

# JURNAL MANAJEMEN TEORI DAN TERAPAN

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## EDITORIAL

Pandemic continues to evolve, there has never been a more pressing need for organisations to rethink and reconfigure their businesses for a changed world. Now's the time for organisations to focus their efforts on supporting key areas of their businesses that will help them to stabilise in the new environment and strategies for what's next. In this issue JMTT address various issues in business management. The coverage of this issue is on the area marketing, operation and organization. The first paper tests the effect of the Big Five personality traits on the perception of investment performance and moderating role of social interaction. The findings showed that openness personality had a negative effect on perceived investment performance. Otherwise, conscientiousness, extraversion, agreeableness, and neuroticism had a positive impact on perceived investment performance. The results also show that social interaction moderates the relationship between conscientiousness, agreeableness, and perceived investment performance. The result shows that information selection and investment knowledge is important when allocating asset to achieve investment objectives.

The second paper address the issue of e-learning platform and the technical system quality, and the perceived satisfaction of students. The results show that there is no significant relationship between e-learning platform and technical system quality and also perceived satisfaction of the students. That shows the platform choices do not affect students' perception of quality and satisfaction. However, technical system quality is significantly related to perceived student satisfaction. Therefore, the e-learning quality should be improved in line with the innovation of a learning system during the pandemic, so that students' satisfaction in the learning involvement increase.

The third paper look at the Customer Knowledge Management (CKM) on innovation capability and business performance in Micro, Small, dan Medium Enterprises (UMKM) in Malang. CKM emerged as an important dan effective system to improve innovation capabilities and company performance. However, the role of CKM in innovation and company performance is not recognized well by the company. The study shows that customer knowledge management has a significant effect on innovation capability dan business performance.

Furthermore, for companies engaged in the service-providing sector, good service by meeting customer& desires and needs is a must in order to thrive competitively. The case study was conducted on service provided by the government social insurance company engaged in traffic accident insurance services in Surabaya. As an industry that provides service, customer satisfaction is of importance in order to gain trust from the public, reduce negative opinion in public, and support the objective of good governance. The study integrated the SERVQUAL-Kano method to evaluate customer satisfaction concerning 18 service

attributes related to service provided by the social insurance company. Further efforts were then made to find solutions for service attributes with low satisfaction scores by using the Quality Function Deployment (QFD) method. Therefore, the results can help to improve the quality of service. The results were in the form of a priority improvement design for strategic decision recommendations that can be implemented by the company to increase customer satisfaction.

Banking market concentration is an interesting banking topic to study because the banking market structure plays an important role in a country's banking system. The study aims to determine the relationship between banking market concentration and bank risk taking, and bank capital as a moderating variable on the relationship between bank capital and bank risk taking. The results indicate that banking market concentration has a positive effect on bank risk-taking, and bank capital weakens the positive effect of bank market concentration on bank risk-taking.

The last paper is trying to explore and understand the relationship between the Big Five personality traits and professional skepticism, between professional skepticism and anticipatory socialization, and the relationship between the Big Five personality traits and anticipatory socialization using professional skepticism as the mediating variable. The results prove that there is a positive relationship between the characteristics of extraversion, agreeableness, conscientiousness, and openness, on anticipatory socialization. Meanwhile, the character of neuroticism has no relationship with anticipatory socialization. In addition, it was also found that there was an indirect, positive relationship between neuroticism, extraversion and conscientiousness, and anticipatory socialization through professional skepticism.