

EXPLORING THE ROLE OF WORK-LIFE BALANCE AND JOB SATISFACTION IN SHAPING ORGANIZATIONAL CITIZENSHIP BEHAVIOR AT PT. BALI FOAM NUSA MEGAH DENPASAR

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Abstract: Organizational citizenship behavior (OCB) is essentially a two-way process used by many companies to encourage and influence their employees' overall engagement with the company and their tendency to behave beyond their job responsibilities. This study aims to determine the effect of work-life balance and job satisfaction on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar. This research was conducted at PT. Bali Foam Nusa Megah Denpasar with a total sample of 52 employees. The sampling technique used in this study was saturated sampling. Data collection was carried out through observation, interviews, questionnaires, and documentation studies. The data analysis technique used in this study was multiple linear regression analysis processed using SPSS version 26 software. Based on the analysis results, this study shows that work-life balance has a positive and significant effect on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar. This means that the better the work-life balance, the better the organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar. Work-life balance has a positive and significant effect on job satisfaction at PT. Bali Foam Nusa Megah Denpasar. This means that the better the work-life balance, the better the job satisfaction at PT. Bali Foam Nusa Megah Denpasar. Job satisfaction has a positive and significant effect on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar. This means that the better the job satisfaction, the better the organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar.

Keywords: work-life balance, job satisfaction, organizational citizenship behavior

INTRODUCTION

Human resources (HR) are one of the most important aspects of an organization, whether it be an institution or a company (Butar-Butar et al., 2020). HR are also key to determining a company's development. In essence, HR consists of people employed by an organization as drivers, thinkers, and planners to achieve the organization's goals (Rahman, 2020). Employees can become valuable human resources in a company by completing the tasks assigned to their positions with full responsibility as a way of contributing to the organization's sustainability. It is not only the behavior of employees who exercise authority in accordance with their job descriptions that determines the success of an organization in overcoming a number of challenges. Helping and cooperative behavior that is not covered by job responsibilities or duties is also important for the functioning of an organization.

OCB is essentially a two-way process used by many companies to encourage and influence their employees' overall engagement with the company and behavioral tendencies that go beyond their job responsibilities (Ka-pil & Rastogi, 2020). OCB is a term used to describe additional behaviors that occur outside of those responsibilities. Based on the results of a brief interview with the personnel manager of PT. Bali Foam Nusa Megah Denpasar, the phenomenon that occurs at PT. Bali Foam Nusa Megah Denpasar regarding OCB is that there are still employees who are too focused on their own work and responsibilities rather than the interests of the division or other jobs. Likewise, the existence of employees who do not like to perform tasks or work that are not their responsibility is further evidence that the level of OCB among employees at PT. Bali Foam Nusa Megah Denpasar is still not optimal. OCB can also be seen from the results of the researcher's interviews related to OCB indicators, where the results of interviews with 20 employees of PT. Bali Foam Nusa Megah Denpasar show the following data:

Table 1**Application of OCB Indicators at PT. Bali Foam Nusa Megah Denpasar**

No.	Organizational Citizenship Behavior (OCB) Indicators	Agree	Disagree
1	If a coworker ever needs help with their work, I will help them	80	20
2	I will complete tasks according to company procedures.	100	-
3	If additional work is assigned by my supervisor, I will complete it diligently.	100	-
4	I will attend social activities organized by the company	70%	30
5	I have a strong desire to learn about developments within the company.	100	-

Source: Results of interviews with employees of PT. Bali Foam Nusa Megah Denpasar.

Based on data from interviews with 20 employees of PT. Bali Foam Nusa Megah Denpasar regarding the implementation of OCB indicators, where the indicators as a whole have not reached 100%, meaning that there are still some employees who find it difficult to spare time to help their colleagues and are unwilling to actively participate in company social activities, citing reasons such as being busy outside of work, still completing personal work (), and others.

Another factor that can influence the emergence of OCB behavior is work-life balance (Prasetio, 2016). Adjam, et. al., (2019) and Rahmawati (2020) reveal that work-life balance is the ability to balance the demands of work and the personal needs of an individual's family. Saputri & Helmy (2021) reveal that work-life balance is an effort made by individuals to balance the two roles they play. Based on the above definitions, it can be concluded that work-life balance is the extent to which individuals can balance and feel equally satisfied in terms of time and psychological involvement with their roles in work life and personal life (e.g., with spouses,

parents, family, friends, and community members) and the absence of conflict between the two roles.

Based on the results of a brief interview with the personnel manager of PT. Bali Foam Nusa Megah Denpasar, the phenomenon that occurs at PT. Bali Foam Nusa Megah Denpasar regarding WLB is that many employees feel exhausted due to excessive working hours that exceed the company's standard operating hours, which makes work time unbalanced with personal time. This shows that the level of WLB at PT. Bali Foam Nusa Megah Denpasar is still not optimal. This is also supported by previous research conducted by Iroth, et al. (2022), where the results showed that work-life balance has a positive and significant effect on OCB. This contrasts with research conducted by Imaningtyas, et al. (2024), where the results show that work-life balance does not have a significant effect on OCB.

In addition to work-life balance, another factor that influences OCB is job satisfaction (Wirawan, 2017). Job satisfaction is an attitude variable that reflects how people feel about their job as a whole and about various aspects of it. If people are satisfied with their job, they like and are motivated to do their job and their performance is high. Conversely, if they are dissatisfied with their job, they are not motivated to do their job and their performance is low (Wijaya, 2018). Handoko (2020) states that job satisfaction is an employee's pleasant or unpleasant opinion about their work, which is reflected in their behavior towards their work and everything they experience in the work environment. Based on the above definitions, it can be concluded that job satisfaction is a positive attitude of workers, including their feelings and behavior towards their work, through the assessment of one of their jobs as a sense of appreciation in achieving one of the important values of work.

Based on the results of a brief interview with the personnel manager of PT. Bali Foam Nusa Megah Denpasar, the phenomenon that occurs at PT. Bali Foam Nusa Megah Denpasar regarding job satisfaction is that many employees feel dissatisfied with their work because it does not match their abilities. Likewise, coworkers do not support each other in completing their work. Based on data from interviews with 20 employees of PT. Bali Foam Nusa Megah Denpasar regarding the application of job satisfaction indicators, where the indicators as a whole have not reached 100%, it can be seen from the statements that have low scores, This shows that low job satisfaction is seen from the responses of the majority of respondents who said that they were not happy because the work was not in line with their abilities, and employees were not happy with their coworkers who did not provide sufficient support to complete the work.

This is also supported by previous research conducted by Tommy Fitrio, et. al., (2019), where the results showed that job satisfaction has a positive and

significant effect on OCB. This differs from the research conducted by Chrtistanti (2022), where the results showed that job satisfaction does not have a significant effect on OCB. Based on the findings at PT. Bali Foam Nusa Megah Denpasar, researchers were motivated to conduct further investigations into the relationship between WLB and job satisfaction on OCB.

LITERATURE

Social Exchange Theory

Social Exchange Theory states that social interactions depend on the gains and losses that occur. Social exchange theory is the grand theory in this study. The main figure in social exchange theory is George Homans, which was then developed by Blau in 1964. Basically, in building a social interaction that allows individuals to maximize the benefits obtained.

Organizational Citizenship Behavior

According to Rusman (2019), performance is a manifestation of the behavior of individuals or organizations with a focus on achievement. Good and professional performance by all employees (of a company) is one of the goals of human resource management. According to Simamora (2019), the indicators used to measure performance are as follows: work quality, work quantity, responsibility, initiative, cooperation, and obedience.

Work-Life Balance

Muliawati (2020) states that work-life balance is an individual's ability to fulfill their work duties and demands from outside work- , which makes the individual happy. Clark et al. (2021) define work-life balance as employees' perceptions of personal time, attention to family and work, which are associated with minimal role conflict. Rondonuwu (2018) states that there are several components that make up work-life balance, including: time balance, involvement balance, and satisfaction balance.

Job Satisfaction

Handoko (2020) defines job satisfaction as an employee's pleasant or unpleasant feelings about their work, which are reflected in their behavior toward their work and everything they experience in the work environment. Job satisfaction is an employee's attitude toward work related to work situations, cooperation among employees, rewards received at work, and matters concerning physical and psychological factors (Sutrisno, 2019). Luthans (2020) reveals that there are several indicators of job satisfaction, namely: promotion, supervision, coworkers, the job itself, and wages.

Research Hypothesis

The Influence of Work-Life Balance on OCB

Lumunon et al. (2019) state that work-life balance can be defined as a condition in which an individual can manage their time well or can harmonize between work, family life, and personal interests. Saputri & Helmy (2021) reveal that work-life balance is an effort made by individuals to balance the two roles they play. Work-life balance is the extent to which individuals can balance and feel equally satisfied in terms of time and psychological involvement with their roles in work life and personal life (e.g., with spouses, parents, family, friends, and community members) and the absence of conflict between the two roles.

Research conducted by Saputri and Helmy (2021) states that work-life balance has a significant positive effect on OCB. This result is also reinforced by several other studies conducted by Anggriflon Fentrio Iroth, et al. (2022), Rahmi Hermawati, et al. (2023), Noor Erdianza (2020), Pradhan, et.al. (2016), which state that the work-life balance variable has a positive and significant effect on OCB. Based on the results of the theory and previous studies, the following hypothesis can be formulated:

H1: Work-life balance berpengaruh positif dan signifikan terhadap organizational citizenship behavior.

The Influence of Work-Life Balance on Job Satisfaction

Handoko (2020) defines job satisfaction as an employee's pleasant or unpleasant feelings about their work, which are reflected in their behavior toward their work and everything they experience in the work environment. Job satisfaction is an employee's attitude toward work related to work situations, cooperation among employees, rewards received at work, and matters concerning physical and psychological factors (Sutrisno, 2019). Job satisfaction is a positive attitude of workers, including feelings and behavior towards their work, through the assessment of a job as a sense of appreciation in achieving one of the important values of work.

Research conducted by Noor Rochim Arief, et al., (2021) states that work-life balance has a significant positive effect on job satisfaction. These results are also reinforced by several other studies conducted by Resky Harke, et al. (2022), Tutupoho and Fasak (2022), Asepta and Maruno (2017), Pangemanan, et al., (2017), who stated that the work-life balance variable has a positive and significant effect on job satisfaction. Based on the results of the theory and previous research, the following hypothesis can be formulated:

H2: Work-Life Balance has a positive and significant effect on Job Satisfaction.

The Influence of Job Satisfaction on OCB

Aprianti (2019) reveals that OCB is discretionary individual behavior that is not directly and explicitly expected by the formal reward system and that overall promotes the effectiveness of organizational functions. OCB is essentially a two-

way process used by many companies to encourage and influence their employees' overall engagement with the company and behaviors that go beyond their job responsibilities (Ka-pil & Rastogi, 2020). OCB is individual behavior that is not directly rewarded, as well as voluntary attitudes that are not specified in job responsibilities, which can be observed and have a positive impact on the organization. Characteristics of OCB behavior include helping coworkers, following applicable regulations, and having a high tolerance for company conditions.

Research conducted by Nafi and Endang (2017) states that job satisfaction has a significant positive effect on OCB. These results are also reinforced by several other studies conducted by Tommy Fitrio, et.al., (2019), Huda (2018), Jayawardena (2020), and Prasetyo et al. (2017), who state that the job satisfaction variable has a positive and significant effect on OCB. Based on the results of the theory and previous research, the following hypothesis can be formulated :

H3: Work Satisfaction has a positive and significant effect on organizational citizenship behavior.

RESEARCH METHOD

The research was conducted at PT. Bali Foam Nusa Megah Denpasar, located at Jl. Bypass Ngurah Rai No.34, Pesanggaran, South Denpasar, Denpasar City, Bali. The sample size in this study was 52 employees. The sampling technique used in this study was saturated sampling, where the entire population in this study was used as the sample and respondents, resulting in a sample size of 52 people. Data collection was carried out through observation, interviews, questionnaires, and documentation. The data analysis technique used in this study was multiple linear regression analysis, which was processed using SPSS software version 26.

RESULTS AND DISCUSSION

Instrument Test Results

1. Validity Test

Based on the results of the research instrument validity test, it was concluded that all items from the work-life balance and job satisfaction variables used in this study were valid. This can be seen from each item having a Corrected Item-Total Correlation value greater than 0.30.

2. Reliability Test

Based on the results of the research instrument reliability test, it is known that all variables, namely work-life balance and job satisfaction towards organizational citizenship behavior, have a Cronbach Alpha coefficient value above 0.6. Thus, all instruments are reliable and suitable to be used as research instruments.

Results of Classical Assumption Testing

1. Normality Test Results

Table 2
Normality Test Results

One-Sample Kolmogorov-Smirnov Test	
	Unstandardized Residual
N	52
Test Statistic	0.089
Asymp. Sig. (2-tailed)	0.200

Source: Processed data, 2024

Based on Table 1, the results of the Kolmogorov-Smirnov Test for normality show an Asymp. Sig. (2-tailed) value of $0.200 > 0.05$, thus it can be said that the variable is normally distributed.

2. Multicollinearity Test Results

Table 3
Multicollinearity Test Results

Variable	Collinearity Statistics		Description
	Tolerance	VIF	
Work-Life Balance	0.695	1.440	Free of Multicollinearity
Job Satisfaction	0.695	1.440	Free of Multicollinearity

Source: Processed data, 2024

Based on Table 3, it shows that the tolerance values of the independent variables, namely work-life balance and job satisfaction, are > 0.10 and the VIF values are ≤ 10 . Therefore, it can be concluded that there is no multicollinearity between the independent variables in the regression model.

3. Heteroscedasticity Test Results

Table 4
Heteroscedasticity Test Results

Variable	Sig	Description
Work-life balance	0.413	Free from heteroscedasticity
Job satisfaction	0.653	Free from heteroscedasticity symptoms

Source: Processed data, 2024

Based on Table 4, it shows that all independent variables, namely work-life balance and job satisfaction, have significance values of 0.413 and 0.653, indicating that the significance values are > 0.05 . Therefore, it can be concluded that there is no heteroscedasticity.

Multiple Linear Regression Analysis Results

Table 5
Results of Multiple Linear Regression Analysis

Dependent Variable	Independent Variables	Regression Coefficient	Standard Error	t-value	Sig.
Equation I:					
Organizational Citizenship Behavior (Y)	Constant	4.035	1.661	2.428	0.019
	Work-Life Balance (X ₁)	0.821	0.153	5.348	0.000
	Job Satisfaction (X ₂)	0.300	0.080	3.737	0.000
R-Square	= 0.641	F-calculated	= 46.553		
N	= 52	Prob	= 0.000		
Equation II:					
Work Satisfaction (Y)	Constant	5.973	1.658	3.603	0.001
	Work-Life Balance (x ₁)	1.138	0.134	8.470	0.000
R-Square	= 0.581	F-calculated	= 71.736		
N	= 52	Prob	= 0.000		

Source: Processed data, 2024

Based on Table 5, the following multiple linear regression equations are obtained: $Y = 4.035 + 0.821X_1 + 0.300X_2$ for the first equation and $Y = 5.973 + 1.138X_1$ for the second equation, which means that:

$b_1 = +0.821$ means that every increase in work-life balance can increase organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar.

$b_2 = +0.300$ means that every increase in job satisfaction can increase organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar.

$b_1 = +1.138$ means that every increase in work-life balance can increase job satisfaction at PT. Bali Foam Nusa Megah Denpasar.

Determination Analysis Results (Adjusted R^2)

Based on Table 5, the coefficient of determination values are as follows:

1. In equation I, the adjusted r-square value obtained was 0.641 or 64.1%. Thus, the magnitude of the influence of work-life balance (X_1) and job satisfaction (X_2) on organizational citizenship behavior (Y) at PT. Bali Foam Nusa Megah Denpasar is 64.1%, while the remaining $100\% - 35.9\% = 64.1\%$ is influenced by other factors that were not studied.
2. In equation II, the adjusted r-square value obtained is 0.581 or 58.1%. Thus, the influence of work-life balance (X_1) and job satisfaction (X_2) on organizational citizenship behavior (Y) at PT. Bali Foam Nusa Megah Denpasar is 58.1%, while the remaining $100\% - 41.9\% = 58.1\%$ is influenced by

other factors that were not examined.

T-Test Results

The t-test results for the influence of work-life balance (X_1) and job satisfaction (X_2) on organizational citizenship behavior (Y) at PT. Bali Foam Nusa Megah Denpasar are shown in Table 5, with the following explanation.

1. The t-test results for the effect of work-life balance on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar show a $t_{\text{calculated}}$ value for the work-life balance variable of 5.348 and a significant t-test value of 0.000, which is smaller than α (significance level) = 0.05, it can be concluded that work-life balance has a positive and significant effect on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar, , so the first hypothesis (H_1) is accepted.
2. The t-test results for the effect of work-life balance on job satisfaction at PT. Bali Foam Nusa Megah Denpasar show a $t_{\text{calculated}}$ value for the work-life balance variable of 8.470 and a t-test significance value of 0.000, which is smaller than α (significance level) = 0.05, it can be concluded that work-life balance has a positive and significant effect on job satisfaction at PT. Bali Foam Nusa Megah Denpasar, so the second hypothesis (H_2) is accepted.
3. The results of the t-test on the effect of job satisfaction on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar show a t-value of 3.737 for the job satisfaction variable and a t-test significance value of 0.000, which is smaller than α (significance level) = 0.05. Therefore, it can be concluded that job satisfaction has a positive and significant effect on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar, so that the third hypothesis (H_3) is accepted.

Discussion

The Influence of Work-Life Balance on Organizational Citizenship Behavior

The t-test results for the effect of work-life balance on organizational citizenship behavior among employees of PT. Bali Foam Nusa Megah Denpasar obtained a regression coefficient value of 0.821 and showed a t_{value} of 5.348 and a t-test significance value of 0.000, which is smaller than α (significance level) = 0.05. Therefore, it can be concluded that work-life balance has a positive and significant effect on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar. The results of this study indicate that the better the work-life balance, the better the organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar.

Based on the results of research related to the work-life balance variable, there is a positive and significant effect on organizational citizenship behavior.

There are three items that describe the work-life balance conditions at PT. Bali Foam Nusa Megah Denpasar. All questions from the three work-life balance statements are: I am able to determine the amount of time allocated by an employee for work and personal life; I am able to balance an individual's psychological commitment at work in terms of matters outside of work in their career and family; and I am able to balance work both inside and outside of work so that employee satisfaction arises. From the descriptive test results, the average work-life balance variable is (4.02), which means that the respondents' perception of work-life balance at PT. Bali Foam Nusa Megah Denpasar is good. The statement regarding work-life balance received a response that tended to agree.

This is in line with the statements expressed by Saputri and Helmy (2021), Anggriflon Fentrio Iroth, et al. (2022), Rahmi Hermawati, et al. (2023), Noor Erdianza (2020), Pradhan, et.al. (2016) stated that work-life balance has a significant positive effect on OCB. This shows that organizations that prioritize work-life balance and create an environment that supports this balance tend to have employees who are more likely to engage in OCB. Good time management is one indicator of work-life balance, namely time balance, which explains the relationship between the time given to a person for work and family/personal life in a balanced proportion.

The Influence of Work-Life Balance on Job Satisfaction

The t-test results for the effect of work-life balance on job satisfaction among employees of PT. Bali Foam Nusa Megah Denpasar obtained a regression coefficient value of 1.138 and showed a t-value of 8.470 and a significant t-test value of 0.000, which is smaller than α (significance level) = 0.05. Therefore, it can be concluded that work-life balance has a positive and significant effect on job satisfaction at PT. Bali Foam Nusa Megah Denpasar. The results of this study indicate that the better the work-life balance, the better the job satisfaction at PT. Bali Foam Nusa Megah Denpasar.

Handoko (2020) defines job satisfaction as an employee's pleasant or unpleasant feelings about their work, which are reflected in their behavior towards their work and everything they experience in the work environment. Job satisfaction is an employee's attitude toward work related to work situations, cooperation among employees, rewards received at work, and matters related to physical and psychological factors (Sutrisno, 2019). Job satisfaction is a positive attitude of workers, including feelings and behavior towards their work, through the assessment of one's work as a sense of appreciation in achieving one of the important values of work.

This is in line with the statements made by Noor Rochim Arief, et al., (2021), Resky Harke, et al. (2022), Tutupoho and Fasak (2022), Asepta and Maruno (2017), which show that work-life balance has a significant positive effect on job

satisfaction. It is important to remember that each employee has different preferences and needs regarding work-life balance. Therefore, organizations need to understand and respond to individual needs in this regard. Policies and practices that support work-life balance can create a more positive environment, support higher job satisfaction, and contribute to better performance among factory employees.

The Effect of Job Satisfaction on Organizational Citizenship Behavior

The results of the t-test on the effect of job satisfaction on organizational citizenship behavior among employees of PT. Bali Foam Nusa Megah Denpasar obtained a regression coefficient value of 0.300 and showed a t-value of 3.737 and a significant t-test value of 0.000, which is smaller than α (significance level) = 0.05. Therefore, it can be concluded that job satisfaction has a positive and significant effect on organizational citizenship behavior among employees of PT. Bali Foam Nusa Megah Denpasar. The results of this study indicate that the better the job satisfaction, the better the organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar.

Based on the results of this study, the job satisfaction variable has a positive and significant effect on organizational citizenship behavior. There are five statements that describe the job satisfaction conditions at PT. Bali Foam Nusa Megah Denpasar. The five statements regarding job satisfaction are: I have the opportunity to advance my position to a higher level; I am able to supervise as directed by my superiors so that employees can achieve the targets set by the company; I am able to communicate well with my coworkers; I have the opportunity to develop new skills at work; and I am able to receive wages that I feel are fair. From the descriptive test results, the average job satisfaction variable is (3.83), which means that the respondents' perception of job satisfaction at PT. Bali Foam Nusa Megah Denpasar is good. The statements regarding job satisfaction received responses that tended to agree.

This is in line with the statements made by Nafi and Endang (2017), Tommy Fitrio, et.al., (2019), Huda (2018), Jayawardena (2020), Prasetio, et al. (2017), who stated that job satisfaction has a significant positive effect on OCB. The concept of OCB is relatively new in industrial relations. Therefore, companies need to introduce it more intensively to employees. Given the vital role of OCB in supporting the achievement of company goals, this action should be taken immediately. Dimensions that can shape OCB, such as team spirit, pride in the team or organization, concern for coworkers, and enthusiasm or orientation toward optimal work results, must be nurtured and developed.

CONCLUSION AND LIMITATIONS

Conclusion

Based on the results of data analysis and discussion, the following conclusions were drawn: Work-life balance has a positive and significant effect on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar. This means that the better the work-life balance, the better the organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar. Work-life balance has a positive and significant effect on job satisfaction at PT. Bali Foam Nusa Megah Denpasar. This means that the better the work-life balance, the better the job satisfaction at PT. Bali Foam Nusa Megah Denpasar. Job satisfaction has a positive and significant effect on organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar. This means that the better the job satisfaction, the better the organizational citizenship behavior at PT. Bali Foam Nusa Megah Denpasar.

Limitations

The limitation of this study is that it was only conducted at PT. Bali Foam Nusa Megah Denpasar with a sample size of 52 respondents, so the results cannot be generalized. This study only focuses on three variables, namely work-life balance and job satisfaction, while there are many other variables that are thought to influence employees' organizational citizenship behavior, such as: work environment and work loyalty, organizational commitment, compensation, work discipline, job satisfaction, and work-life balance. With this diversity, it is hoped that the results obtained can be generalized in a broader scope. This study was only conducted within a certain period of time (cross-section), while the environment can change at any time (dynamic), so this study needs to be conducted again in the future.

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