

The Influence of Work Morale, Discipline and Professionalism on the Performance of Police Members in the Mojokerto Resort Police Environment



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ABSTRACT: This research aims to see what factors influence Mojokerto Resort Police members. The factors that are most influential in influencing performance are analyzed to find out the main factors that are most dominant. This research uses analysis of validity tests, reliability tests, and classic assumption tests which include multicollinearity tests, significance tests (t-test), and analysis of the coefficient of determination (R²). The results obtained, namely the work enthusiasm variable, show that members agree that there is an increase in enthusiasm for work through enthusiasm, activeness, initiative and loyalty. The description of the discipline variable shows that members agree that members are disciplined at work through obeying time rules, obeying agency rules, obeying behavioral rules at work, and obeying other regulations. The description of the professionalism variable shows that members agree to increase professionalism through creativity, innovation and responsiveness at the Mojokerto Resort Police. The description of the member performance variable (Y) shows that members agree to performance planning, performance monitoring, performance assessment and performance evaluation.

KEYWORDS: Discipline, Professionalism, Performance, Police Members

I. INTRODUCTION

Human resources have a very important role in carrying out operational activities in an agency. Human resources are actors from the entire planning level up to the evaluation of performance results (Benita et al., 2020; Fagbemi et al., 2022; Haraguchi et al., 2022). In carrying out its activities, agencies will always be faced with humans as a dynamic resource and have the ability to continue to develop and mutually influence the stability and continuity of the agency.

Increasing competent human resources is very necessary so that agency goals can be achieved in accordance with the targets that have been set. According to (Sutrisno, 2019) explains that the realization of increasing human resources can be done through developing knowledge, skills and work abilities. Apart from that, increasing the competencies developed can be done through training and development of leadership and knowledge management to improve performance.

The Mojokerto Resort Police is the command structure of the Indonesian republican police in the Mojokerto Regency area, led by the Resort Police Chief. The Mojokerto resort police are responsible for security in the Mojokerto district area. The responsibilities that must be carried out include, 1) enforcing law in the Mojokerto Regency area, 2) providing protection, guidance and service to the people of Mojokerto Regency, and 3) maintaining security and order in the Mojokerto Regency area. Efforts to improve member performance are not an easy task, because member performance is influenced by many factors, including skills, work environment and leadership motivation and member work discipline. Strictly speaking, the most dominant performance of members is caused by a person's mental readiness to develop themselves and excel to obtain everything they hope for. In this way, the elements of satisfaction become encouragement for achievement.

Work enthusiasm is a person's emotional and mental reaction to work (Roddy et al., 2021; Watanabe & Yasuoka, 2021). Work enthusiasm will arise from good relationships between members, the conditions and atmosphere created in their work environment and the presence of leaders who can motivate members to raise enthusiasm for work. (Lee & Rodríguez-Pose, 2020) explains that work enthusiasm influences the quality and quantity of a person's work. The level of a person's work enthusiasm will be seen from the members' daily behavior and attitudes at work.

Work morale is a reflection of the attitude or mental condition of an individual or a team. (Motta, 2021) explained that people with high work morale are usually positive, optimistic, cooperative and supportive of the team's vision and mission. The

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condition of doing work faster and better is an initial illustration of productivity at work. In improving performance, apart from morale, other factors are needed that can improve performance, namely discipline.

Discipline is an employee's awareness or willingness to comply with all organizational regulations and applicable social norms (Aslipour & Zargar, 2022; Cheng, 2011). It cannot be denied that discipline often causes problems for agencies. Discipline must be improved, this is because without the support of good performance discipline, it is difficult for agencies to realize their goals. With work discipline, employees will certainly not commit acts of fraud and will be better able to improve their performance.

Every agency must have employees who are professional in carrying out their duties and obligations in order to achieve the agency's goals (Pulignano et al., 2017). Professionalism is a form of employee's sincerity to work with quality and be able to utilize their time well. Employee professionalism is seen in the ability to utilize activities to seek existing opportunities and opportunities for general and specific performance purposes. Professional employees are formed from abilities and skills obtained through education, training and experience. The professionalism of police officers in the Mojokerto resort police environment is a necessity to achieve better work results. The intelligence of police officers is a determining factor in behaving professionally in the work environment.

The implementation of the performance assessment of Mojokerto resort police members refers to the Republic of Indonesia Police Regulation Number 2 of 2018 concerning Performance Assessment of Members of the Indonesian Police. The regulation explains that the performance assessment of police officers is carried out objectively, transparently, accountably, proportionally and fairly. Performance assessment of members of the National Police includes performance planning, performance monitoring, performance assessment implementation, and performance evaluation.

The results of observations made show that the work spirit, discipline and professionalism of employees in the Mojokerto resort police environment regarding employee performance can be categorized as good. Every month employee performance meetings are held in accordance with the work targets that must be completed. According to the researcher's observations, employees in the Mojokerto resort police environment were able to complete work targets in accordance with the provisions, although there were several obstacles that had not been resolved. The problems that have not been resolved will be resolved immediately according to the specified target time.

Research conducted by (Kakati & Roy, 2021) explains that work enthusiasm, work discipline, and supervision have a significant effect on employee performance. Meanwhile research conducted by Rianto, Pugh, dkk (2019) explains that professionalism and work discipline influence employee performance. In order to improve the quality of human resources, it is necessary to provide guidance to have attitudes and behavior that are based on dedication, honesty, responsibility and authority to be able to provide services in accordance with the demands of community development. This must be a consideration for the relevant agencies to increase work morale, discipline and professionalism so that the vision and mission of the Mojokerto resort police chief can be achieved as expected.

Based on the description above, it is necessary to carry out further research on the influence of work enthusiasm, discipline and professionalism on the performance of police officers in the Mojokerto resort police environment.

II. METHOD

Based on the stated research objectives, namely to determine the influence of work enthusiasm, discipline and professionalism on member performance. This type of research includes comparative causal research using three independent variables and one dependent variable. The results of the influence between the variables studied will be explained in more depth so that this type of research is explanatory.

The location of this research is the Mojokerto police resort which is located on Jalan Raya Gajahmada Mojosari, Mojokerto Regency. The selection of this location was based on the researcher's field of knowledge, namely human resources in the Mojokerto resort police environment, who are members of the police who are alert to Central Government programs and policies.

A. Variables

1. Variable Classification

In this research, the independent variables are Work Spirit (X1), Discipline (X2), and Professionalism (X3). Meanwhile, the dependent variable is member performance (Y).

2. Conceptual definition of variables

a. Work Spirit (X1)

It is a person's desire and sincerity to do their work well and with discipline to achieve good work performance (Hasibuan, 2002)

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b. Discipline (X2)

It is a form of seriousness in carrying out tasks to produce good quality work, using the right time and using tools or procedures that are simple or easy to understand. (Siagian, 2000).

c. Professionalism (X3)

It is a form of seriousness in carrying out tasks to produce good quality work, using the right time and using tools or procedures that are simple or easy to understand (Siagian, 2000).

d. Member Performance (Y)

Is the work result achieved by each member of the National Police in a work unit or functional unit or regional unit in accordance with generic factors and specific factors (Perpol No 2,2018)

VARIABLES, INDICATORS AND QUESTION ITEMS

No	Variables	Indicator	Question Items	
1	Spirit at work (X1)	1 Enthusiasm	1	I have the ambition to complete the work according to the target
			2	I have abilities that suit my field of work so that work can be completed easily
		2 Liveliness	3	I am able to participate in every activity held by the agency where I work
			4	I always think about ways so that the work done can be completed optimally
		3 initiative	5	I am able to show a willingness to do work without being ordered by the leadership
			6	I try to realize and correct mistakes before being reprimanded by the leadership
		4 Loyalty	7	I feel happy to be part of the Indonesian National Police
			8	I try to give all my abilities and expertise to advance the agency
2	Discipline (x2)	1 Obey the time rules	9	I comply with the rules of work entry time, rest time and return time
			10	I try to utilize my time at work optimally
		2 Comply with agency regulations	11	I adhere to polite and neat dressing and wear identification during working hours
			12	I obey the code of ethics in the work environment
		3 Obey the rules of behavior at work	13	I am able to work according to the position and tasks that constitute the workload
			14	I am able to be responsible for work both within the unit and outside the unit
		4 Comply with other regulations	15	I uphold the values and norms as a member of the Indonesian National Police
			16	I am able to carry out work according to the position given
3	Professionalism (X3)	1 Creativity	17	I am able to provide feedback on the results of work
			18	I am able to plan work results
		2 Innovation	19	I am able to innovate in completing work
			20	I have my own way of completing work
		3 Responsiveness	21	I always exchange information with other members
			22	I can carry out instructions from the leadership in a short time
4	Member Performance (Y)	1 Performance planning	23	I understand the job description, work indicators, and targets that must be completed within the specified time
			24	I am able to carry out additional tasks that have been given outside my main job

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			25	I understand the procedures for evaluating member performance, rewards and punishments for performance results
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Then, for questionnaires that have been scored, validity tests, reliability tests and classic assumption tests are carried out, including multicollinearity tests, significance tests (t-tests) and analysis of the coefficient of determination (R²).

III. RESULT AND DISCUSSION

A. General Description

The Mojokerto City resort police in carrying out their duties and responsibilities have a motto, namely that they are ready to carry out the transformation towards a PRECISION (Productive-responsibility-transparency-just) police force. The Mojokerto City resort police have a vision, namely to realize excellent security and public order services, strong enforcement of law and internal security and the establishment of proactive police synergy. Apart from that, the mission of the Mojokerto city resort police includes the following:

1. Carry out early detection and warning through investigation, security and mobilization activities.
2. Provide protection and services easily, responsively and non-discriminatorily.
3. Maintain security, order and smooth traffic to ensure the safety and smooth flow of people and goods.
4. Ensure the success of overcoming domestic security disturbances
5. Develop a police force that is based on law-abiding communities.
6. Enforce the law in a professional, objective, proportional, transparent and accountable manner to ensure legal certainty and a sense of justice.
7. Manage in a professional, transparent, accountable and modern manner all Polri resources to support Polri's operational duties.
8. Building a system of police synergy between departments and international institutions as well as community components in order to build partnerships and networks (partnership building/networking).

B. Organizational Structure and Work Procedures

Based on National Police Chief Regulation Number 2 of 2021 concerning Organizational Structure and Work Procedures at Resort Police and Sector Police Levels. The organizational structure of the Mojokerto resort police is guided by these regulations. The distribution of duties and responsibilities for each position in the organizational structure is as follows:

1. Leadership Elements

a. Kapolres (Head of Resort Police)

The Police Chief is the head of the resort police who is under and responsible to the Regional Police Chief. The duties of a resort police chief are to lead, develop and supervise or control organizational units within the resort police environment as well as provide recommendations for consideration and carry out other duties according to the orders of the Regional Police Chief.

b. Deputy Chief of Resort Police

The Deputy Resort Police Chief is the main assistant to the resort police chief who is under and responsible to the resort police chief. The Deputy Chief of Police has the task of assisting the resort police chief in carrying out his duties by controlling the implementation of staff duties of all organizational units within the ranks of the police and within the limits of his authority leading the police in the absence of the police chief and carrying out other duties according to the orders of the police chief.

2. Elements of Assistant Leaders and Executive Staff

a. Head of Operations

The Head of the Operations Section is an assistant element for the leadership and implementation of the police staff who is under the police chief. The Head of the Operations Section is an assistant official to the Police Chief who is obliged to make efforts to ensure the dynamics and guidance of operational activities or actions by all the main implementing elements of the Police. The duties and responsibilities of the Head of Operations are to carry out operational administration and supervision, planning and control of police operations, facility services and prisoner care and services at the request of witnesses or victims of crime and requests for assistance in securing the judicial process and other special security. Apart from that, he is also responsible to the police chief and carries out daily duties under the control of the deputy police chief.

c. Kabagbinamitra (Head of Community Development Section)

Kabagbinamitra is an assistant official to the police chief who is obliged to make efforts to ensure the implementation of the service approach in every implementation of police duties and to encourage all personnel, both in carrying out their

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duties and in social life, to play a role in building police-community relations that are conducive to the implementation of police duties. The duties and responsibilities of the Head of the Community Development Section are to organize the implementation and supervise or direct the implementation of community education and the development of independent forms of security by competent functional units. Develop cooperative relationships with social or community institutions or figures and government agencies, especially PPNS agencies and regional governments. within the framework of regional autonomy, in order to increase community compliance with the law and foster police-community relations that are conducive to the implementation of police duties. Responsible to the police chief and in carrying out daily duties under the control of the deputy police chief.

d. Kabagmin (Head of Administration)

Kabagmin is an assistant official to the Chief of Police who is obliged to make efforts to ensure that the recruitment process, career development and termination of service for each personnel is carried out in a clean, objective and fair manner. The duties and responsibilities of the Head of Administration are to organize work plans or programs and budgets, personnel development and administration, training and guidance and logistics administration. Responsible to the police chief and in carrying out daily tasks under the control of the deputy police chief.

C. Respondent Characteristics

Respondent characteristics are a description of the identity of research respondents based on research samples that researchers have previously determined and determined. The purpose of providing a description of the characteristics of the respondents in this study is to provide a general description of the research sample.

Respondent's Gender

Gender	Frequency	Percentage
Female	19	17.43
Male	90	82.57
Total	109	100

Based on the table above, it can be seen that 90 respondents were male or 82.57%, while 19 respondents were female or 17.43%. Based on this data, the majority of respondents were male respondents at 82.57%. This situation shows that there is a difference between the number of male and female respondents. However, these differences do not hinder the process of dividing and completing work.

Based on the questionnaire that was given to 109 respondents, to find out the majority of respondents' answers to each item, the Sturges formula can be created as follows :

$$\text{Class Intervals } (c) = (X_n - X_1) : k$$

c = estimated size

k = many classes

X_n = highest score value

X_1 = lowest score value

$$c = (5-1) : 5$$

$$c = 4 : 5 = 0,8$$

Respondents' answers to performance planning indicators related to understanding job descriptions, job indicators and targets that must be completed in accordance with the specified time period had an average of 4.06, namely agree. This situation shows that the respondent agrees to understand the description, indicators and targets of the work that must be completed according to the target. Meanwhile, respondents' answers regarding members being able to carry out additional tasks that have been given outside their main job have an average score of 4.15, namely agree. This situation shows that the respondent agrees to carry out additional duties outside of the main job. Meanwhile, respondents' answers related to members being able to understand the procedures for assessing member performance, rewards and punishments for work results had an average score of 4.17, namely agree. This situation shows that respondents agree with the understanding and assessment of member performance, rewards and punishments for work results. The average respondent's answer to the performance planning indicators was 4.13, namely agree. Thus it can be said that the performance planning indicators are good for members.

Respondents' answers to performance monitoring indicators related to their willingness to follow directions and instructions from assessing officials to improve performance results averaged 4.12, namely agree. This situation shows that the respondent agrees to follow the directions and instructions for implementing performance. Meanwhile, respondents' answers related to

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members needing a recommendation from an assessing officer to be able to take part in the performance improvement program had an average score of 4.06, namely agree. This situation shows that respondents agree that they need recommendations from officials to carry out performance improvement programs. The average respondent's answer to the performance monitoring indicators was 4.09, namely agree. Thus it can be said that the performance monitoring indicators are good for members.

Respondents' answers to the performance assessment implementation indicators related to members never objecting to the results of the performance assessment given by the assessing officer had an average of 4.17, namely agree. This situation shows that the respondent agrees with the results of the performance assessment provided by the assessing officer. Meanwhile, respondents' answers related to members trying to obtain maximum performance assessment results had an average score of 4.15, namely agree. This situation shows that the respondents agree to try to obtain maximum performance results. The average respondent's answer to the performance assessment implementation indicator was 4.16, namely agree. Thus it can be said that the performance indicators are good for members.

Respondents' answers to performance evaluations related to being willing to accept evaluations of performance results had an average of 4.14, namely agree. This situation shows that the respondent agrees to be willing to accept an evaluation of the maximum performance assessment results. Meanwhile, respondents' answers related to members trying to obtain maximum performance assessment results trying to improve performance results for better work improvement then had an average score of 4.14, namely agree. This situation shows that the respondents agree to try to obtain maximum performance results. The average respondent's answer to the performance evaluation indicator was 4.14, namely agree. Thus it can be said that the performance indicators are good for members.

Thus it can be concluded that the member performance variable has an average of 4.13, namely agree. This shows that members' performance improvement is agreed to be carried out through performance planning, performance monitoring, and performance assessment and performance evaluation.

D. Discussion

In an organization, members have a sense of enthusiasm in carrying out their duties better and more productively. High work morale is characterized by the enthusiasm of members in carrying out their duties or work. Indicators of work enthusiasm in this research include 1) enthusiasm of members to have the ability and work hard because with work the work can be completed well, 2) activeness which requires participation from all elements, 3) high initiative from members in working, and 4) member loyalty in work. Meanwhile, according to Kaswan (2017), people with high work enthusiasm are usually positive, optimistic, cooperative and supportive of the team's vision and mission. Conditions for doing work faster and better are an initial reflection of employee productivity at work.

Discipline has a significant influence on member performance. This is in line with research conducted by Rianto, Puguh, Suharto, et al (2019) explaining that work discipline influences employee performance. Discipline arises from a person's personal awareness to control themselves so as not to do something that is contrary to applicable regulations. According to Hasibuan (2011), good discipline reflects a person's sense of responsibility for the tasks assigned to him. This encourages passion, work enthusiasm and the realization of company and employee goals. Discipline occurs when employees always come and go home on time and do not take attendance, do their work well, comply with all applicable company and social norms.

Meanwhile, the professionalism variable has a significant influence on member performance. This is in line with research conducted by Rianto, Puguh, Suharto, et al (2019) explaining that professionalism influences employee performance. Professionalism is a form of seriousness in carrying out tasks to produce good quality work, using the right time and using performance flows or procedures that are easy for members to carry out work (Siagian, 2000). With the abilities and skills possessed by employees, it is possible for employees to be able to carry out tasks and work with good results, using the right time and using simple and easy to understand flows or procedures.

Work enthusiasm, discipline and professionalism simultaneously have a significant influence on member performance. This is in line with research conducted by Hartati (2017) which has a significant effect on employee performance. This is also in line with research conducted by Rianto, et al (2019) explaining that professionalism and work discipline influence employee performance.

Indicators of work enthusiasm according to Purwanto (2006) include enthusiasm, activeness, initiative and loyalty. Singodimendjo (2011) states that the better an employee's work discipline, the higher the work performance results achieved. Discipline includes obedience to time rules, obedience to agencies, obedience to work rules, and obedience to other rules. Professionalism is the ability and expertise possessed by members in completing work based on creativity, innovation and

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responsiveness so that with maximum performance by members at work, member performance will be achieved. The performance referred to in this case includes performance planning, performance monitoring, assessment implementation and performance evaluation.

The variable professionalism has a dominant influence on the performance of members at the Mojokerto Police Station and is stated to have no dominant and significant influence on the performance of members at the Mojokerto Police Station. However, the variable that has a dominant and significant influence on member performance is the discipline variable. This means that the most significant way to improve member performance is discipline through obeying time rules, obeying agency rules, obeying behavioral rules at work, and obeying other rules. Members who are disciplined in working when leaving, when working, when returning from work according to work rules and precisely in completing the tasks given will be able to achieve organizational goals and improve their performance.

This is in line with the opinion expressed by Sinambela (2019) that good discipline is reflected in a person's great sense of responsibility for the tasks given to him. Regulations are very necessary to create good order in the office where you work, because the discipline of an office or place of work is said to be good if some employees obey the existing regulations.

V. CONCLUSION

Based on the results of the research and discussion of this research, it can be concluded that the description of the work enthusiasm variable (X1) shows that members agree that there is an increase in enthusiasm for work through enthusiasm, activeness, initiative and loyalty at the Mojokerto Police. The description of the discipline variable (X2) shows that members agree that members are disciplined at work through obeying time rules, obeying agency rules, obeying behavioral rules at work, and obeying other regulations. The description of the professionalism variable (X3) shows that members agree to increase professionalism through creativity, innovation and responsiveness at the Mojokerto Police. The description of the member performance variable (Y) shows that members agree to performance planning, performance monitoring, performance assessment and performance evaluation.

Based on the results of the t test, the variables work enthusiasm (X1), discipline (X2), and professionalism (X3) simultaneously influence the performance of members in the Mojokerto Police Department.

Based on the results of the F test, it was found that 1) the work morale variable (X1) had a significant effect on member performance, the Discipline variable (X2) had a significant effect on member performance, and 3) the professionalism variable (X3) had a significant effect on member performance.

The discipline variable has the largest calculated t value and beta coefficient. So that the Discipline variable has the strongest influence compared to other variables, the Discipline variable has a dominant influence on Member Performance.

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