

Factors Affecting Citizen's Participation In The Business Incubation Program In The City Of Surabaya

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Abstract

The government's efforts in developing the economy of low-income communities in the city of Surabaya require high participation support. The low community participation in the incubation facilitation program for independent businesses is a problem that needs a solution. The purpose of this study was to analyze the factors that influence citizen participation in the business incubation facilitation program in the city of Surabaya. The research method used is descriptive quantitative and case study methods. Data collection techniques using a questionnaire. The analysis technique uses inferential analysis and cross tabs. The results of this study indicate that the results of data processing indicate that individual psychological conditions and stakeholder involvement have a positive effect on citizen participation in the business incubation program in the city of Surabaya with a significance of 0.000, where the value is $0.000 < 0.05$. Practical implications, as input to the government as material for evaluating policies on economic empowerment programs to improve the economy of low-income communities in the city of Surabaya. Theoretical implications, as a reference for further theoretical studies of researchers regarding the ladder of participation in the scope of the program

Keyword

Factors Affecting Citizen Participation, Business Incubation

I. INTRODUCTION

Poverty is a fairly complicated and complex problem because it does not only involve the economic sector alone but several factors influence it. Indonesia, which is a developing country, also has problems related to poverty which are quite complex and complex issues to be addressed immediately (Morris et al., 2020). Programs and policies in the form of social security and national economic development strategies by the government are indispensable in alleviating poverty (Do et al., 2015).

In development planning, the regional government adjusts the national development plan so that there is continuity of the program between the central and regional governments. According to Bryant and White (inSuryono, 2010)states that development is an effort to increase the human ability to influence their future.

In line with the 2015-2019 RPJMN in improving the quality of people's lives, the Surabaya city government is framing it in the Surabaya City RPJMD 2016-2021. In line with improving the quality of people's lives which is framed in the vision of the City of Surabaya, Surabaya is a Sentosa city with character and global competitiveness based on ecology.

In carrying out the first mission, namely realizing quality community resources and empowering the community, and creating the widest possible business opportunities, the Surabaya City Government through one of the Regional Apparatus Organizations (OPD), namely the Population Control Service, Women's Empowerment and Child Protection. In the Surabaya Mayor Regulation number 55 of 2016 concerning the position, composition, job description, and functions and work procedures of the Surabaya City Population Control, Women Empowerment and Child Protection Service in Article 10 paragraph 1 letter f, it is stated that the task of the family welfare sector is in the economic empowerment section. including preparing materials for the implementation of consultation, facilitation, and business promotion to empower the economy of families who have an independent business incubation facilitation program.

Government participation, participation of higher education partners, and community participation are determinants of the success of the independent business incubation program. The government's participation as a program organizer is to provide budget facilitation to university partners who have been appointed to implement programs sourced from the Surabaya City Budget. The participation of higher education partners as program implementers is to plan activities ranging from assessment, and socialization to training as well as assisting. Community participation, in this case, is the target as well as the object of the independent business incubation program as a form of the facility from the government, which is to actively participate in attending each stage of the program in the hope of gaining knowledge about creative business and business management.

The results of the initial search through interviews can be seen that the presence of the community is quite varied as recorded in the presence of attendance. From the results of the interview, it is known that the participation of the community in the trainingfrom assessment to training tends to decline.

In this study, it is expected to find a ladder of participation in the scope of the program, especially in the facilitation program for independent business incubation in the city of Surabaya. The purpose of this study was to analyze the factors that influence citizen participation in the business incubation facilitation program in the city of Surabaya.

II. LITERATURE REVIEW

A. 1. Business Incubation

What is meant by Incubator is a commonly associated network of business support and technology innovation programs. Conceptual experts have agreed that small business incubation is a dynamic process in which young companies are nurtured to help them survive and grow during periods of uncertainty, especially during the startup phase. The incubator is designed to address inherent market failures such as unfair access to information and capital and the lack of focused business advice for new small businesses (Campbell, 1989).

A business incubator is usually described as a facility that provides favorable controlled conditions to foster the growth of a new business (Petree, nd, 1997). They are also referred to as innovation centers, enterprise centers, business enterprise centers, or technology centers. The concept of the incubator spread internationally thereafter. One of the first incubators in Europe was set up at Cambridge Science Park and Sophia Antipolis in France in the late 1960s (Storey & Tether, 1998). The first incubator, a private profit center, was established in 1959 in Batavia, New York (Brown et al., 2000). The consensus reached by researchers is that the main contribution of incubators is their ability to increase the viability of new businesses.

2. Citizen Participation

Allport (1945) argues that someone who participates experiences self-involvement which is more than just involvement in work or tasks, which means involvement of thoughts and feelings. Arnstein (1969) interprets participation as the power possessed by the community to overcome its problems in the present to achieve a better life in the future. Bryan & White (1982) mentions that the involvement of groups or communities as a unit can be called collective participation, while individual involvement in group activities can be called individual participation. Keith & Newstrom (1995) Participation is the mental and emotional involvement of a person in a group situation that encourages them to contribute to the achievement of the goals of the group and take responsibility for the group. According to Koentjaraningrat (2004) argues that society is a unit of human life that interacts according to a certain system of customs that is continuous and linked by a sense of shared identity. To achieve development success, community participation in the implementation of development is very necessary. Development can run continuously but the results will be very different if the development is supported by community participation. Participation in development must be implemented as an important part of development itself.

3. Factors Affecting Participation

In this study, the variables that affect citizen participation in the business incubation program in the city of Surabaya are explained as follows:

- 1) Individual Psychological Conditions. Individual psychological condition variables that affect citizen participation in the business incubation program in the city of Surabaya refer to the opinion of Sahidu (1998) which states that individual psychological conditions affect community participation in this program.
- 2) Stakeholder engagement (stakeholders). Stakeholder engagement variable (stakeholders) that affect citizen participation in the business incubation program in the city of Surabaya refers to the opinion of Sunarti (2003), namely the involvement of all interested parties and influence this program.

III. METHODS

This research uses descriptive research with a quantitative approach. The research population is the entire research subject, namely the total number of participants in the 2016-2019 independent business incubation facilitation program as many as 696 people spread across several sub-districts in the city of Surabaya. This study used a sampling technique sampling in this study, namely non-probability sampling with quota proportional sampling technique, namely taking several samples in each activity period with the same proportion of as many as 139 people. Data collection techniques using questionnaires. Data analysis techniques using inferential analysis and analysis of data characteristics.

IV. RESULTS AND DISCUSSION

1. Results

Based on the data collected through questionnaires distributed, it can be seen the characteristics of all research subjects as follows.

The results of data processing for individual psychology that affect citizen participation in the business incubation program in the city of Surabaya are in table 5.18 individual psychological conditions.

Table 1: Individual Needs * Crosstabulation Participation Rate

			Participation Rate					Total
			Very high	Tall	Enough	Low	Very low	
Individual Needs	Enough	Count	0	0	7	16	2	25
		% within Individual Needs	.0%	.0%	28.0%	64.0%	8.0%	100.0%
	Tall	Count	5	19	25	34	3	86
		% within Individual Needs	5.8%	22.1%	29.1%	39.5%	3.5%	100.0%
	Very high	Count	7	7	12	2	0	28
		% within Individual Needs	25.0%	25.0%	42.9%	7.1%	.0%	100.0%
Total		Count	12	26	44	52	5	139
		% within Individual Needs	8.6%	18.7%	31.7%	37.4%	3.6%	100.0%

(Source: Results of data processing by researchers)

Table 1 above shows that the psychological condition of individuals with indicators of individual needs is on a high scale with a high participation rate of 22.1%, 29.1% is sufficient, and 39.5% is low with a significance of 0.000, where a value of $0.000 < 0.05$ means that psychological conditions of individuals with indicators of need have a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya.

Results of data processing for individual psychological conditions that affect citizen participation in the business incubation program in the city of Surabaya in table 2 individual psychological conditions with indicators of individual motives as follows:

Table 2: Individual Psychological Conditions with Individual Motive Indicators

Individual Motive * Crosstabulation Participation Rate

			Participation Rate					Total
			Very high	Tall	Enough	Low	Very low	
Individual Motive	Enough	Count	0	0	4	9	3	16
		% within Individual Motive	.0%	.0%	25.0%	56.2%	18.8%	100.0%
	Tall	Count	5	22	32	41	2	102
		% within Individual Motive	4.9%	21.6%	31.4%	40.2%	2.0%	100.0%
	Very high	Count	7	4	8	2	0	21
		% within Individual Motive	33.3%	19.0%	38.1%	9.5%	.0%	100.0%
Total		Count	12	26	44	52	5	139
		% within Individual Motive	8.6%	18.7%	31.7%	37.4%	3.6%	100.0%

(Source: Results of data processing by researchers)

Table 2 above shows that the psychological condition of individuals with individual motive indicators on a high scale with a high participation rate of 21.6%, 31.4% sufficient, and low 40.2% with a significance of 0.000, where a value of $0.000 < 0.05$ means that the psychological condition Individuals with motive indicators have a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya.

Results of data processing for individual psychological conditions that affect citizen participation in the business incubation program in the city of Surabaya in table 3 individual psychological conditions with indicators of individual expectations as follows:

**Table 3: Individual Psychological Conditions with Individual Expectation Indicators
Individual Expectations * Crosstabulation Participation Rate**

			Participation Rate					Total	
			Very high	Tall	Enough	Low	Very low		
Individual Expectations	Low	Count	0	0	0	0	1	1	
		% within Individual Expectations	.0%	.0%	.0%	.0%	100.0%	100.0%	
	Enough	Count	0	0	8	26	3	37	
		% within Individual Expectations	.0%	.0%	21.6%	70.3%	8.1%	100.0%	
	Tall	Count	5	21	29	26	1	82	
		% within Individual Expectations	6.1%	25.6%	35.4%	31.7%	1.2%	100.0%	
	Very high	Count	7	5	7	0	0	19	
		% within Individual Expectations	36.8%	26.3%	36.8%	.0%	.0%	100.0%	
	Total		Count	12	26	44	52	5	139
			% within Individual Expectations	8.6%	18.7%	31.7%	37.4%	3.6%	100.0%

(Source: Results of data processing by researchers)

Table 3 above shows that the psychological condition of individuals with indicators of individual expectations on a high scale with a high participation rate of 25.6%, sufficient 35.4%, and low 31.7% with a significance of 0.000, where a value of $0.000 < 0.05$ means that the psychological condition individuals with indicators of hope have a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya.

Results of data processing for individual psychological conditions that affect citizen participation in the business incubation program in the city of Surabaya in table 4 individual psychological conditions with individual reward indicators as follows:

Table 4: Individual Psychological Conditions with Individual Reward Indicators

Table 4: Individual Awards * Crosstabulation Participation Rate									
			Participation Rate					Total	
			Very high	Tall	Enough	Low	Very low		
Individual Award	Low	Count	0	0	0	0	1	1	
		% within Individual Award	.0%	.0%	.0%	.0%	100.0%	100.0%	
	Enough	Count	0	4	22	41	3	70	
		% within Individual Award	.0%	5.7%	31.4%	58.6%	4.3%	100.0%	
	Tall	Count	4	17	18	10	1	50	
		% within Individual Award	8.0%	34.0%	36.0%	20.0%	2.0%	100.0%	
	Very high	Count	8	5	4	1	0	18	
		% within Individual Award	44.4%	27.8%	22.2%	5.6%	.0%	100.0%	
	Total		Count	12	26	44	52	5	139
			% within Individual Award	8.6%	18.7%	31.7%	37.4%	3.6%	100.0%

(Source: Results of data processing by researchers)

Table 4 above shows that the psychological condition of individuals with individual reward indicators on a high scale with a high participation rate of 34%, sufficient 36%, and low 20% with a significance of 0.000, where a value of $0.000 < 0.05$ means that the psychological condition of individuals with reward indicators has a positive effect. on the level of citizen participation in the business incubation program in the city of Surabaya.

The results of data processing for stakeholder involvement (stakeholders) that affect citizen participation in the business incubation program in the city of Surabaya are in table 5 stakeholder involvement (stakeholder) with indicators of government involvement in the program as follows:

Table 5: Government Involvement in Business Incubation Program

Government involvement * Crosstabulation Participation Rate								
			Participation Rate					Total
			Very high	Tall	Enough	Low	Very low	
Government involvement	R	Count	0	0	0	0	1	1
		% within Government involvement	.0%	.0%	.0%	.0%	100.0%	100.0%
	C	Count	0	1	10	8	2	21
		% within Government involvement	.0%	4.8%	47.6%	38.1%	9.5%	100.0%
	T	Count	8	20	30	43	2	103
		% within Government involvement	7.8%	19.4%	29.1%	41.7%	1.9%	100.0%
	ST	Count	4	5	4	1	0	14
		% within Government involvement	28.6%	35.7%	28.6%	7.1%	.0%	100.0%
	Total	Count	12	26	44	52	5	139
		% within Government involvement	8.6%	18.7%	31.7%	37.4%	3.6%	100.0%

(Source: Results of data processing by researchers)

Table 5 above shows that the involvement of stakeholders (stakeholders) with indicators of government involvement in the business incubation program in the city of Surabaya on a scale with the level of participation high is 19.4%, 29.1% in sufficient, and low 41.7% with a significance of 0.000, where a value of 0.000 < 0.05 means that stakeholder involvement (stakeholders) with the indicator of government involvement having a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya.

The results of data processing for stakeholder involvement (stakeholders) that affect citizen participation in the business incubation program in the city of Surabaya are in table 6 stakeholder involvement (stakeholder) with the indicators of involvement of village administrators in the program as follows:

Table 6: Stakeholder involvement (stakeholders) with indicators of district management involvement									
Involvement of Village Administrators * Crosstabulation Participation Rate									
			Participation Rate						
			Very high	Tall	Enough	Low	Very low	Total	
Involvement of Village Managers	Very low	Count	0	4	3	7	0	14	
		% within Village Management Involvement	.0%	28.6%	21.4%	50.0%	.0%	100.0%	
	Low	Count	0	2	2	12	0	16	
		% within Village Management Involvement	.0%	12.5%	12.5%	75.0%	.0%	100.0%	
	Enough	Count	1	1	10	8	4	24	
		% within Village Management Involvement	4.2%	4.2%	41.7%	33.3%	16.7%	100.0%	
	Tall	Count	7	17	26	25	1	76	
		% within Village Management Involvement	9.2%	22.4%	34.2%	32.9%	1.3%	100.0%	
	Very high	Count	4	2	3	0	0	9	
		% within Village Management Involvement	44.4%	22.2%	33.3%	.0%	.0%	100.0%	
	Total		Count	12	26	44	52	5	139
			% within Village Management Involvement	8.6%	18.7%	31.7%	37.4%	3.6%	100.0%

(Source: Results of Data Processing by Researchers)

Table 6 above shows the involvement of stakeholders (stakeholders) with indicators of the involvement of village administrators in the business incubation program in the city of Surabaya on a scale high level of participation indicates a high participation rate of 42%, sufficient 41.7%, and low 33.3% with a significance of 0.000, where the value of 0.000 < 0.05 means that stakeholder involvement (stakeholders) with indicators that the involvement of village administrators has a positive effect on the level of citizen participation in the business incubation program.

The results of data processing for stakeholder involvement (stakeholders) that affect citizen participation in the business incubation program in the city of Surabaya are in table 7 stakeholder involvement (stakeholders) with indicators of community leaders' involvement in the program.

Table 7 above shows that the involvement of stakeholders (stakeholders) with indicators of involvement of community leaders in the business incubation program in the city of Surabaya on a scale high participation rate indicates a high participation rate of 41.5%, sufficient 36.6%, and low 9.8% with a significance of 0.000, where the value 0.000 < 0.05 means that stakeholder involvement (stakeholders) with indicators of involvement of community leaders having a positive effect on the level of citizen participation in the business incubation program.

The results of data processing for stakeholder involvement (stakeholders) that affect citizen

participation in the business incubation program in the city of Surabaya are in table 8 stakeholder involvement (stakeholder) with indicators of consultants/resource persons involved in the program as follows:

Table 7 Stakeholder engagement (stakeholders) with indicate involvement of (Source:

Involvement of Consultants / Resource Persons * Crosstabulation Participation Rate								
			Participation Rate					Total
			Very high	Tall	Enoug h	Low	Very low	
Involvement of Consultants/Sources	Low	Count	0	0	1	0	1	2
		% within Involvement of Consultants/Resources	.0%	.0%	50.0%	.0%	50.0%	100.0%
	Enough	Count	0	3	7	12	2	24
		% within Involvement of Consultants/Resources	.0%	12.5%	29.2%	50.0%	8.3%	100.0%
	Tall	Count	3	14	32	39	2	90
		% within Involvement of Consultants/Resources	3.3%	15.6%	35.6%	43.3%	2.2%	100.0%
	Very high	Count	9	9	4	1	0	23
		% within Involvement of Consultants/Resources	39.1%	39.1%	17.4%	4.3%	.0%	100.0%
Total	Count	12	26	44	52	5	139	
	% within Involvement of Consultants/Resources	8.6%	18.7%	31.7%	37.4%	3.6%	100.0%	

Results of data processing by researchers)

Table 8 above shows that the involvement of stakeholders (stakeholders) with indicators of the involvement of consultants/resource persons in the business incubation program in the City of Surabaya on a scale high participation rate indicates a high participation rate of 15.6%, sufficient 35.6%, and low 43.3% with a significance of 0.000, where the value of 0.000 < 0.05 means that stakeholder involvement (stakeholders)with indicators that the involvement of consultants/resource persons has a positive effect on the level of citizen participation in the business incubation program.

From the results of the validity test, it is known that the total value of item correlation is between 0.186 to 0.496 which can be said to meet the requirements of valid items. While the value less than the value of the r table at N = 139 is obtained by 0.182 so items with an index below 0.189 are not included in the analysis. From the results of the validity test, it is known that there are 5 (five) statements that are invalid or irrelevant, so they are not included in the subsequent

analysis.

The results of Cronbach's alpha reliability test obtained an alpha value of 0.736 ($\alpha > 0.70$) which according to Santoso (2016) that the scale for social science can be declared reliable if it has a value of more than 0.7. Thus the participation scale used in this study is quite reliable.

2. Discussion

Psychological influence in principle includes various aspects of behavior that can provide a mental picture for individuals. For this reason, several aspects are used as a measure in weighing psychological influences as factors driving the level of community participation in terms of indicators of conditions of need, which means that mentoring participants can be said to consciously understand and capture the benefits of training programs and business incubation mentoring. The second indicator is the expectation of practical benefits that can be felt immediately or in the long term, and the third is rewards. About these indicators, the data that has been presented shows that the individual psychological condition of the indicator of the need with the level of participation has a probability value of 0.000 ($p < 0.05$), which means that the psychological condition of the need indicator has a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya. Then from the expectation indicator with the level of participation, a probability value of 0.000 ($p < 0.05$) is obtained, which means that there is a positive and significant influence on community expectations with the level of participation. In addition, the expectation indicator obtains a probability value of 0.000 ($p < 0.05$), which means that the individual psychological condition of the award indicator has a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya. 000 ($p < 0.05$), which means that there is a positive and significant influence on community expectations with the level of participation. In addition, the expectation indicator obtains a probability value of 0.000 ($p < 0.05$), which means that the individual psychological condition of the award indicator has a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya. 000 ($p < 0.05$), which means that there is a positive and significant influence on community expectations with the level of participation. In addition, the expectation indicator obtains a probability value of 0.000 ($p < 0.05$), which means that the individual psychological condition of the award indicator has a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya.

The acceptance of each indicator that reflects the psychological conditions of the community members in the business incubation activities, is viewed from the concept of management psychology, as stated Umansky & Fuhrberg (2018), that the key to management is closely related to efforts to develop human resources as development personnel. Human quality needs to be improved, and that quality is highly dependent on the development of human potential itself according to needs. It was further explained that this mindset has certainly colored the study of management, because the quality of human resources and the people involved in the process of developing human resources, especially public education, of course, must also improve its quality so that the overall quality of all elements of the workforce as part of the humanitarian system needs to be developed. as a vital resource. About this conception, the results of the data analysis that have been presented have illustrated that the group of participants with a very high level of participation in activities (16%) is influenced by a very large individual's psychological condition, and some others are influenced by the psychological condition of individuals in the high category (19%). While the pre-participant community groups mostly have a low level of participation influenced by individual psychological conditions in the medium (21%) and small (19%). The data analysis can be seen as quite consistent with the measurement of the expectation indicator (Table 5.20), which shows that mentoring participants with a high participation rate of 25.6%, moderate 35.4%, and low 31.7%. Then on the award indicator, it is known that participants who feel they get high awards have shown a high participation rate of 34%, and people who feel that they receive low rewards also show a low participation rate of 20%. It can be said that the higher the encouragement factor of the individual's psychological condition influences the level

of participation in independent business incubation activities.

Judging from the psychological concept, it can be seen that the behavior of the participants of the business incubation program, and the form of participation are all aspects of the actions involved in the management process to carry out management functions to achieve predetermined goals. The mentoring process in this business incubation program in principle can also be understood as a form of organized learning.

The five dimensions are a form of discipline that can promote a collaborative approach and integrated creation, capture, organizational access, and use of knowledge in an organization. A systematic process for finding, selecting, organizing, and presenting information, as well as improving the understanding of human resources, helps organizations to gain insight and understanding from their own experiences as implications of public service administration.

Hassan et al., (2017), explain individual factors regarding talent and interest in participating in business training, as follows:

- a. *The parental (paternal) refugee*, that is to say, many individuals have gained education and experience from the businesses their families have built since they were children. They usually then try to try to be entrepreneurs other than what has been done by the family.
- b. *The feminist refugee*, meaning that women who feel they have received discriminatory treatment compared to men, both in the education system, business environment, and in community life, will try to prove themselves capable by establishing their own business.
- c. *The housewife refugee* first, housewives who are busy taking care of their children and household will try to help their husbands in terms of finances because the needs of their children are getting bigger and bigger. They will usually try a small business with the help of other family members until they feel compelled to expand their business after getting more than enough results.
- d. *The educational refugee* means that many people who fail in their studies or those who do not fit into the existing education system become motivated to become entrepreneurs.
- e. The results of the analysis of hypothesis testing through cross-distribution table calculations show that stakeholder involvement with government involvement indicators has a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya, a probability value of 0.000 ($p < 0.05$). Then the indicator of the involvement of village administrators in the business incubation program in the city of Surabaya (Table 5.23) obtained a probability value of 0.000 ($p < 0.05$) which indicates that the involvement of village administrators affects the level of participation in the business incubation program in the city of Surabaya. Furthermore, the indicator of the involvement of community leaders obtains a probability value of 0.000 ($p < 0, 05$) which shows that the indicator of the involvement of community leaders affects the level of community participation in the business incubation program in the city of Surabaya. Then the indicator of the involvement of consultants or resource persons (tabrl 5.25) obtained a probability value of 0.000 ($p < 0.05$) which means that the involvement of consultants or resource persons has a positive effect on the level of citizen participation in the business incubation program in the city of Surabaya.

The proof of the hypothesis which states the influence of stakeholders, from indicators of government involvement, community leaders, village administrators and resource persons in this study supports previous research. This is following the report submitted by dry et al. (2020), that stakeholder involvement is determined based on the degree of relevance to the existence and program to be held so that it is correlated with the high and low levels of community participation. Bhagwan (2017), explained that the more relevant stakeholders are to community development activities and activities, the more involvement is a must.

Studies conducted by Russell(Bhansing et al., 2018)in Canada concluded that an entrepreneur is motivated primarily not by financial incentives, but by a desire to escape from an inappropriate environment, as well as to find a new meaning for his life. It can be said that in addition to stakeholder involvement, there are also individual psychological conditions that are part of a person's willingness to participate in business coaching and mentoring activities.

This concept can be seen from the results of data analysis as explained above, that in both groups

of subjects it can be seen that in each group, it can be seen that each group has almost the same response about the incubation activity of self-employment independence. From the data, it is also known that most of the two groups of subjects stated that the independent economic incubation activity was good and useful, an activity that added insight to the business community, and what was important for the subject was that the community had a place to ask questions to manage and develop their business. Then the involvement of stakeholders (stakeholders) can explain that individual psychological conditions and stakeholder involvement can be part of the form of participants' thinking patterns and self-attributions,

Stakeholder involvement (stakeholders), as the analysis shows that the involvement of stakeholders (stakeholders) that affect participants' participation is the expectation of obtaining more in-depth knowledge about the business, increasing social access as a market segment, and the hope of obtaining convenience in loans or assistance. capital, as well as the problem of environmental traditions and a sense of reluctance to those who invite participation such as community leaders. This is following research by Hasan et al., (2018), that the dynamic environment causes a novice business actor or a community that begins to have a business interest will face the need to adapt and develop themselves so that success can be achieved. A business actor not only follows changes that occur in the business world but will feel the need to change and try to quickly form creative thinking and be oriented towards achieving business results. The process according to Hassan et al., (2018), is shaped by self-attribution, that external factors play an important role in the success of managing a business.

Kamui & Mbwise (2014); Appiah-Nimo et al., (2018), explained that the public's willingness to participate in educational or training activities, especially economic strengthening programs for small-scale economic groups, is largely influenced by individual problems, particularly their attributions, about how a person evaluates himself in terms of managing a business to succeed. This has been described in the data analysis on the characteristics of the mentoring participants with the level of participation and the factors that influence it.

Self-success as one of the representatives of the willingness to become entrepreneurs because they believe and believe that people may be motivated to become entrepreneurs if they believe that entrepreneurs have a greater likelihood of succeeding than working for others to get valuable results. One of the important factors that become the driving force for someone to become a business actor is his desire to fulfill a high need to succeed, then that person will work hard and study hard. In addition, social support is an important capital to develop managed business activities.

The success of the business incubation program is principally a driving force for the emergence of a person's desire to become an entrepreneur, because of the perception of success as a profitable outcome or hope that the community can survive through achieving the goals of managing an independent small business. That is, if a participant can achieve the desired business goals through the achievements of the training program and business incubation assistance, then the participant will be considered successful. The real indicator of success is not what is achieved, but what is felt on an ongoing basis.

V. CONCLUSION

Based on the results of the research and discussion presented, it can be concluded as follows. The influence of individual psychological conditions on citizen participation in the business incubation program in the city of Surabaya. The results of data processing show that individual psychological conditions have a positive effect on citizen participation in the business incubation program in Surabaya City with a significance of 0.000, where the value is $0.000 < 0.05$. The effect of stakeholder involvement on citizen participation in the business incubation program in the city of Surabaya. The results of data processing show that stakeholder involvement has a positive effect on citizen participation in the business incubation program in Surabaya City with a significance of 0.000, where the value is $0.000 < 0.05$.

Theoretical implications as a reference for further research on the theory of research regarding the ladder of participation in the scope of the program, especially in the self-

employment program for low-income people. The factors that influence citizen participation in the independent business incubation program include individual psychological factors and stakeholder involvement (stakeholders) can be developed by further researchers.

The results of the research are an illustration of the efforts of the central and local governments in national development in the national medium-term development plan (RPJMN). In development planning, the local government adjusts the national development plan so that there is program continuity between the central and regional governments. This is in line with the fourth mission in the 2015-2019 RPJMN which is to improve the quality of people's lives, the Surabaya City Government framed the Surabaya City RPJMD 2016-2021. In line with improving the quality of people's lives which is framed in the vision of the City of Surabaya, Surabaya is a city of Sentosa with character and ecologically-based global competitiveness through an independent business incubation facilitation program involving community participation

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