

# JURNAL MANAJEMEN

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*Journal of Theory and Applied Management*

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## EDITORIAL

The COVID-19 pandemic has not yet ended, several countries are entering the second wave of spikes in cases. This condition has forced the government to make policies to suppress the rate of virus transmission which has an impact on economic recovery. Businesses must be able to survive the pandemic which is estimated to be long. Some of them have succeeded in innovating and gaining momentum for shifting to a more modern business model, while many others have fallen. This edition discusses various issues related to organizational commitment, cost of debt, nurse performance during the covid pandemic, bank credit risk, service management, job satisfaction and green supply chain management.

The first paper tests the effect the effect of work motivation, organizational commitment, and job satisfaction on employee performance. The effect of organizational commitment mediates the relationship between work motivation on employee performance and job satisfaction on employee performance and psychological capital, which moderates the relationship between job satisfaction and employee performance. It conclude that work motivation, organizational commitment, and job satisfaction affect employee performance, organizational commitment can mediate the relationship between job satisfaction and employee performance but cannot mediate the relationship between work motivation and employee performance, and psychological capital can moderate the relationship between job satisfaction with employee performance.

The second paper address the the association between the firm's textual disclosure strategy and cost of debt by looking at the tone and readability of Management Discussion and Analysis (MDandA) reports. The findings suggest that both negative tone and poor readability level are associated positively with the cost of debt. This paper contributes to knowledge of the important aspects' firms need to consider when setting their disclosure strategies, mainly how the tone and readability of firms' annual reports may be interpreted by users/creditors and affect the amount they will charge the firm for debt.

The third paper look at the effect of employee training, employee engagement, and work motivation on nurse performance in the healthcare industry when the COVID-19 pandemic occurred. The research concluded that appropriate employee training, employee engagement, and work motivation had a significant effect on nurse performance. However, employee training and work motivation have no significant effect on nurse performance through employee engagement when the COVID-19 pandemic occurred.

Furthermore, for companies engaged in the banking sector, the study was conducted the effect of real estate credit on liquidity risk. This study also looked at the role of government ownership dan foreign ownership in moderating the effect of real estate credit on bank liquidity risk. The results concluded that real estate credit has a

significant positive effect on liquidity risk. Government ownership strengthens the positive effect of real estate credit on liquidity risk, while foreign ownership weakens the positive effect of real estate credit on liquidity risk.

Customer loyalty is an interesting topic to study because customer loyalty determines long term performance of the firms. The study aims to examine the relationship between the impact of service failure and service recovery on customer satisfaction and loyalty. The research objective was to determine the effect of service failure can be up to customer loyalty. The results reveal that, service failure affects service recovery. Service recovery affects customer loyalty. Service recovery affects customer satisfaction, and customer satisfaction also affects customer loyalty.

The sixth paper is to find out the relationship impact of training and career development on employee performance with job satisfaction as a moderating variable in a company located in Phnom Penh City, Cambodia.

The last paper is trying to analyses the relationship between the technological complexity (KT) and compatibility (KOM), to a continuance to use (CTU) of green and smart port concepts using TAM theory extended. Adding technological complexity and compatibility as an external factor into TAM in terms of perceived usefulness (PU) and perceived ease of use (PEOU) that affect continuance to use green and smart concepts. Both PU and PEOU have a significant effect on CTU, and PEOU has a significant effect on PU. This research was conducted at TTL, the only terminal in Indonesia that uses the green and smart port concept. There is no comparison with other terminals in Indonesia on the implementation of the green and smart port concept. Especially for shipping companies, respondents cannot reach owner/principal/shareholders due to Indonesian government policy that international Shipping Companies are not allowed to open branches independently. However, they have to cooperate with local companies (agents). Port Industries (TTL) can develop an appropriate marketing strategy based on this research's results. Technological complexity and compatibility have a significant effect on the continuance to use GSP. Management of TTL has to consider technology and operational systems development with a low-level complexity and according to customer's needs. This research contributes to enrichment and extending TAM theory in terms of green and smart port concept sustainability. Not only affected by PU and PEOU but technological complexity (KT) and Compatibility (KOM) factors are important.