT. Dwitunggal Abadi Permai North Jakarta who was the respondent in this study was around 31-40 in number, 3 people or 60.00 percent, employees aged 21-30 years were 26.67 percent, employees aged 41-50 years were 7 people or 9.33 percent. And the least are employees aged 20 years and 3 years or 4.00 percent.

4. In the Validity Test, it can be seen that the value of r counts the entire indicator tested is positive and greater than the r value of the table whose magnitude is 0.227.

Because the overall value of r counts all the indicators tested is greater than the value of the r table, it can be concluded that all the indicators in this study are declared valid.

5. On the Test of Reliability that. the value of r count all the tested indicators is positive and greater than the r value of the table whose magnitude is 0.277. Because the overall value of r counts all the indicators tested is greater than the value of r table, Where the Cronbach Alpha Motivation Value (X) is 0.590 and Performance (Y) is 0.778, it can be concluded that all the indicators in this study are valid.

6. In Simple Linear Regression where Table Summary Model displays the value of R which is a symbol of the value of the correlation coefficient. In the study above the correlation value is 0.060. This value can be interpreted that the relationship between the two research variables is in the weak category. Through this total also obtained R Square value or coefficient of determination (KD) which shows how much the regression model is formed by the interaction of independent variables and dependent variables. The KD value obtained is 48.0% which can be interpreted that the independent variable X has a contribution of 56.0% on the Y variable and the other 76.2% is influenced by other factors outside the variable X

7. In the ANOVA[b] table is used to determine the level of significance or linearity and regression, the criteria can be determined based on the F test or the significant value test (sig). The easiest way is with the sig test with provisions. If the value is significant <0.05, then the regression model is linear and vice versa. Based on the table above obtained sig 0.060, which means <significant criteria (0.05). Thus the regression equation model based on research data is significant, meaning that the linear regression model is influenced / has linearity criteria.

8. In the Coefficients Table The regression equation method is obtained by constant coefficients and variable coefficients in the under standardized column of the coefficient B, namely: Y = 49,062 + 0,207 X

SUGGESTIONS

1. We recommend that the performance of PT. Dwitunggal Abadi Permai North Jakarta. more intensified Results from the process of giving motivation held by company management can improve employee performance. It is expected that the existence of these activities fosters work motivation from leaders and prospective leaders in the future

2. The need for cooperation with related parties in an effort to increase motivation in improving employee performance to work better.

3. From the results of the research conducted, the most dominant variable in influencing employee performance is motivation. Support from managers greatly affects employee performance perceived by employees. More support provided by managers can make employees feel comfortable in work and employees are given more responsibility so that employees can maximize their ability to work better

4. For further research, it is recommended to add other independent variables (such as: Knowledge, organizational culture, etc.). Improving the questionnaire, and selecting the right time when distributing this questionnaire, This is because most of the questionnaires in this study were not returned.

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