



ISSN : 2395-7492

Vol. 8 No. 6 November 2021

International Research Journal of Management, IT and Social Sciences



Published by :
Scientific & Literature Open Access Publishing
London, UK

IRJMIS

International Research Journal of Management, IT and Social sciences

EDITOR-IN-CHIEF

Rena Ye,
*Fuzhou University,
China*

A S S O C I A T E E D I T O R S

Rajest, S. Suman
*Vels Institute of Science, Technology
& Advanced Studies, India*

Ghani, Mohd Zuri
*Universiti Sains Malaysia,
Malaysia*

Jog, Yatin
*Symbiosis International
University, India*

Bachiller, Patricia
*University of Zaragoza,
Spain*

Esen, Emel
*Yildiz Technical University,
Turkey*

Rashidin, Salamun
*University of International
Business and Economics, China*

Syamsudin, Oom Rohmah,
*University of Indonesia,
Indonesia*

Auya, Samwel
*Maasai Mara University,
Kenya*

Singh, Dharmendra
*Houston Methodist Research
Institute, USA*

Adetunji, Adeniyi
*Bowen University,
Nigeria*

Abbas, Muhammad
*University of Sargodha,
Pakistan*

E D I T O R I A L B O A R D M E M B E R S

Masterson, Robert
*The City University of New
York, USA*

Masih, Jolly
*Erasmus School of Economics,
Rotterdam, Netherlands*

Rajkumar, Rajasekaran
*Vellore Institute of Technology,
India*

Kannan, Ramani
*Universiti Teknologi Petronas,
Malaysia*

Fiaz, Muhammad
*University of Engineering and
Technology, Pakistan*

Kalaiselvi, K.
*Vels University (VISTAS),
India*

Lingming-Chen
*Hunan University of Science and
Technology, China*

Das, Subhankar
*Duy Tan University,
Vietnam*

Dhawan, Rajnish
*University of the Fraser
Valley, Canada*

Kumar, Tribhuwan
*Prince Sattam Bin Abdulaziz
University, Kingdom of Saudi
Arabia*

Kifordu, A.A.
*Edo University Iyamho,
Nigeria*

Khan, Shazida Jan Mohd
*Universiti Utara Malaysia,
Malaysia*

Mishra, Geetanjali Joshi
*Amity University,
India*

Fowsar, Mohamed Anifa Mohamed
*South Eastern University of Sri
Lanka, Sri Lanka*

Studdard, Melissa
*Lone Star College System,
USA*

Fogwe, Zephania N.
*The University of Bamenda,
Cameroon*

Auya, Samwel
*Maasai Mara University,
Kenya*

Wisenthige, Krishantha
*Wuhan University of
Technology, China*

Tuswadi
Hiroshima University,
Japan

Upadhyaya, Makarand
University of Bahrain,
Bahrain

Chinnusamy, Karthikeyan
Veritas Tech & International
Technological University, USA

Hewamanage, Wimal
University of Colombo,
Sri Lanka

Klymenko, Olga
University of Seychelles,
Seychelles

Elena, Berezheva
Moscow State University of
International Relations, Russia

Priscila, Silvia S.
Mohamed Sathak Arts and Science
College, India

Zubitashvili, Tamar
Telavi Technical College,
Georgia

Abdul-Hakim, Roslan
Universiti Utara Malaysia,
Malaysia

Peng, Sheng-Lung
National Dong Hwa University,
Taiwan

Ullah, Hakeem,
Abdul Wali Khan University Mardan,
Pakistan

Liu, Bin
University of International Business
and Economics, China

Sobhy, Maha
Cairo University,
Egypt

Hameed, Asaad Shakir
Universiti Teknikal Malaysia Melaka,
Malaysia

Santhappan, Jayasri
University of Houston,
USA

Zhen, Dai
University of International
Business and Economics, China

Le, Dac-Nhuong
Haiphong University,
Vietnam

Omrane, Amina
Institute of Higher Commercial
Studies of Sfax, Tunisia

Sarzhanova, Galiya
Karaganda State University,
Kazakhstan

Ullah, Hakeem
Aga Khan University,
Pakistan

Jian, Wang
University of International
Business and Economics, China

Gadicha, Ajay B, P.R.
Patil College Of Engineering &
Technology, India

C O P Y E D I T O R S

Owhard Kins
IRJMIS copyeditor, London,
United Kingdom

George Hord
IRJMIS copyeditor, London,
United Kingdom

P R O D U C T I O N E D I T O R

Gord Cornverhen
IRJMIS editorial production, London,
United Kingdom

Chrown Drawner
IRJMIS editorial production, London,
United Kingdom

W E B M A S T E R

Vedran Vucic
PKP Developer,
Belgrade

M A N A G E M E N T C O M M I T T E E

Tamar Shiukashvili (A/Prof.)
Telavi State University,
Georgia

Oscar Frost (Prof.)
Imperial College London,
United Kingdom

Helen Jerry (Prof.)
University of London,
United Kingdom

Tihnov Koldoris (Prof.)
Queen Mary University of London,
United Kingdom

Liu Xiao (Prof.)
Brunel University London,
United Kingdom

Bryony Karen (Prof.)
University of Roehampton,
United Kingdom

Andrew May (Prof.)
Royal Veterinary College,
United Kingdom

Kevin Livingstone (Prof.)
London School of Economics and
Political Science, United Kingdom

Ted F.L. Jing (A/Prof.)
Shanghai International Studies
University, China

Paul Dohler (Prof.)
King's College London,
United Kingdom

Suman Rajest (A/Prof.)
Vels Institute of Science,
India

C O P Y R I G H T A N D C O P Y I N G (I N A N Y F O R M A T)

Articles published in the International Research Journal of Management, IT and Social sciences (**IRJMIS**) are available under Creative Commons Attribution Non-Commercial No Derivatives Licence (**CC BY-NC-ND 4.0**). Authors retain copyright in their work and grant **IRJMIS** right of first publication under CC BY-NC-ND 4.0. Users have the right to read, download, copy, distribute, print, search, or link to the full texts of articles in this journal, and to use them for any other lawful purpose. Articles published in **IRJMIS** can be copied, communicated and shared in their published form for non-commercial purposes provided full attribution is given to the author and the journal. Authors are able to enter into separate, additional contractual arrangements for the non-exclusive distribution of the journal's published version of the work (*e.g., post it to an institutional repository or publish it in a book*), with an acknowledgment of its initial publication in this journal. This copyright notice applies to articles published in **IRJMIS** volumes 7 onwards. Please read about the copyright notices for previous volumes under [Journal History](#).

D I S C L A I M E R

The Publisher and Editors cannot be held responsible for errors or any consequences arising from the use of information contained in this journal; the views and opinions expressed do not necessarily reflect those of the Publisher and Editors, neither does the publication of advertisements constitute any endorsement by the Publisher and Editors of the products advertised.

International
Research
Journal of
Management
IT and
Social sciences

Research Articles	Pages
Community income of honey bee cultivation in protected forest edge area <i>Gede Suarta, I Gusti Ngurah Kayana, I Gusti Agung Nyoman Dananjaya</i>	516
The effect of the application of the contextual learning model on the ability of short story writing for class VII SMP <i>Muhammad Bakri</i>	524
An assessment on impacts of online education on training quality and satisfaction of tourism undergraduate students in a private university and managerial implications for educators <i>Nhan Pham Nguyen Trong, Nguyen Tran Ngoc Phi, Le Truong Nguyen, Nguyen Mai Lan, Phuong Nguyen Thi Thuy</i>	534
The effects of e-payment system on the efficiency of banks in Nigeria <i>Chiejina Ofure Josephine</i>	548

Digital bureaucracy in the COVID-19 era at the Ambon city population and civil registry office 2019	559
<i>Sukur Soasiu</i>	
Factor analysis on the agricultural technology adoption and arabica coffee productivity in Kintamani District, Bangli Regency	569
<i>I Putu Hedi Sasrawan, Ni Nyoman Yuliarmi</i>	
Urban solid waste management in the state Passo Baguala District of the City of Ambon	579
<i>Iriane S. Ponto</i>	
Impact of diversification strategy on organizational performance in manufacturing firms in Nigeria	589
<i>Emmnuella Clinton, C. G.E Salami</i>	
Transparency of public service principles in Amantelu Village, Sirimau District, Ambon City	605
<i>H.E Simatauw</i>	
Cultivating aren trees with environmental insight	613
Preparing rural communities that have quality especially for aren tree farmers in motoling village	
<i>Yessy Kenny Jacob</i>	
Pentagon fraud perspective analysis in detecting indications of financial statement fraud	619
<i>Ni Putu Winda Ayuningtyas, I Putu Sudana, I Wayan Suartana, Ni Putu Sri Harta Mimba</i>	
Implementation motivation, work discipline in work productivity of employees in the hospital	630
<i>Cokorde Istri Bintari Pemayun, Ida Ayu Oka Martini</i>	
Understanding the impact of zakat and waqf as economic development of the community in rural areas	639
<i>Nanang Yusroni, Umar Chadhiq</i>	

The influence of relationship marketing on customer loyalty	648
Customer satisfaction as a mediation variable <i>Gusti Ngurah Ary Raka Darmayasa, Ni Nyoman Kerti Yasa</i>	
Work culture of the government of Teluk Ambon district in providing administrative services to the community in the era of COVID-19	661
<i>Wahyu Fatimah Chaniago</i>	
The relevance of speaking skills with improving digital literacy skills	669
<i>Mas'ud Muhammadiyah, Petrus Jacob Pattiasina, Khasanah, Ali Pirdaus</i>	
Management as a necessary tool for the prevention of violence against women	679
<i>Meglis Rivero Favier, Nayra Martínez Manzanares, Karla Mercedes Mendoza Loor, Telly Yarita Macías Zambrano</i>	
Methodological strategies for the development of multiple intelligences in tenth year students	690
<i>Ángela Verónica Hidrovo Zambrano, Ubety del Carmen Cedeño Cantos, Yandri Guillermo Toala Chilan</i>	
Teaching-learning methods and their influence on the development of multiple intelligences of initial education	701
<i>José Bernardo Cobeña Álava, Liseth Estefanía Aguirre Vera, Verónica Flores Tipán, Gissella Valentina Loor Pinargote</i>	
Processes aimed at students to improve their learning	712
<i>Fernando Eduardo Cornejo Rivas, Marilyn Lidia Basurto Pilligua, Jacqueline Aracely Arteaga Guerrero, José Atilio Murillo Moreira, María José Zambrano Zambrano</i>	



Scientific & Literature Open Access Publishing

Homepage: <https://sloap.org/journals/index.php/irjmis/>