

Factors Influencing Social Entrepreneurial Intentions in the Context of the Jakarta Metropolitan City

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ABSTRACT

This research aims to identify factors that influence social entrepreneurial intentions in the context of the metropolitan city of Jakarta. Specifically, this research examines the influence of empathy, moral obligation, self-efficacy, and social support on social entrepreneurial intentions in the context of the metropolitan city of Jakarta. Apart from that, this research also examines the influence of experience on social entrepreneurial intentions through the mediation of empathy, moral obligation, self-efficacy and social support. This research approach uses quantitative methods and data collection methods through electronic questionnaires using *Google Form*. The sample used as research data comes from business actors and employees of *fashion MSMEs*, who live in the city of Jakarta, Indonesia. The research conducted data analysis using the PLS-SEM method with research data originating from 160 respondents. Data analysis was carried out using the SmartPLS 4 application. The results of this research also prove that there is a positive and significant influence between empathy, moral obligation and self-efficacy on social entrepreneurial intentions. Then this research also obtained results that empathy, moral obligation, and self-efficacy mediate the influence of experience on social entrepreneurial intentions. Finally, this research found that the influence of social support on social entrepreneurship intentions and the mediation of social support on the influence of experience on social entrepreneurship intentions was not significant.

Keywords: Social Support; Self-Efficacy; Empathy; Moral Obligations; Social Entrepreneurial Intentions

INTRODUCTION

Entrepreneurship is an important mechanism that supports a country's economic growth through job creation, innovation and improving human welfare. Entrepreneurship is a dynamic institutional process in which there is an interaction between entrepreneurial attitudes, entrepreneurial abilities, and a person's entrepreneurial aspirations, which can encourage placement of resources through the creation of new businesses. Entrepreneurs are able to identify problems, see opportunities, find innovations, and enter the market (Ács et al., 2019). Meanwhile, social entrepreneurship is the process of creating social value through entrepreneurial activities. The main focus of social entrepreneurship is to create social value itself or create economic value to provide a positive impact on society or the environment (Kabir, 2019). Social entrepreneurship is growing rapidly in Indonesia, where currently there are 343,000 social entrepreneurs in Indonesia. As many as 22% of social entrepreneurs in eight major cities in Indonesia are in the creative sector, 16% are in the livestock sector, and 15% are in the education sector (British Council, 2018).

The creative sector dominates social entrepreneurship in Indonesia, one of the industries in the creative sector is the *fashion industry*. The fashion industry market is experiencing positive developments and overall has a dynamic trend (Rosana, 2022). In 2022, the *fashion industry* will contribute financially, namely 17% of Indonesia's creative sector economy (Rosana, 2022). Meanwhile, in 2023, the Indonesian fashion industry will contribute 61.5% of export activities in the creative sector (Puspaningtyas, 2023). The *fashion industry* is able to develop because of competitive product quality, innovation and diversity of ideas, designs and materials. Also government support to empower Indonesian *fashion MSMEs* (Banjarnahor, 2020). The Indonesian government helps provide certification, financing and intensive assistance to increase the growth and realization value of *fashion MSME exports* in Indonesia (Anam, 2022).

On the other hand, one of the *fashion industry's business activities* has a negative impact on the environment and society. In 2022, the *fashion industry* will contribute 10% of world carbon emissions through textile processing. Apart from that, textile waste is also the second worst water pollutant in the world, after industrial waste (CNBC Indonesia, 2022). IN the Indonesian market, every 33 million tonnes of clothing produced produces 1 million tonnes of clothing waste (Rosana, 2022). The clothing waste will then be burned and cause air pollution. The main cause of high *fashion waste* is the *fast fashion trend*. Not only that, the exploitation of underage workers in the fashion industry is also a social problem being faced (CNBC Indonesia, 2022). So it is important for companies in the *fashion industry* today to emphasize sustainability aspects in business activities, by becoming social entrepreneurs who contribute to creating value and have a positive impact on social society and the environment in Indonesia (Rosana, 2022). The Indonesian government, through the National Development Planning Agency (Bappenas), also continues to make various efforts to combat textile waste, one of which is encouraging *fashion MSMEs* to transform through environmentally friendly *fashion concepts* (Kompas.tv, 2023). The government hopes that the concept of environmentally friendly *fashion* can also become a resource management tool that can create jobs in the future.

Previous research by Sousa-Filho et al., (2020), stated that there are several factors influencing *social entrepreneurial intention*, namely: *experience, empathy, moral obligation, self-efficacy and social support*. The findings have important implications for policymakers and researchers, the former of whom must consider incentives aligned with contextual factors when developing strategies to promote social entrepreneurship. It is then necessary to consider adapting measurement techniques further when developing data collection protocols. Research by Sousa-Filho et al., (2020) also shows that mediating variables can play an interdependent role in influencing previous experiences. Based on phenomena and problems related to environmental and social damage through the activities of the *fashion MSME industry* in Indonesia, researchers are interested in examining "Factors that Influence Social Entrepreneurship Intentions in the Context of the Jakarta Metropolitan City".

LITERATURE REVIEW

Experience

Experience is defined as the process by which personal experience creates favorable information (Sousa-Filho et al., 2020). *Experience* is an aspect that can influence the development of business ideas and the success of starting a business as well as an aspect that

can influence the development of business ideas and the success of starting a business (Darmanto & Bukirom, 2021).

Empathy

Empathy is defined as the understanding that individuals have towards other people, including behavior of compassion and warmth towards other people. Empathy is an attitude towards other people related to a person's tendency to respond emotionally to other people (Sousa-Filho et al., 2020). *Empathy* is a key characteristic and additional antecedent of social entrepreneurs that differentiates them from business-minded entrepreneurs (Hockerts, 2017). *Empathy* is also an emotional response to other people's emotional states and not just a willingness to care about other people's sadness (Kim & Han, 2018).

Moral Obligations

Moral obligations are defined as social obligations that have the potential to drive individual intentions and symbolize a person's beliefs about which behavior is socially acceptable (Sousa-Filho et al., 2020). *Moral obligation* refers to the extent to which individuals feel morally obliged to address the problems of socially marginalized groups based on society's moral values and norms (Hockerts, 2018). Gamble & Moroz (2014) explain that the ability to identify culturally embedded moral values in a community is a prerequisite for social mission orientation.

Self-Efficacy

Self-efficacy is defined as the belief that an individual can succeed at a particular task or challenge and is important in almost every aspect of life because it reflects confidence in his or her ability to perform a particular task, including aspects of entrepreneurship (Newman et al., 2019). *Self-efficacy* is an individual's belief in his ability to carry out planned actions successfully and is the closest predictor of human behavior because it plays an important role in triggering motivational, cognitive, and emotional processes (Younis et al., 2021).

Social Support

Social support is defined as an individual's perception of his or her power to change a particular situation (Sousa-Filho et al., 2020). Perceived *social support* is a valuable resource that gives individuals the confidence to fulfill the tasks required in the context of social entrepreneurship (Younis et al., 2021). Wang & Huang, (2019) identified the positive effects of *social support*, namely increasing positive thinking patterns and motivating problem solving.

Social Entrepreneurial Intention

Social entrepreneurial intention is defined as the willingness to become an entrepreneur who pursues a social mission (Jurkowski, 2019). *Social entrepreneurial intention* is an individual's interest in solving urgent global problems through entrepreneurial activities (Agarwal et al., 2018). *Social entrepreneurial intention* does not arise immediately but requires information, knowledge and support to start their social enterprise (Farooq et al., 2018).

HYPOTHESIS DEVELOPMENT

Empathy and Social Entrepreneurial Intention

Empathy is the most important element that separates social entrepreneurs from other entrepreneurs. *Empathy* helps individuals understand and feel what other people are experiencing and can assess the situation and feelings of the people around them so that people can respond appropriately in social situations (Lingappa et al., 2022). A sense of *empathy* encourages individuals to increase their intention to adopt social entrepreneurship, to take opportunities serving a social mission and creating social value through entrepreneurial activities (Ahuja et al., 2019). Hockerts' (2017) research results show that empathy influences social entrepreneurial intention. So, the research proposes the following hypothesis:

H1 = There is a positive influence of *empathy* on *social entrepreneurial intention*

Moral Obligation and Social Entrepreneurial Intention

Moral obligation is a decision-making process that occurs after a person makes a moral judgment and before setting a moral intention. Individuals with high *moral obligation* have high levels of social awareness and responsibility, thereby increasing prosocial intentions and behavior that are consistent with the goal of *social entrepreneurial intention* to achieve prosocial goals through starting their business (Ip et al., 2017). Hockerts' (2017) research results show that moral obligation influences social entrepreneurial intention. So, the research proposes the following hypothesis:

H2 = There is a positive influence of *moral obligation* on *social entrepreneurial intention*

Self-efficacy and social entrepreneurial intention

Self-efficacy shows strong predictions about entrepreneurial tasks, encouraging individuals to feel and be more courageous to undertake tasks in which they have confidence than in what they can actually handle (Konakli, 2015). Research by Qiao & Huang, (2019) shows that *self-efficacy* influences entrepreneurial intentions significantly and positively. Therefore, *self-efficacy* facilitates entrepreneurial intentions. The same results were carried out by research by Sousa-Filho et al., (2020) which found that *Self-efficacy* influences Social entrepreneurial intention. So, the research proposes the following hypothesis:

H3 = There is a positive influence of *self-efficacy* on *social entrepreneurial intention*

Social support and social entrepreneurial intention

Social support is support that allows individuals to overcome difficulties and stress in unwanted situations. *Social support* shows external forces that enable individuals to solve personal problems and improve their psychological health. Individuals feel *social support* at certain times and occasions and react differently according to their understanding and acceptance of this support to become social entrepreneurs (Wang & Huang, 2019). *Social support* can be in the form of reserves of strength or technological skills for a social entrepreneur (Ashraf, 2019). Research by Hockerts (2018) found that *social support* has an influence on social entrepreneurial intention. So, the research proposes the following hypothesis:

H4 = There is a positive influence of *social support* on *social entrepreneurial intention*

Experience and Social Entrepreneurial Intention

Experience has the greatest contribution as an individual's initial capital in becoming an entrepreneur, this is because experience helps individuals translate entrepreneurial knowledge into skills, and with that experience, people realize the positive and negative consequences of their actions (Darmanto & Bukirom, 2021). Entrepreneurial experience increases their ability to exploit innovation solutions and launch new products and services, to accumulate marketing skills, thereby increasing the ability to identify and exploit new business opportunities (Presutti & Odorici, 2019). Research conducted by Sousa-Filho et al., (2020) explains that experience has a positive and significant influence on *social entrepreneurial intention*. So, the research proposes the following hypothesis:

H5 = There is a positive influence of *experience* on *social entrepreneurial intention*

The relationship between *Experience* and *Social Entrepreneurial Intention* which is mediated by *Empathy, Moral Obligation, Self-Efficacy* and *Social Support*

Experience can increase an individual's *empathy towards their surroundings*. Meanwhile, the level of social entrepreneurship *empathy* depends on the physical distance between the individual and the beneficiary (Hockerts, 2017). Hockerts (2017) also revealed that perceived *moral obligation* is a better predictor of intention to choose a product when consumers have previous experience with the product. Then *experience* is able to increase entrepreneurial *self-efficacy* because *experience* produces information as an assessment of one's own knowledge and skills, as well as effectiveness regarding one's performance strategy. Lastly, the perceived presence of *social support and networks that can help them achieve the desired results*. Research conducted by Sousa-Filho et al., (2020) found that *empathy, moral obligation, self-efficacy and social support* mediate the influence of *experience* on *social entrepreneurial intention*. The same results were also produced by research conducted by Hockerts (2017) that *empathy, moral obligation, self-efficacy and social support* can mediate the influence of *experience* on *social entrepreneurial intention*. So, the research proposes the following hypothesis:

H6a = *Empathy* can mediate the influence of *experience* on *social entrepreneurial intention*

H6b = *Moral obligation* can mediate the influence of *experience* on *social entrepreneurial intention*

H6c = *Self-efficacy* can mediate the influence of *experience* on *social entrepreneurial intention*

H6d = *Social support* can mediate the influence of *experience* on *social entrepreneurial intention*

Figure 1 shows the research model, based on the research hypothesis that has been built

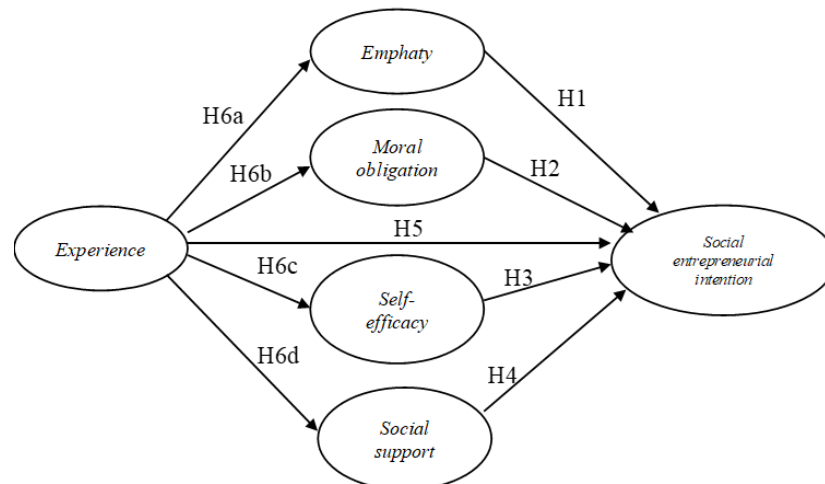


Figure 1. Research Model

Source: Sousa-Filho et al. (2020)

RESEARCH METHODOLOGY

This research is quantitative, with an explanatory structure (Abdullah, 2015). The objects of this research are *empathy*, *moral obligation*, *self-efficacy*, *social support*, *experience* and *social entrepreneurial intentions*. This research examines the factors that influence social entrepreneurial intentions in Jakarta, so the unit of analysis for this research is the individual, with a causality research design to investigate the causal relationship between research variables. There are 6 variables in this research, namely *experience* as the independent variable, *empathy*, *moral obligation*, *self-efficacy*, and *social support* as the mediating variable, and *social entrepreneurial intentions* as the dependent variable. Based on previous research, this research developed 30 indicators forming research variables. The primary data collection technique used in this research is through a questionnaire distributed online to respondents. In the questionnaire, the *Likert scale* is used as a measuring tool, the *Likert scale* has five points which represent agreement and disagreement, in the *Likert scale* there is also a middle point which represents neutral (Abdullah, 2015). The sample collection technique used was *convenience sampling* (Sekaran & Bougie, 2016). The sample for this research is employees or *fashion MSME actors* who live in Jakarta. The method for estimating the minimum sample size for this study is based on previous research by Hair et al. (2014), namely 5-10 times the number of indicators. So the research determined that a minimum of 160 respondents were needed as research data.

The data analysis technique chosen for this research is PLS-SEM analysis, to analyze cause and effect relationships between research variables. The research carried out a series of tests to obtain accurate and detailed research results. There are two stages of testing, namely *the outer model* and *the inner model*. In *the outer model* the research carried out validity and reliability tests, while in the *inner model* the research carried out multicollinearity tests, *R-square*, *Q-square*, *model fit*, hypothesis testing and mediation tests. To ensure the validity and reliability of the indicators and variables in the research model, this research conducted a preliminary test with a sample size of 50 respondents. After conducting validity and reliability

tests in the preliminary test, the research obtained results that all research indicators and variables were valid and reliable. So that research can carry out actual tests as the next stage.

RESULTS/FINDINGS

The test results for *the outer model* and *inner model* in the actual test are shown in Table 4.1.

Table 4.1 Inner Model and Outer Model Test Results

	Items	Factor Loading
Experience		
(Cronbach's Alpha = 0.913, CR = 0.935, AVE = 0.744)		
EX1	I have experience working in the field of social issues	0.868
EX2	I have work experience volunteering at social organizations	0.877
EX3	I know a lot about social organizations	0.851
EX4	Currently I have entrepreneurial activities	0.901
EX5	I have experience working in a small business	0.812
Empathy		
(Cronbach's Alpha = 0.942, CR = 0.955, AVE = 0.811) (R-square = 0.537, Q-square = 0.420)		
EM1	I try to be empathetic to other people's situations	0.891
EM2	A sense of empathy arose in me towards the people around me	0.915
EM3	I feel empathy for people whose social status is considered low	0.912
EM4	I can respond emotionally to other people's circumstances	0.893
EM5	I can respond emotionally to other people's difficulties	0.891
Moral Obligations		
(Cronbach's Alpha = 0.848, CR = 0.891, AVE = 0.622) (R-square = 0.333, Q-square = 0.195)		
MO1	I feel ethically responsible to help others	0.774
MO2	I am morally obliged to help others	0.784
MO3	I feel called to help others	0.839
MO4	In my opinion, one of the principles of our society is to help other people	0.766
MO5	I believe in good social behavior	0.777
Self-efficacy		
(Cronbach's Alpha = 0.909, CR = 0.932, AVE = 0.734) (R-square = 0.435, Q-square = 0.307)		
SE1	I can personally contribute to solving society's challenges	0.862
SE2	I found a way to help solve the problem	0.843
SE3	I can easily solve social problems	0.847
SE4	I know how to solve social problems	0.886
SE5	I believe I can use ideas to solve social problems	0.844
Social Support		

(Cronbach's Alpha = 0.917, CR = 0.938, AVE = 0.751) (R-square = 0.469, Q-square = 0.342)

SS1	I will help others	0.845
SS2	I can solve social problems	0.872
SS3	I received capital support for investment in social issues	0.871
SS4	I got support to start a social enterprise	0.875
SS5	The environment will support me if I overcome social problems	0.871

Social Entrepreneurial Intentions

(Cronbach's Alpha = 0.963, CR = 0.971, AVE = 0.870) (R-square = 0.736, Q-square = 0.630)

SEI1	I hope to be involved in social organizations	0.925
SEI2	I plan to start a social enterprise	0.930
SEI3	I want to be a social entrepreneur	0.931
SEI4	I pushed myself to become a social entrepreneur	0.938
SEI5	I will strive to become a social entrepreneur	0.940

Source: SmartPLS Test Results (2023)

After looking at the information regarding test results on actual data in Table 4.1, it can be stated that all variables are valid and reliable. The expected value to declare a valid indicator with loading factor and AVE is >0.70 and >0.50 respectively. It can be stated that each indicator of this research is valid because the results of the loading factor and AVE values have met the expected value requirements. The expected value to declare the research variable valid with Cronbach alpha and composite reliability is >0.70 . It can be stated that each variable in this research is also reliable because the results of the Cronbach alpha value and composite reliability have met the expected value requirements. Apart from that, the R^2 value for the empathy variable is 0.537, which is included in the moderate classification. This means that 53.7% of the variation in the empathy variable is explained by the experience variable.

The R^2 value for the moral obligation variable is 0.333, which is included in the moderate classification. This means that 33.3% of the variation in the moral obligation variable is explained by the experience variable. The R^2 value for the self-efficacy variable is 0.435, which is included in the moderate classification. This means that 43.5% of the variation in the self-efficacy variable is explained by the experience variable. The R^2 value for the social support variable is 0.469, which is included in the moderate classification. This means that 46.9% of the variation in the social support variable is explained by the experience variable. The R^2 value for the social entrepreneurial intention variable is 0.736, which is included in the substantial classification. This means that 73.6% of the variation in the social entrepreneurial intention variable is explained by the variables experience, empathy, moral obligation, self efficacy, and social support, the rest is explained by other variables outside the research model.

Furthermore, the Q^2 value for the empathy variable is 0.420, which is included in the classification of a large level of predictive relevance. The Q^2 value produced by the moral obligation variable is 0.195, which is included in the classification of moderate level of predictive relevance. The Q^2 value for the self efficacy variable is 0.307, which is included in the classification of moderate predictive relevance. The Q^2 value produced by the social support variable is 0.342, which is included in the classification of moderate level of predictive relevance. The Q^2 value produced by the social entrepreneurial intention variable is 0.630,

which is included in the classification of high level of predictive relevance. All Q^2 value results show that each variable has a Q^2 value >0 so it can be stated that this research model has predictive relevance.

Finally, this research also carried out a multicollinearity test to obtain information about whether the variables in the research model are highly correlated with each other or not. The results of the VIF values for the research variables are listed in Table 4.2. The expected value to state that the research variables do not have multicollinearity problems is <5 . It can be stated that this research variable does not have multicollinearity problems because the VIF value results meet the expected value requirements.

Table 4.2 Multicollinearity Test Results

Variable	Empathy (EM)	Experience (EX)	Moral Obligation (MO)	Self Efficacy (SE)	Social Entrepreneurial Intention (SEI)	Social Support (SS)
Empathy (EM)					3,171	
Experience (EX)	1,000		1,000	1,000	2,459	1,000
Moral Obligation (MO)					2,175	
Self Efficacy (SE)					2,600	
Social Entrepreneurial Intention (SEI)						
Social Support (SS)					3,627	

Source: SmartPLS Test Results (2023)

This research tests related hypotheses that have been proposed previously. Testing this hypothesis will use statistical calculations of significance levels, namely by using t-statistics values and p-values (Sekaran & Bougie, 2016). The significance level used in this research is 95%, so that the rule of thumb is that the t-statistics value is > 1.65 and the p-value is < 0.05 so that a hypothesis can be recognized as a supported hypothesis. In Table 4.3 below, the results of testing the hypotheses that were previously proposed are displayed, where it can be seen that four of the five hypotheses that were previously proposed were supported.

Table 4.3 Hypothesis Testing Results

Hypothesis	Original Sample	<i>t-statistics</i>	<i>p-value</i>	Hypothesis Analysis
H1 = There is a positive influence of empathy on social entrepreneurial intention	0.160	1,900	0.029	Supported
H2 = There is a positive influence of moral obligation on social entrepreneurial intention.	0.136	1,948	0.026	Supported
H3 = There is a positive influence of self-efficacy on social entrepreneurial intention.	0.388	4,382	0,000	Supported
H4 = There is a positive influence of social support on social entrepreneurial intention.	0.127	1,326	0.092	Not supported
H5 = There is a positive influence of experience on social entrepreneurial intention.	0.174	2,084	0.019	Supported

Source: SmartPLS Actual Test Results (2023)

This research also carried out mediation testing on the sixth hypothesis, with the aim of finding out whether the mediating variable is significant or not as a mediator in the relationship between the independent variable and the dependent variable (Bougie & Sekaran, 2019). This mediation test will use statistical calculations of significance levels, namely by using *t-statistics* values and *p-values* (Bougie & Sekaran, 2019). The significance level used in this research is 95%, so that the rule of thumb is that the *t-statistics* value is > 1.65 and the *p-value* is < 0.05 so that a hypothesis can be recognized as a supported hypothesis. In Table 4.4 below, the results of the mediation test on the sixth hypothesis that was proposed previously are displayed, where it can be seen that the five hypotheses that were previously proposed were supported.

Table 4.4 Mediation Test Results

Hypothesis	Original Sample	<i>t-statistics</i>	<i>p-value</i>	Hypothesis Analysis
H6a = Empathy can mediate the influence of experience on social entrepreneurial intention	0.117	1,866	0.031	Supported
H6b = Moral obligation can mediate the influence of experience on social entrepreneurial intention.	0.078	1,857	0.032	Supported
H6c = Self-efficacy can mediate the influence of experience on social entrepreneurial intention	0.256	4,293	0,000	Supported
H6d = Social support can mediate the influence of experience on social entrepreneurial intention	0.087	1,301	0.097	Not supported

Source: SmartPLS Actual Test Results (2023)

DISCUSSION

Based on the first hypothesis, there is a positive influence of empathy on social entrepreneurial intention. Thus, these results provide evidence that empathy has a positive influence on social entrepreneurial intention. Bacq & Alt (2018) stated that being able to understand other people's points of view or in this case having a sense of empathy is an important determinant in arousing the intention to pursue a career in social entrepreneurship. These results are also in line with previous studies, such as Younis et al. (2021), de Sousa-Filho et al. (2020), Akter et al. (2020), Hockerts (2017), and Rambe & Ndofirepi (2021). Furthermore, based on the second hypothesis, there is a positive influence of moral obligation on social entrepreneurial intention. Thus, these results provide evidence that moral obligation has a positive effect on social entrepreneurial intention. These results are also in line with previous studies, such as Forster & Grichnik (2013), Yang et al. (2015), Akter et al. (2020), Pérez-Macías et al. (2022), and Bazan et al. (2020).

Based on the third hypothesis, there is a positive influence of self-efficacy on social entrepreneurial intention. Thus, these results provide evidence that self-efficacy has a positive effect on social entrepreneurial intention. These results are also in line with previous studies, such as Bacq & Alt (2018), de Sousa-Filho et al. (2020), Rambe & Ndofirepi (2021), Akter et al. (2020), and Qiao & Huang (2019). Bacq & Alt (2018) stated that feelings of ability and competence are basic human motivations, where when these motives are fulfilled in the SE context, an individual will feel more confident in becoming a social entrepreneur. Furthermore, based on the fourth hypothesis, there is a positive influence of social support on social entrepreneurial intention. Thus, these results provide evidence that social support does not have a significant positive effect on social entrepreneurial intention. This finding is quite different from previous studies, such as de Sousa-Filho et al. (2020), Urban (2013), Hockerts (2018), Yang et al. (2015), Pérez-Macías et al. (2022) who found a positive influence from *social support on social entrepreneurial intention*.

Based on the fifth hypothesis, there is a positive influence of experience on social entrepreneurial intention. Thus, these results provide evidence that experience has a positive effect on social entrepreneurial intention. These results are in line with previous studies, such as de Sousa-Filho et al. (2020), Fernández-Laviada et al. (2020), Wach et al. (2021), Mota et al. (2019), and Lacap et al. (2018). Furthermore, based on the sixth hypothesis (a), empathy can mediate the influence of experience on social entrepreneurial intention. Thus, these results provide evidence that the relationship between experience and social entrepreneurial intention can be mediated by empathy. These results are supported by previous studies, such as de Sousa-Filho et al. (2020), Hockerts (2017), Aure (2018), Ip et al. (2021), and Peng et al. (2019).

Based on the sixth hypothesis (b), moral obligation can mediate the influence of experience on social entrepreneurial intention. Thus, these results provide evidence that the relationship between experience and social entrepreneurial intention can be mediated by moral obligation. These results are supported by previous studies, such as de Sousa-Filho et al. (2020), Hockerts (2017), Ip et al. (2021), Peng et al. (2019), and Ghatak et al. (2020). Furthermore, based on the sixth hypothesis (c), self-efficacy can mediate the influence of experience on social entrepreneurial intention. Thus, these results provide evidence that the relationship between experience and social entrepreneurial intention can be mediated by self-efficacy. These results are supported by previous studies, such as Younis et al. (2021), de Sousa-Filho et al. (2020), Hockerts (2017), Lacap et al. (2018), and Ip et al. (2021).

Finally, based on the sixth hypothesis (d), social support can mediate the influence of experience on social entrepreneurial intention. Thus, these results provide evidence that the relationship between experience and social entrepreneurial intention is not mediated by self-efficacy. This finding is not the same as previous studies, such as Hockerts (2017), Lacap et al. (2018), Aure (2018), Ip et al. (2021), and Ghatak et al. (2020) who found a positive influence from social support on social entrepreneurial intention. However, the findings of this study are similar to those found by Peng et al. (2019) who did not find a significant mediating effect of social support.

CONCLUSION AND RECOMMENDATIONS

In this study, researchers have carried out a number of tests on each research hypothesis. After processing and testing the data, two hypotheses were obtained which were not supported and seven supported hypotheses. Thus, it can be concluded that feelings of empathy, moral bond, self-efficacy, and experience have a positive and significant effect on social entrepreneurial intentions. Furthermore, it can also be concluded that feelings of empathy, moral bonds, and self-efficacy have a mediating role in the relationship between experience and social entrepreneurial intentions. Further research can expand the research context, for example expanding the coverage area to various other cities in Indonesia. Future research can also carry out comparative analysis in various different contexts, for example comparing two different contexts, namely the Jakarta and Surabaya areas. The research also suggests that further research consider adding other factors as determinants of social entrepreneurial intention apart from the variables that have been studied by this research, namely the variables of experience, empathy, moral obligation, self-efficacy and social support.

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