RELATIONSHIP BETWEEN PERCEPTED CONTROL BEHAVIOR, INTENTION, FACILITY AND BEHAVIOR OF DEBT RETURN

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ABSTRACT

Background: Formulation of the problem for this research is, how will the role of intention as a mediating variable and facilities as a moderating variable be able to play a role in influencing perceived control behavior on debt repayment behavior.

Purpose: This study empirically investigates the influence of perceived control behavior on debt repayment behavior, debt repayment intentions, and facilities on debt repayment behavior.

Design/methodology/approach: Most of the determinants of research variables were developed based on the Theory of Planned Behaviour (TPB). Surveys to 120 people of owned Medium Small Enterprises (MSEs) in the culinary sector who took credit debt from the Wibawa government program in the city of Semarang. Data were analyzed using the structural equation model (SEM PLS)

Findings/Result: The results showed perceived control behavior had a positive effect on the intention to repay the debt of MSE owners who took out Wibawa's credit debt. Furthermore, perceived control behavior and debt repayment intention have a positive effect on debt repayment behavior. We found empirical evidence that facilities have a role in strengthening the influence of debt service intentions on debt service behavior.

Conclusion: This study enhances the behavioral debt literature by employing more extensive measures to assess perceived control, behavior, and intention, while also introducing the use of facilities as an alternative measure for variables that reinforce behavioral intention.

Originality/value (State of the art): The originality lies in its contribution to the existing literature on debt behavior, as it utilizes two dimensions to measure behavior and introduces facilities as a novel reinforcement measure.

Keywords: return behavior, debt facilities, culinary MSMEs, control behavior

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INTRODUCTION

MSMEs are able to absorb a large workforce compared to large businesses and contribute to the formation of the Gross Domestic Product (GDP). Even though it has a strategic role, it cannot be denied that the development of MSMEs is still constrained by various problems. One of the classic problems faced is limited funding which is partly due to the difficulty of MSMEs in accessing bank and non-bank financial institutions.

Additional challenges encountered by micro, small, and medium enterprises (MSMEs) in obtaining bank loans include lack of knowledge about the credit application process, complex application procedures, and worries that their proposed credit might not meet the required standards. Credit Event itself is an event that affects the market, such as the risk of default, restructuring rearrangement, or moratorium (suspension of debt payments) (Alfiana et al. 2023).

Challenges in obtaining capital alone can impede micro business owners' ability to grow their businesses. The classic problem of limited capital also occurs in SMEs. This limited capital will hinder MSME owners in developing their businesses. For the sake of continuing the business, MSME owners will seek additional capital from outside, in this case, debt. This condition shows that until now, funding decisions, especially debt, are still an important issue for MSME owners, especially in Semarang. However, one thing that needs to be realized is that when you have obtained additional capital from debt, there is an obligation to return it, not least, many businesses have gone out of business in the conditions of the Covid 19 pandemic which has resulted in the loan repayments being jammed.

Research on funding decisions often centers on publicly traded companies, which have access to a range of funding options. In contrast, micro, small, and medium enterprises (MSMEs) have distinct characteristics and funding limitations, leading to unique funding challenges compared to larger firms. In larger enterprises, there exists a distinction between the owner and the manager, whereas in SMEs, the owner assumes both roles. Making decisions on funding for MSMEs is carried out individually by the owner who plays a direct role as manager.

MSMEs so far have emphasized their relation to the inherent characteristics of individual business owners. Other research investigates how psychological biases, such as overconfidence and the illusion of control, influence decision-making regarding debt. This research focuses solely on internal factors affecting MSME funding decisions, overlooking the multidimensional nature of these decisions, which are influenced by both internal and external factors. This study will use some of the factors contained in the Theory of Planned Behavior (TPB) as a framework to gain a better understanding of the determinants of the behavior of micro and small business entrepreneurs (MSEs) in their behavior to repay their debts. The considerations for using the Theory of Planned Behavior (Ajzen in Jones et al. 2020) is a theory that has been widely used to explain individual behavior, and has been shown to be able to explain various individual decision-making behaviors within companies including financial decisions. Korop et al. in Arganata & Lutfi (2019) uses the Theory of Planned Behavior to look at the decision making of business owners about various funding options in family firms when making investments.

Perceived control over behavior is indicated by an individual's perception of the ease or difficulty of demonstrating an intended attitude. Perceived behavioral control refers to a person's perception of the extent to which they can control outcomes or events in their life. This is closely related to locus of control theory, which describes individuals' beliefs in the degree to which they have control over the events that affect their lives. People with an internal locus of control tend to believe that they have control over their lives and their outcomes, while people with an external locus of control tend to believe that external factors such as luck or fate determine their outcomes. This perception of control can influence a person's motivation, decisions and behavior in various aspects of life, including in the context of finances, health and career. The theory put forward by Ajzen in Parianti (2016) states that the greater a person's opportunities and how many obstacles he can anticipate, the greater the control he feels over his behavior.

Behavior refers to the spectrum of actions and behaviors exhibited by individuals, organisms, systems, or artificial entities in relation to themselves or their environment. This includes interactions with other systems or organisms and the physical surroundings. Behavior is the reaction of the system or organism to

different stimuli or inputs, which can be internal or external, conscious or subconscious, overt or covert, and voluntary or involuntary. Behavior encompasses a wide range of activities, from simple reflex actions to complex interactions with the environment. Jones et al. (2020) in Sulistyawati et al. (2023) noted that unethical behavior carried out by management can also be influenced by information asymmetry situations.It is influenced by a variety of factors, including genetics, environment, culture, and personal experiences. Understanding behavior is a key aspect of psychology, sociology, biology, and other fields, as it helps explain how individuals and groups function and interact with each other and their surroundings. Many factors influence behavior, including: perceived control behavior Jones et al. (2020) . Perceived control behavior has motivational implications for behavior, meaning that perceived behavioral control influences a behavior. Ajzen in Jones et al. (2020) states that in doing something, individuals are limited by the deficiencies they have or the absence of opportunities. Previous research in various contexts stated that perceived control behavior influences a person's behavior (Jones et al. 2020). However, the results of this study contradict the results of previous studies in various contexts, which state that perceived control behavior does not affect a person's behavior (Koropp et al. in Arganata & Lutfi, 2019).

Based on the differences in the results of previous research above for factors that influence a person's behavior, this is considered ambiguous so a solution is needed. Sekaran & Bougie (2017), if the impact of a variable on other variables remains unclear, a resolution must be sought.where the next researcher can include new variables as both mediating and moderating variables, where these mediating and moderating variables must have been previously tested as independent variables against dependent variable. Jones et al. (2020) stated intention inpact behavior. Therefore, related to the statement of Sekaran & Bougie (2017); Jones et al. (2020) and the results of different previous studies on the influence of perceived control over behavior above, we will include the first new variable, namely intention as the mediating variable, because intention plays an important role in a person's behavior. Ajzen in Jones et al. (2020) in Theory of Planned Behavior, the main predictor of behavior is the intention to perform the behavior. Intentions are not yet behaviors.

Intention is a person's desire to behave in a certain way Faridawati & Silvy (2017). When someone has the intention to repay a debt, it can be said that that person will behave or act to manage their finances, so that the person will behave or act to manage their finances, by planning, budgeting, examining and controlling financial activities in a family. such as making a decision to return a debt. Actions carried out or shown by a person are based on the intentions that arise within that person (Arganata & Lutfi, 2019); Faridawati & Silvy (2017) .

On the other hand, previous research in various contexts states that intention influences behavior (Jones et al. 2020) . However, the results of this study contradict the results of previous studies in various contexts, which state that intentions do not affect behavior (Arganata & Lutfi, 2019). Venkatesh et al. in Jones et al. (2020) stated that the conditions of the facility affect behavior. Related to the statement of Sekaran & Bougie (2017) research results from Venkatesh et al. in Arganata & Lutfi (2019) as well as the different results of previous research the effect of intention on behavior, the researcher will include a second new variable, namely facilities as the moderating variable, because facilities play an important role in moderating the influence of intentions on a person's behavior. Facilitating conditions reflect the availability of the resources needed to perform certain behaviors (Triandis in Haris & Sugito, 2015).

Taylor & Todd in Agustin & Mulyani (2016) distinguish conditions from facilities to resource facilities and technological facilities where resource facilities can include time and money, while technological facilities are the technology needed. The condition of the facility is an individual external influence that can affect technology acceptance. Facilities refer to the physical or non-physical resources and amenities available for use or provided by a place or organization. The scope of facilities includes various aspects such as the physical infrastructure, equipment, services, and amenities that support the activities or operations of an organization or a place. The benefits of facilities include providing a conducive environment for work, enhancing productivity, improving safety, and promoting efficiency in operations. Additionally, facilities can contribute to employee satisfaction, customer experience, and overall organizational success.

This research was conducted on micro and small enterprises (MSEs) in Semarang because of the following characteristics possessed by these businesses, namely: first, MSEs in Semarang is the largest business in Semarang which absorbs a lot of labor. Second, MSEs experience a classic problem, namely limited capital. The characteristics above can affect MSE owners in making debt decisions, including repaying their debts. The special characteristics above can be accommodated by the factors contained in the Theory of Planned Behavior for MSE debt behavior in Semarang. The first characteristic relates to the obstacles faced by MSE entrepreneurs in repaying debts, which can be accommodated by perceived control behavior factors. The second characteristic relates to the influence of parties outside the MSE entrepreneur, which can be accommodated by the facility factor. This research is empirically aimed at investigating the influence of perceived control behavior on debt repayment behavior, debt repayment intentions, and facilities on debt repayment behavior.

Formulation of the problem for this research is, how will the role of intention as a mediating variable and facilities as a moderating variable be able to play a role in influencing perceived control behavior on debt repayment behavior? This empirical research aims to determine the influence of perceived control behavior on debt payment behavior, intention to pay debt, and facilities on debt payment behavior.

METHODS

According to the level of explanation, this research is included in causality research. Causality research is a type of research that aims to determine the causal relationship between two or more variables. In this research, researchers try to determine whether changes in one variable (cause) have a direct or indirect effect on changes in another variable (effect). Causality research methods usually involve experiments in which the independent variable (cause) is deliberately manipulated to see its effect on the dependent variable (effect). Results from causality research can help understand causal relationships between certain factors, which is important in formulating policies or developing effective interventions. This research was conducted to test a hypothesis about the causal relationship between one or several variables and one or several other variables.

The population in this study were all MSE owners who took the Semarang City Government Authority credit, totaling 425 people. Determining the number of samples in this study is 10 times the number of indicators (Hair et al, 2014). The number of indicators in this study were 12 indicators, so 12 x 10 = 120 samples were needed. In determining the sample, the researcher used probability sampling, namely giving each member of the population the same opportunity to be the sample. The sampling method in this study was accident sampling. Therefore, every MSE owner who takes the Wibawa credit who is met by researchers and is willing to provide other information needed by researchers, will be used as a sample.

Operational definitions refer to defining concepts or variables in terms of specific, observable, and measurable behaviors or operations. In other words, it is a clear, precise description of how a concept or variable is measured, observed, or manipulated in a particular study or experiment. Operational definitions are crucial in research because they help ensure that everyone involved understands exactly what is being studied and how it is being measured, enhancing the reliability and validity of the research findings. Variable indicators refer to the observable or measurable factors that are used to represent or quantify variables in research or analysis. In research, variables are the characteristics or properties that can vary or take on different values. Indicators are the specific aspects or dimensions of these variables that researchers use to measure or assess them. For example, in a study on education quality, the variable could be "teacher effectiveness," and the indicators might include student test scores, classroom observations, and teacher qualifications. This study uses 4 variables, namely: perceived control behavior, facilities, intentions and behavior (Table 1).

Data collection using a questionnaire. The questionnaire is a collection of statements submitted in writing to the respondents and how to answer them is done by placing a cross (X) in the column provided. The measurement scale is arranged based on a Likert scale with 5 categories of answer choices. The questionnaire designed for data collection purposes consists of two parts. Questionnaire distribution method is done by using enumerators. The enumerators were previously given an explanation regarding the research objectives, the contents of the questions and statements in the questionnaire, the list of respondents. Data collection used a field survey by visiting the respondent (MSEs

owner) in Semarang City, then asking the respondent's willingness to fill out a questionnaire first. Previously, respondents were also given an explanation of the aims and objectives of this study. Respondents who were willing to fill out the questionnaire were then given a questionnaire and given directions before filling out the questionnaire.

This study uses SEM-PLS analysis technique to test the causality relationship. SEM is a statistical modeling technique used to analyze structural relationships. It is commonly used in social sciences and other fields to test and estimate causal relationships using empirical data. SEM can be implemented using different estimation methods, one of which is Partial Least Squares (PLS). PLS-SEM is a variance-based approach that is particularly useful for exploring complex relationships among latent variables, especially when the sample size is relatively small or the measurement model is not well-established. Of the 12 indicators, all variable had loading factor between 0.508 and 0.946 (valid). All constructs were reliable was > 0.7 (between 0.717 and 0.892).

This study tested the hypothesis using the structural equation model (SEM)-PLS. In PLS-SEM, the focus is on maximizing the explained variance in the dependent latent variables, rather than on estimating the covariance matrix between variables. PLS-SEM is often used in research contexts where prediction is important, or when the goal is to develop or test theoretical models. In this study there are several independent variables.

Besides that, the intention variable is a variable that mediates the influence of perceived behavioral control factors and facilities on behavior. First, the determinants of debt repayment intentions are examined in Equation 1. Then the determinants of debt repayment behavior (Equation 2), the impact of moderating on debt repayment behavior (Equation 3).

$$NT = b_1 PKP + e \qquad (1)$$
$$PPK = b_2 PKP + b_3 NT + e \qquad (2)$$
$$PPK = b_4 NT + b_5 FSL + b_6 NT*FSL + e \qquad (3)$$

Where: b (regression coefficient); e (error term); PKP (perceived control behavior); NT (intention); FSL (facility).

The Effect of Perceived Control Behavior on Intentions

Perceived behavioral control has motivational implications for intentions, meaning that perceived behavioral control affects intentions for a behavior. According to Ajzen in Jones et al. (2020) states that in doing something, individuals are limited by the deficiencies they have or the absence of opportunities. This can affect individual intentions even though the individual already has a positive attitude and is supported by others. The idea of perceived behavioral control suggests that individuals may not have complete control over many of their behaviors. In a previous study by Pangastika & Prasastyo (2017) stated that perceived behavioral control influences intention.

Table 1. Operational definitions and variable indicators

Variable	Definition	Code	Indicator
Behavior	Real actions or activities carried out (Koropp et al. in Arganata & Lutfi, 2019)	PPK	1. Can return the debt
			2. Can take on the next debt
			3. Make a profit
Intention	Circumstances to what extent motivated to do so (Korrop et al. in Arganata & Lutfi, 2019)	NT	1. Tried to borrow
			2. try to comply with the borrowing rules
			3. Understand the risks of borrowing
Perceived control behavior	Perceived control behavior perceptions of ability (Ajzen in Jones et al. (2020)	PKP	1. Being able to get into debt
			2. Able to provide collateral
			3. Able to manage debt
Facility	The amount of goods needed to obtain a number of combinations of goods and services (Dharmmesta & Handoko, 2018)	FSL	1. Affordability of Facilities
			2. Compatibility of facilities with product quality
			3. Compatibility of facilities with benefits

The Effect of Perceived Control Behavior on Behavior

The influence of perceived control behavior on behavior" refers to how a person's perception of control or control over a particular situation or action influences their behavior. In certain contexts, when someone feels they have a high level of control or control over a situation, they tend to be more likely to act or behave in accordance with their beliefs about that control. Conversely, if someone feels they do not have enough control or control over a situation, they may tend not to act or behave in accordance with their expectations or desired goals. In financial or tax behavior research, this concept can be used to understand how perceived control over taxes or personal finances influences a person's intentions and behavior in paying taxes or managing their finances. Ajzen in Alfiana et al. (2023) states that perceived behavioral control can influence behavior directly without the mediation of intention, meaning that an individual's behavior does not only depend on the motivation or desire to do it, but also sufficient control over the behavior carried out (Hartono in Arganata & Lutfi, 2019). Based on the results of previous research from Xiao & Dew in Budirahardjo & Laksmidewi (2022), it shows that perceived behavioral control influences behavior. Ajzen in Alfiana et al. (2023) states that perceived behavioral control can directly influence behavior without the mediation of intention, meaning that an individual's behavior depends not only on the motivation or desire to do so, but also sufficient control over the behavior performed (Hartono in Arganata & Lutfi, 2019). Based on the results of previous research from Xiao & Dew in Budirahardjo & Laksmidewi (2022) showed that perceived behavioral control influences behavior.

Influence of Intentions on Behavior

Behavioral intention and behavior are two different things (Alswaigh & Aloud, 2021; Bhatt, 2021; Hartono in Arganata & Lutfi, 2019). Behavioral intention is still an intention. Intention is the desire to perform the behavior. Intention is not yet a behavior, while behavior (behavior) is a real action or activity that is carried out. Fishbein & Ajzen in Faridawati & Silvy (2017); Chawla & Joshi (2019); Santoso et al. (2023), stated intention as an individual's cognitive will to carry out a behavior. Intention is a person's ability to try to carry out a behavior, because intention is a contributing factor towards the formation of behavior (Ajzen in Jones, 2020; Franque et al. 2021). The results of Ajzen in Karwir (2022) state that there is an influence between intention and behavior.

Facility moderates the Influence of Intentions on Behavior

Facility is a means to expedite and facilitate the implementation of functions. Facilities are also a tool to differentiate one institution's program from another competitor. Physical form (tangible) is customer needs that focus on physical facilities such as buildings and rooms, available parking lots, cleanliness, tidiness and comfort of rooms, equipment completeness, means of communication and employee appearance. The service facilities are exactly like those in the household, no one thinks about them as long as all the facilities are working properly. These facilities become very important and attention-grabbing, buildings and facilities are usually poorly structured, thereby reducing the efficiency of operations. Physical facilities may include the appearance of the facility or physical elements, equipment, personnel, and communications materials. The aim is to strengthen the impression about the quality, comfort and safety of the services offered to the public.

Framework is a term used in various contexts to refer to a structured set of concepts, practices, or criteria for understanding, analyzing, or solving problems. It can provide a foundational structure or scaffolding to support the development, implementation, or evaluation of ideas, processes, or systems. Theoretical thinking framework is the conceptual basis used to explain the phenomenon to be studied. This framework includes theories that are relevant and can support research, as well as concepts that will be tested or explained in research. By using a theoretical framework, researchers can link their research to related literature and develop hypotheses that are supported by existing theories. The theoretical framework also helps researchers in formulating appropriate and relevant research methods to achieve research objectives. Based on the formulation of the hypothesis, the empirical model can be described in Figure 1.
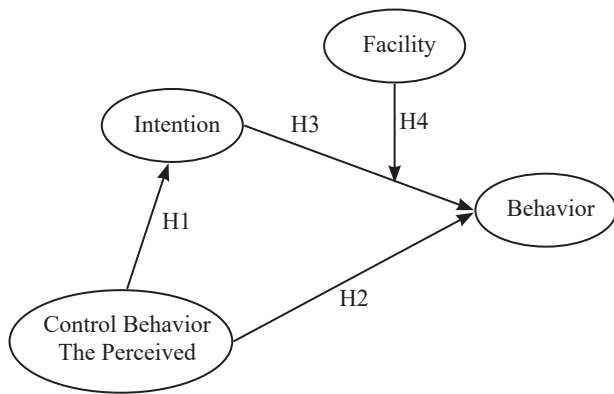
Figure 1. Model of debt returning behavior research

Hypothesis

H1: Perceived Behavioral Control affects Intentions
H2: Perceived Behavioral Control influences Behavior
H3: Intention influences behavior
H4: Facilitation moderates the effect of intention on behavior

RESULTS

Descriptive statistics

Descriptive statistics is a branch of statistics that deals with the collection, presentation, and description of data. It involves summarizing and organizing data in a meaningful way to provide insights into the characteristics of the data set. Descriptive statistics includes measures such as central tendency (mean, median, mode), measures of dispersion (range, variance, standard deviation), and measures of distribution (skewness, kurtosis). These statistics help in understanding the basic properties of the data, which can then be used to make inferences or draw conclusions about the population from which the data was sampled. Table 2 will illustrate the descriptive statistics of the research constructs (perceived control behavior, debt repayment intentions, facilities, debt repayment behavior), the average respondent's answers are in the interval 3.44 – 3.63, is respondents agree.

Hypothesis test

The null hypothesis typically states that there is no effect or no difference in the population, while the alternative hypothesis states that there is an effect or a difference. The goal of hypothesis testing is to assess the strength of the evidence against the null hypothesis and make a decision about whether to reject or fail to reject the null hypothesis based on the data. Hypothesis testing is commonly used in various fields, including psychology, economics, biology, and medicine, to draw conclusions from data and make informed decisions (Table 3). As shown in Table 4, the regression coefficients and probability values imply that the four hypotheses are supported.

The results of Hypothesis 1 show that there is an influence of perceived control behavior ($\beta = 0.276$; $p = 0.000$) on debt repayment intentions. Our empirical findings support the Theory of Planned Behavior, which suggests that perceived behavior controls effect to debt repayment intentions.. SME owners positively assess the behavior of debt repayments, namely calculating, paying, and reporting obligations. A positive evaluation implies that the SME owner feels that engaging in debt service compliance behavior will bring beneficial consequences. As a result, they have a greater intention to be debt compliant. This is in line with Pangestika & Prasastyo (2017) who have proven that beneficial consequences of certain behaviors tend to increase individual intentions to engage in those behaviors. Our empirical studies also support (Al-Nahdi, 2015).

Our empirical results show that the factors suggested by the Theory of Planned Behavior of perceived control behavior are proven to influence SME debt repayment intentions. Furthermore, the intention to repay debt will determine whether SMEs comply with debt obligations or not. However, our empirical findings document a significant effect on debt repayment behavior. In addition, facilities had moderated the impact of debt repayment intentions on debt repayment behavior. The results imply that the government needs to build public trust and ensure that debt will be used to improve people's welfare through SMEs. Thus, the public will better understand that credit comes from the people and for the people. In the end, SME owners will have a perceived control behavior towards debt repayment behavior. In addition, findings indicating a significant effect of perceived control behavior on debt repayment intentions informed the Semarang City government authorities that they need to improve SME owners' perceptions that meeting debt obligations on time is mandatory. In addition, Semarang City government authorities need to ensure that SME owners and their partners that Semarang City government authorities have sufficient resources to detect credit fraud and

provide sanctions for credit fraud. The findings show that SME owners have a greater intention to repay credit when their financial performance is good. Therefore, Semarang City government authorities need to follow up on this finding by educating SME owners, that the loan installments paid are not just expenses, but will ultimately stimulate the economy to benefit SME owners through increased demand. This study documents a direct significant effect through moderating variables. Therefore, we suggest that further research develops the TPB model further by positioning facilities as a variable that directly and indirectly strengthens debt repayment intentions.

Hypothesis 2, positive influence of perceived control behavior to debt repayment behavior is supported empirically ($\beta = 0.379$; $p = 0.000$). Therefore, individual perceived control behavior is related to debt repayment behavior. Descriptive norms, which are individual beliefs formed by observing others' behavior, may not effectively promote the intention to comply, possibly due to at least two reasons. Firstly, the behavior is not easily observable, which can result in a person's bias toward others' behavior. Secondly, violating descriptive norms may not have social consequences (Chung & Rimal, 2016), particularly in Indonesia, where collectivist culture emphasizes social aspects over individual beliefs.

Table 2. The descriptive statistics

Vaariable	N	Min.. Berard	Max. Mean	Mean	Std. Deviation
PKP	120	1	5	3.54	1.31
NT	120	1	5	3.62	1.25
FSL	120	2	5	3.44	1,01
PPK	120	2	5	3.63	1,04

Table 3. Full Model Structural GoF

GOF Index	Assessment Criteria		Estimation Result	Model Evaluation
Chi-square (X2)	0 < X2 < 2df	→Good	684.853	Good
	2df < X2 < 2df	→Acceptable		
Probability	0.05 < p < 1.00	→Good	0.014	Acceptable
	0.01 < p < 0.05	→Acceptable		
GFI	GFI > 0.90	→Good	0.965	Acceptable
	0.80 < GFI < 0.90	→Acceptable		
AGFI	AGFI > 0.89	→Good	0.935	Acceptable
	0.80 < AGFI < 0.89	→Acceptable		
TLI	TLI > 0.95	→Good	0.9873	Good
	0.80 < TLI < 0.97	→Acceptable		
CFI	CFI > 0.95	→Good	0.859	Good
	0.80 < CFI < 0.97	→Acceptable		
CMIN/DF	0 < CMIN/DF < 2	→Good	1.293	Good
	2 < CMIN/DF < 3	→Acceptable		
RMSEA	0.05 < RMSEA < 0.08	→Good	0.032	Very Good
	0 < RMSEA < 0.05	→Very Good		

Table 4. The results of hypothesis testing

Influence	Std. Estimate	Standard Error	Critical Ratio	P-value	Explanation
NT←PKP	0.276	0. 136	2.576//2.911	0.000**	Supported
PPK←PKP	0.379	0. 075	3.799/4.283	0.000***	Supported
PPK← NT	0.329	0. 093	3.114/3.517	0.000***	Supported
PPK	0.301	0.058	3.945/9.285	0.000***	Supported

Hypothesis 3, intention to pay back the debt on the behavior to repay the debt (β = 0.329; p = 0.000). So, an individual's intention to return is related to debt-returning behavior. To build the intention to continue the behavior, especially the organization must first make its users satisfied (Budirahardjo & Laksmidewi, 2022). Bobek et al. in Primasari et al. (2022), Santoso et al. (2023) which states that individual intentions are related to behavior.

Hypothesis 4, facilities as a moderating of the effect debt repayment intentions on debt repayment behavior (β = 0.301; p = 0.000). Facilities strengthen the influence debt service intentions on debt service behavior. It is possible that the SME owner already understands to settle his debt using creditor facilities or because he does not face financial literacy problems, some of his income is set aside to pay debt installments. This closely relates to the fact that the majority of SMEs lack financial literacy (Aprilia et al. 2018; Mazzarol, 2015). Perceived control behavior are proven to influence SME debt repayment intentions. Furthermore, the intention to repay debt will determine whether SMEs comply with debt. In addition, facilities had moderating the impact debt repayment intentions on debt repayment behavior.

The findings suggest that the government should focus on establishing public trust and ensuring that borrowing is used to enhance people's welfare through SMEs. This approach can help the public better understand that credit originates from and benefits the community. Consequently, SME owners are likely to develop a sense of control over their debt repayment behavior. Moreover, the discovery of a significant relationship between perceived control over debt and intentions to repay debt informed Semarang City government officials that they should enhance SME owners' understanding that meeting debt obligations promptly is essential.

Hence, it is essential for the Semarang City government to act on this discovery by providing education to SME owners. They should understand that the loan installments they pay are not merely expenses but can actually boost the economy, leading to benefits for SME owners through increased demand. This study shows a clear and significant direct effect, especially when considering moderating variables. Therefore, we suggest that further research develops the TPB model further by positioning facilities as a variable that directly and indirectly strengthens debt repayment intentions. The results of this study are in accordance with Triandis's trp. Triandis' theory refers to the work of Triandis in Haris & Sugito (2015), a social psychologist who has conducted research in various fields, including the study of culture, human behavior, and social interaction. Although Triandis' theory does not specifically focus on facilities, there are several concepts related to the physical environment and its influence on human behavior. One of the important concepts in Triandis theory is the concept of the physical environment. Triandis in Haris & Sugito (2015), the physical environment plays an important role in shaping human behavior and preferences.

The physical environment can include elements such as architecture, interior design, layout, and the facilities available in a place. In the context of facilities, Triandis' theory highlights that the design and layout of spaces can influence individual behavior and social interactions. For example, open spaces and user-friendly layouts can encourage more social interaction between people. In contrast, facilities designed in a way that limits interaction may predispose individuals to be more isolated or individualistic. In addition, Triandis' theory also suggests that individual preferences for facilities can be influenced by cultural factors. Culture plays a role in shaping norms, values, and individual preferences for the physical environment. For example, a culture that values togetherness and social interaction may tend to favor facilities that accommodate and encourage interaction between individuals, while a more individualistic culture may value privacy and personal space in facilities more. An understanding of Triandis theory can provide insights that are useful in designing and managing effective facilities. Taking into account the influence of the physical environment and cultural preferences, facilities can be designed to facilitate desired social interactions or better meet individual needs.

Managerial Implication

The managerial implication of these findings is that in managing MSE (Micro Small Enterprise) debt, it is important for managers to pay attention to and facilitate the perception of control felt by MSE owners. Ensuring that MSE owners feel they have control over their debt payments can increase their intention to pay debts, which in turn will increase debt repayment behavior. Managers can consider providing facilities that make

it easier for MSE owners to make debt payments, such as online payment services or regular payment reminders. By understanding and implementing these implications, managers can improve compliance with MSE debt payments, which can ultimately improve the financial performance and sustainability of these MSEs.

CONCLUSIONS AND RECOMMENDATIONS

Conclusions

Perceived control behavior had a positive effect on the debt repayment intentions of MSE. Perceived control behavior have a positive effect on debt repayment behavior of MSE. Debt repayment intention have a positive effect on debt repayment behavior of MSE. Facilities had moderated influence of debt repayment intentions on debt repayment behavior.

This research enhances the existing knowledge on behavioral debt by incorporating more comprehensive measures for perceived control behavior and intention, and by using facility utilization as an alternative measure for reinforcing variables of behavioral intention. This contribution is unique in its approach, as it expands the current literature on debt behavior by employing two dimensions to measure behavior and introducing facility utilization as a novel reinforcement measure.

Recommendations

The recommendations of a research study related to micro and small enterprises (MSEs) debt repayment behavior. Consider enhancing MSEs' perceived control over debt repayment to improve intentions and actual repayment behavior. Focus on improving MSEs' intentions to pay debts, as it positively impacts their debt repayment behavior. Enhance facilities or support systems to strengthen the link between debt repayment intentions and actual behavior.

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