



Analyze the Effect of Motivation, Self-Efficacy, and Reward on Improving the Employees' Performance at Pt. Trakindo Utama Medan Branch

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Abstract. This study aimed to determine the factors that affect the performance of employees within an organization. These factors include motivation, self-efficacy, and reward. To analyze and explain the effect of motivation, self-efficacy, and reward partially and the effect of motivation, self-efficacy, and reward simultaneously on improving employee performance service division at PT. Trakindo Utama Medan Branch. The research method is descriptive analysis using Multiple Linear Regression Analysis through the SPSS version 26 program. The type of research used is associative research using a quantitative approach. The method was survey research and the sample collecting technic is saturated sampling (census sampling). The respondents of this research are the employee service division at PT. Trakindo Utama Medan Branch with 30 respondents. The results of this study indicate a relationship between motivation, self-efficacy, and reward for improving the employee's performance, partially positive significance. Similar to a relationship between motivation, self-efficacy, and reward for improving the employee's performance, simultaneously also positive signs. It is recommended that companies pay more attention to motivation, self-efficacy, and rewards. So that the employee performance service division at PT. Trakindo Utama Medan Branch can continue to improve.

Keywords: Employees Performance · Motivation · Reward · Self Efficacy

1 Introduction

PT. Trakindo Utama is a company engaged in buying and selling heavy equipment, both in units and spare parts, and providing customers with general service or heavy equipment repair services. Therefore, the company's relationship with consumers or customers as heavy equipment users must remain a serious concern. Because this heavy equipment is a product with a more durable technical value than service goods. After all, handling them requires special services in handling them.

PT. Trakindo Utama Medan Branch, in its work activities, always emphasizes that employees must achieve good performance. The benefits of these performances are not

only felt by individuals but also by the company PT. Trakindo Utama Medan Branch. As a strategy to create good employee performance, job training is appropriate since it supports employee performance improvement.

Such as job training to be able to support the improvement of employee performance. But, the obstacle is employees' lack of interest or motivation to improve their skills by attending training. Meanwhile, heavy equipment is engineering equipment with a high risk of danger that can cause work accidents if not handled.

Properly and correctly. Based on the existing condition, many employees in the service division still don't have adequate experience. However, the problem faced by HRD is that employees are not motivated to improve their SAR. SAR (Skill Achievement Record) is part of the KPI (Key Performance Indicator) which measures the level of ability and expertise of employees to meet business needs. To get optimal results at work, employees should meet and follow some of their training listed in the SAR.

Certified is obtained if the employee has conducted the training provided by the company. But the happened, was a lack of motivation of the employees to attend the training to raise and develop their SAR competencies. And causing many employees not certified and meet the skill targets that have been set by the company. The ratio will also affect the size of the salaries of these employees.

Data Certified Status Serviceman Tahun 2021 PT Trakindo Utama show by Table 1.

Besides motivation, another factor also affects employee performance is self-efficacy. The problem of self-efficacy in the employee service division at PT. Trakindo Utama Medan Branch is the absence of performance improvement. This is because employees feel that there is a lack of motivation in carrying out the training pretraining arising due to various factors including those related to the unclear increase in income obtained from employees after reaching their SAR (Skill Achievement Record) target. And resulting in a decrease in morale, passion for work, efficiency, and effectiveness of employees and the lack of confidence of employees to attend the training.

Self-efficacy plays an active role in influencing the employees of the service division at PT. Trakindo Utama Medan Branch. The following are the results of the pre-survey of employee responses regarding self-efficacy at PT. Trakindo Utama Medan Branch. Results of pre-survey employees service division responses regarding self-efficacy show by Table 2.

The conclusion from the results of the survey above is there are still employees who lack confidence in participating in the training provided by the company even though they already have the ability and experience, thus making the employee not meet their SAR targets. The employee also feels less eager in attending the training provided by the company, because they are less motivated to improve their performance.

Besides motivation and self-efficacy, another factor that can also affect employee performance is the reward. The reward is a stimulant or motivation to improve the performance achieved by a person. The reward can also be understood as a form of gift given to employees who are able to get certain achievements that are beneficial to the company or organization in financial and non-financial forms in order to increase morale, motivation, employee commitment, and be able to influence other employees to do better. So, there is positive competition between employees.

Table 1. Data Certified Status Serviceman Tahun 2021 PT Trakindo Utama

No	Serviceman	Status	Certified Status	Join Date
1	N1	Technician	Not Yet Certified	06/04/2012
2	N2	Senior Technician	Not Yet Certified	09/04/2012
3	N3	Senior Technician	Not Yet Certified	01/11/2004
4	N4	Technician	Not Yet Certified	06/08/2021
5	N5	Technician	Certified	18/06/2011
6	N6	Technician	Not Yet Certified	18/06/2011
7	N7	Technician	Not Yet Certified	01/07/2011
8	N8	Technician	Not Yet Certified	18/06/2011
9	N9	Technician	Certified	18/06/2011
10	N10	Senior Technician	Certified	01/11/2004
11	N11	Technician	Not Yet Certified	01/09/2012
12	N12	Technician	Not Yet Certified	01/08/2007
13	N13	Technician	Not Yet Certified	01/11/1988
14	N14	Senior Technician	Not Yet Certified	06/08/2007
15	N15	Senior Technician	Not Yet Certified	21/08/2009
16	N16	Technician	Not Yet Certified	01/07/2011
17	N17	Senior Technician	Certified	01/10/1995
18	N18	Technician Trainee	Not Yet Certified	07/12/2020
19	N19	Technician Trainee	Not Yet Certified	09/08/2021
20	N20	Technician Trainee	Not Yet Certified	09/08/2021
21	N21	Technician Trainee	Not Yet Certified	01/09/2021
22	N22	Technician Trainee	Not Yet Certified	09/08/2021
23	N23	Technician Trainee	Not Yet Certified	23/08/202
24	N24	Technician Trainee	Not Yet Certified	12/08/2021
25	N25	Technician Trainee	Not Yet Certified	09/08/2021
26	N26	Technician Trainee	Not Yet Certified	14/08/2022
27	N27	Technician Trainee	Not Yet Certified	14/08/2021
28	N28	Technician Trainee	Not Yet Certified	23/08/2021
29	N29	Technician Trainee	Not Yet Certified	12/08/2021
30	N30	Technician Trainee	Not Yet Certified	12/08/2021

The problem that occurs is the employee service division at PT. Trakindo Utama Medan Branch is not motivated to participate in the training provided by the company may occur because one of the factors is the provision of rewards. The employees also felt that they lacked appreciation from the company. The problem that occurs is that

Table 2. Results of Pre-Survey Employees Service Division Responses Regarding Self-Efficacy

No	Statement	Answer			
		Yes		No	
		F	%	F	%
1.	I lack confidence in following the training provided by the company.	116	53,3%	14	46,7%
2.	I have a lot of experience which makes it easier for me to work.	18	60%	12	40%
3.	I am passionate about attending the training provided by the company.	12	40%	18	60%
4.	I have always developed my ability to get achievements where I work.	18	60%	12	40%
5.	I worked earnestly to match the targets set	14	46,7%	16	53,3%

employees at PT. Trakindo Utama Medan Branch is not motivated to participate in training provided by the company may occur because one of the factors is the provision of rewards. The employees felt that they lacked appreciation of the PT. Trakindo Utama Medan Branch. The following are the results of the pre-survey of employee responses regarding rewards at PT. Trakindo Utama Medan Branch.

Results of pre-survey employees service division responses regarding reward show by Table 3.

The conclusion from the results of the survey above is some employee's the service division lack self-confidence in themselves to take part in the training provided by the company because they feel that the rewards given by the company are unclear. So the employees did not reach their SAR targets and have an affects on the performance of the employee's service division not increase. A good reward system must be able to increase employees' motivation to achieve high achievements.

Based on the background and problem formulation above, the objectives of this study are as follows:

1. To analyze the effect of motivation on improving employees' service division performance at PT. Trakindo Utama Medan Branch.
2. To analyze the effect of self-efficacy on improving employees' service division performance at PT. Trakindo Utama Medan Branch.
3. To analyze the effect of reward on improving employees' service division performance at PT. Trakindo Utama Medan Branch.
4. To analyze the effect of motivation, self-efficacy, and reward simultaneously on improving employees' service division performance at PT. Trakindo Utama Medan Branch.

Table 3. Results of Pre-Survey Employees Service Division Responses Regarding Reward

No	Statement	Answer			
		Yes		No	
		F	%	F	%
1.	Promotion or promotion, motivates me to the spirit of work	14	46,7%	16	53,3%
2.	Giving praise in front of colleagues is carried out by the leadership of the company	26	86,2%	4	13,8%
3.	The company provides in the form of incentives paid on the basis of expertise.	22	75,9%	8	24,1%
4.	Outstanding employees are faster to get a promotion or promotion	13	43,4%	17	56,7%
5.	The salary received is in accordance with the performance performed.	20	69%	9	31%
6.	The salary that will be received, will be as expected after attending the training provided by the company	14	46,7%	16	53,3%
7.	After being given leave, I felt more eager to work	18	60%	12	40%

1.1 Literature Review

1.1.1 Motivation

Motivation is a condition that moves employees towards specific goals [1]. It is described that the encouragement and stimulation possessed by employees both from themselves and from the leadership will improve the performance of the employees themselves [2]. Work motivation according to Rio [3], is the degree of an individual's willingness to use and maintain efforts to achieve company goals. Ari (2016) explained that an analysis that is more concentrated on employees' performance will place more emphasis on two main factors: 1) the desire or motivation of the employees to work, and then hinder the employee's efforts; 2) the ability of employees to work. From some of the opinions above, it is very clear that the motivation possessed by employees will affect the duties and responsibilities they carry out so that tasks and responsibilities can be carried out effectively and efficiently and can be fulfilled by the goals of the organization have been set.

1.1.2 Self-Efficacy

Baron dan Byrne in [4] self-efficacy as a person's evaluation of their ability or competence to perform a task, achieve goals, and overcome obstacles. According to Fitriyanti, et al. [4], Self-efficacy is a belief held by a person about his capacity and also the results of what will be obtained based on his hard work. According to Bandura dan Wood [5] in [6] self-efficacy is the belief in self-ability, the belief in success, that is always achieved and makes a person work harder and always produce the best. Self-efficacy can cause changes

in employee behavior, especially in the completion of employee tasks and goals. This research has found self-efficacy is positively related to goal-setting rates of employees. Thus, it can be said that self-efficacy can affect employee performance.

1.1.3 Reward

According to Ariyanto [7], a reward is a stimulant or motivation to improve the performance achieved by a person which is generally manifested in financial forms (monetary incentives) such as providing incentives, allowances, bonuses, and commissions. According to Kasmir [8], indicators for measuring reward variables are types of financial compensation, which can be: salary, wages, bonuses, commissions, and incentives. Rewards are raised to motivate someone to be active in carrying out their responsibilities because there is an assumption that by giving rewards for the results of their work, employees will work more optimally which means they will improve their performance. Basically, rewards are needed to stimulate employees to improve the quality of their work. According to Febrianti, et al. [9], The reward system is used as a form of leadership reaction to the performance shown by their employees. Thus, it can be said that rewards can affect employees' performance.

1.1.4 Employees Performance

According to Fitriyanti [9] performance comes from the word job performance or actual performance which means work achievements or achievements as much as those achieved by a person. The employee's performance is an individual thing because each employee has a different level of ability in carrying out their duties. Performance is the result of work achieved by an employee based on job requirements [10]. According to Dharmawan [11] explaining that performance is a function of motivation and the ability to complete a person's task or work as well as a clear understanding of what will be done and how to do it. From the conclusion of the above explanation, performance is the result achieved by employees in carrying out their duties. Performance is the implementation of a plan that has been prepared by a person in carrying out his duties.

Conceptual outline chart show by Fig. 1.

H1: Motivation has a positive significant effect on employee performance at PT. Trakindo Utama Medan Branch.

H2: Self Efficacy has a positive significant effect on employee performance at PT. Trakindo Utama Medan Branch.

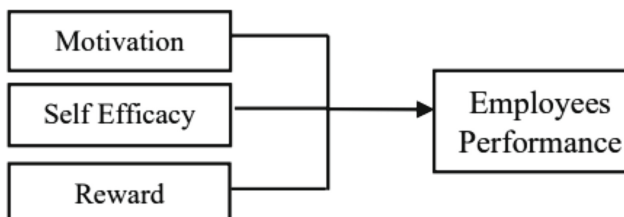


Fig. 1. Conceptual Outline Chart

H3: Reward has a positive significant effect on employees' performance at PT. Trakindo Utama Medan Branch.

H4: Motivation, Self-efficacy, and Reward simultaneously have a positive significant effect on employees' performance at PT. Trakindo Utama Medan Branch.

2 Method

This research is a quantitative study using indicators from question items, in which several values or scores are given with a Likert scale reference, where the scoring or score is adjusted to the perception of each individual. The Likert scale in this study was used to measure the motivation, self-efficacy, dan reward of several employees to determine the phenomenon of employee performance. The data collection method in this study was carried out by means of interviews. Interviews are conducted by giving questions to the parties concerned to get the information needed by the researcher. Then the second way is to use a questionnaire. Data collection using a questionnaire that was distributed to a predetermined number of respondents, where the questionnaire contained a list of questions in it with a reference score or value from the Likert scale so that filling out the questionnaire was based on the perceptions and experiences of respondents. And last, documentation studies were used to collect secondary data, which are in the form of information related to research objects obtained from the PT. Trakindo Utama Medan Branch.

This research was conducted at the Office of PT. Trakindo Utama Medan Branch, which is located on Jalan Tanjung Morawa KM 9,2 Medan, Sumatera Utara, will be held from February 2022 to May 2022. The population of this study was 30 employees in the service division and the number of samples was 30 employees with a saturation sampling technique. Saturated sampling is a methodology for determining samples that are carried out when all members of the population are able to be used as research samples, this mechanism is carried out if the population is small.

3 Result and Discussion

3.1 Hypothesis Testing Result

Result of multiple linear regression analysis show by Table 4.

According to Sugiyono [12], the multiple linear regression equation in this study can be formulated:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e \quad (1).$$

- a. The constant value (a) is 5.608 meaning that if the value of motivation, self-efficacy, and reward is ignored = 0 then the employee's performance value = decreases by one unit to 5.608
- b. The regression coefficient for the motivation variable is +0,509, meaning that if motivation is increased by one point, the employee's performance value will increase by 0,509.

Table 4. Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		t	Sig.
		B	Std. Error		
1	(Constants)	5.608	4.428	2.445	.005
	Motivation	.509	.304	2.670	.004
	Self-Efficacy	.139	.256	1.815	.002
	Reward	.228	.165	3.157	.004

Table 5. Anova

Model		Sum of Squares	df	F	Sig.
1	Regression	138.807	3	6.733	.002b
	Residual	178.660	26		
	Total	317.467	29		

- c. The regression coefficient for the self-efficacy variable is +0,139, meaning that if self-efficacy is increased by one point, the employee's performance value will increase by 0,139.
- d. The regression coefficient for the reward variable is +0,228, meaning that if the reward is increased by one point, the employee's performance value will increase by 0,228.

3.1.1 F-Test (Simultaneous Test)

The F test was conducted to determine the effect of the independent variables simultaneously on the dependent variable, and whether the effect was significant or not. From the results of the output table 7, it is obtained that the F value with a significance value of 0.002 means less than 0.05, then H_0 is rejected and H_4 is accepted, so it can be concluded that the variables motivation, self-efficacy, and reward have a simultaneous or joint influence on employee's performance. The results can be seen in Table 5.

3.1.2 T-test (Partial Test)

The t-test was conducted to determine the effect of the independent variable partially on the dependent variable, and whether the effect was significant or not. The results of the t-test for each independent variable from motivation, self-efficacy, and reward to employee performance are:

$$\text{Employees Performance (Y)} = 5.608 + 0.509X_1 + 0.139X_2 + 0.228X_3 + e \quad (2).$$

Coefficients of determination show by Table 6.

Table 6. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std The error in the estimate
1	.661a	.437	.472	2.621

a. Predictors: (Constant), Motivation, Self-Efficiamcy

b. Dependent Variable: Employee Performance

Based on the table, it is known that the Adjusted R Square value is 0.472 or 47.2%, which means that motivation, self-efficacy, and reward variables affect Employees Performance by 47.2% while the remaining 52.8% are influenced by variables others not described in this study.

Motivation has a positive and significant effect on Employee Performance, meaning that the higher the Motivation, the more employee performance will increase, and vice versa. High employee work motivation will bring a positive impact on the company. Therefore, the role of motivation to support success is very important in a company. Positive results show that the higher the motivation the company gives to employees, the employee performance will also increase. The company PT. Trakindo Utama Medan Branch is expected to pay more attention to the work performance of its employees, for example by giving awards, both in the form of financial and non-financial. Non-financial awards, for example, are by giving promotions to employees, so that employees are more motivated to improve their SAR, and will also have an impact on the performance of employees.

This study's results align with research conducted by Nurianna [13] and Ujang [14], which state that motivation has a positive and significant effect on employee performance. However, the results of this study are not in line with the results of Yulia's research [15] which states that Motivation has a negative and insignificant effect on Employee Performance.

Self-efficacy is an important part of boosting employee performance. Good self-efficacy will improve employee performance and will provide even more targets that employees can give to the company. This is in accordance with what Bandura [16] Stated, Self Efficacy is an individual's assessment of self-confidence in their ability to carry out tasks so as to obtain results as expected. According to Robbins & Judge [17], self-efficacy is the belief of the individual that he is capable of carrying out the task. The higher the self-efficacy, the more confident the ability to succeed. The results of this study are supported by previous research by Nassiatul Aissyah and Kaiman Turnip [18], Agung Ketut I and Ni Nyoman Ari [19], Mohammad Asif [20], Zumrotul and Prayekti [21].

Reward has a positive and significant effect on Employee Performance, meaning that the higher the Reward, the employee's performance will increase, on the contrary, Reward is a form of appreciation of efforts to get a professional workforce, in accordance with the demands of the position, an effort of organizing, planning, using, and maintaining labor is needed to be able to carry out tasks effectively and efficiently. Rewards not only include quantitative elements, but also other elements that are in the form of

not money that can be used by organizations to attract and retain potential and qualified employees to achieve even better performance.

Positive results show that the higher the reward given by the company to employees, the employee's performance will also increase. The results of this study are in line with research conducted by Ifah [22] and Rio [3], which states that rewards have a positive and significant effect on employee performance. However, the results of this study are not in line with the results of research by Selly et al. [23] which states that rewards have a negative and insignificant effect on Employee Performance.

After simultaneous hypothesis testing, based on the ANOVA table, it can be seen that the results of the F test show that the independent variables, namely motivation, self-efficacy, and rewards simultaneously (simultaneously) have a significant influence on the dependent variables, namely employee performance. This shows the simultaneous influence of motivation, self-efficacy, and reward on Employee Performance. Thus the test shows H_a accepted or H_o rejected. From the Table of Multiple Linear Regression Analysis Results, it is known that there is a contribution between motivation, self-efficacy, and reward for Employee Performance of 47.2%. The remaining 52.8% was influenced by other variables that were not included in this study, such as organizational culture, leadership style, work environment, and so on.

4 Conclusion

Based on the results of the research and discussion above, it can be concluded that:

1. Motivation has a significant positive effect on Employees Performance at PT. Trakindo Utama Medan Branch. If the high motivation that an employee has at work will result in high performance as well.
2. Self Efficacy has a significant positive effect on Employees Performance at PT. Trakindo Utama Medan Branch. If the higher the self-efficacy, the higher the employees' performance.
3. Reward has a significant positive effect on Employees Performance at PT. Trakindo Utama Medan Branch. If the high reward that an employee has at work will result in high performance also because of the provision of rewards from the company.
4. Motivation, self-efficacy, and reward for improving the employees' performance, simultaneously also have positive significance at PT. Trakindo Utama Medan Branch.

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