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Determinant of Eudaimonic Well Being: Case in Mimika Papua, Indonesia

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Authors' contributions

This work was carried out in collaboration among all authors. Author YP did the an idea and is writing the paper. Author BU contributed on hypothesis development and review the paper before submitted. Author RK did the research design and methods. All authors read and approved the final manuscript.

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ABSTRACT

Stakeholder participation and service experience are two important factors in increasing eudaimonic well-being. This research aims to examine the relationship between stakeholder participation, service experience, stakeholder empowerment, social support and eudaimonic well-being. This research used a survey method with 120 respondents consisting of village heads and community leaders spread across 18 districts in Mimika Regency, Central Papua Province, Indonesia. The research results show that stakeholder participation has a positive effect on service experience, stakeholder empowerment has a positive effect on service experience, service experience has a positive effect on eudaimonic well-being, and stakeholder participation does not support eudaimonic well-being. The results of this research also show that service experience mediation positively influences stakeholder participation towards eudaimonic well-being, while stakeholder empowerment and social support cannot moderate the relationship between stakeholder participation and service experience. This research also found that to ensure a pleasant service experience, Bappeda must design and manage service processes based on a good understanding

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of stakeholder needs and goals, in particular, the meaning of service in organizational life. In addition, to facilitate stakeholder interaction with staff services, Bappeda can also wisely empower stakeholders by adapting to the level of stakeholder participation.

Keywords: Stakeholder participation; service experience; stakeholder empowerment; social support; eudaimonic well-being.

1. INTRODUCTION

Law Number 25 of 2004 concerning the national planning system article 2, paragraph 4 point d states that one of the objectives of the national development planning system is to optimize community participation. What is meant by participatory is that the process is carried out by involving all stakeholders, including through the Development Planning Deliberation. Community participation is a form of participation carried out through development proposals in the form of programs and/or activities that are the needs or desires of the community to be carried out or built in the hope that they will be beneficial and improve the welfare of the community. This proposal was carried out through the Development Planning Deliberation mechanism.

The essence of Development Planning Deliberation is to produce a decision in the form of a General Policy on Priority Budget, Temporary Budget Ceiling (KUA PPAS), which includes an element of service from the provider (Bappeda) to stakeholders. The KUA PPAS will then be discussed with the DPRD. Vargo & Lusch [1] stated that the ultimate goal of services is to create benefits for the entities involved. As the main party in the service process, of course, stakeholders pay attention to well-being.

The role of stakeholder services is a critical issue today, including public organizations such as the government. Designing services is essential for service innovation because it brings innovative service ideas to the lives of stakeholders and organizations [2]. Services are part of everyday life between stakeholders and organizations in synergy, so researchers in services marketing recommend emphasizing the need to understand better how services affect welfare and business [3].

“Services related to welfare efforts can have desirable but also undesirable consequences when aiming to create shared value with individuals, communities, or society in general” [4]. “In this regard, it has led to the growth of transformative service research or “TSR,” which focuses on service as a means of improving individual or societal well-being” [4,5,3]. “At the same time, the service-dominant logic (SDL) concept views stakeholders as collaborative partners in the service process through stakeholder participation and jointly creating value with service employees” [3].

Su et al. [6] stated that “transformative services research (TSR) focuses on two well-being dimensions: hedonic and eudaimonic”. “Hedonic well-being refers to subjective beliefs related to pleasure and happiness. Hedonic thinking suggests that people should seek pleasure and avoid pain as much as possible” [7]. “Eudaimonic well-being is related to the consequences of self-growth and self-actualization” [6]. Thus, Xie et al. [3] stated that stakeholder participation in the service process is essential for achieving eudaimonic well-being. High involvement in services can help stakeholders better meet their basic psychological needs.

On the other hand, the concept of service-dominant logic (SDL), where resources need to be integrated to create shared value for stakeholders and public organizations, where both are resource integrators for partner collaboration to become a unified whole that can provide benefits to each other [8]. Service-dominant logic (SDL) is a service related to value co-creation. Co-creation is the creation of shared value between stakeholders as end users and public organizations, which makes it possible to jointly build personalized experiences to suit the stakeholder context [9,10,11], and achieve high service quality [3]. Co-creation in service-dominant logic (SDL) is a shared value creation between public organizations that allows joint development. stakeholders' personal experiences [10].

Stakeholder participation, as a form of contribution, refers to the behavior of the extent to which stakeholders are involved by providing information and offering recommendations to be part of decision-making. Besides that, stakeholders will become more familiar with the services provided when participating in the service process, which can reduce uncertainty about the services received [8]. Thus, personal

relationships built through interactions between service employees and stakeholders can influence perceptions and attitudes regarding satisfaction [12], giving public organizations a competitive advantage and increasing organizational productivity, efficiency, and service performance [13]. So, the quality of interactions between stakeholders and employees proves the perceived evaluation of employees in service transactions [14]. Therefore, stakeholder participation is essential in the service process [3].

Xie et al. [3] stated that stakeholder participation positively and significantly influences service experience. The reason is that participating provides an opportunity to meet stakeholders' basic psychological needs, such as autonomy, competence, and relatedness. This is in line with self-determination theory. Employee interactions with stakeholders determine the quality of experience [15]. Service employees play an essential role in the service process; organizational activities and social networks can also influence the service experience, affecting stakeholders' well-being [3].

Regarding stakeholder well-being, stakeholder empowerment reflects the extent to which public organizations provide the means for stakeholders to achieve the following goals: maintaining relationships with public organizations, actively forming good transactional relationships, and collaborating with public organizations by sharing information, criticizing or providing suggestions for public organization products and services [16]. Stakeholder empowerment reflects how much a public organization supports stakeholders in sharing information, participating in service design, and interacting with employee services. By empowering stakeholders, service employees can better understand needs and expectations, which will improve the service experience. Stakeholder empowerment is positively related to service outcomes such as satisfaction [3]. Thus, empowering stakeholders is likely to encourage a positive service experience.

“In this case, social support reflects the material or spiritual assistance from stakeholder social relationships. A vital characteristic of the social context is social support, which refers to help and support from parents, relatives, and friends on a material or spiritual level” [3]. Thus, social support positively and significantly impacts an individual's psychological state, which causes stakeholders to feel involved and connected [17]. Aladwani [18], Frémeaux et al. [19], and Molinillo [20] found that the quality of social support significantly influences stakeholder involvement in social commerce websites.

The Human Development Report in Papua by UNDP was released in 2023. This report provides an overview of human development in Papua, including achievements and challenges. According to the report, Papua's Human Development Index (HDI) in 2022 is 61.6, which places it in 34th place out of 34 provinces in Indonesia. Papua's HDI is still below the national average of 72.9. However, Papua still needs help regarding knowledge and a decent life. The school expectancy in Papua in 2022 is 12.4 years, lower than the national average of 13.1 years. Healthy life expectancy in Papua in 2022 is 53.3 years, also lower than the national average of 55.1 years. The report recommends several policies to overcome human development challenges in Papua, including increasing community access to essential services. Community participation is a form of participation carried out through development proposals in the form of programs and/or activities that are the needs or desires of the community to be carried out or built in the hope that they will be beneficial and improve the welfare of the community.

The proposal was carried out through a planning deliberation mechanism development at every level of implementation, starting from the village-level Development Planning Deliberation; the district level Development Planning Deliberation is then integrated, harmonized (simplified), and synchronized with government proposals, which is a technocratic process at the district/city level Development Planning Deliberation. This process is in a connected network starting from the village level and then at the district level, where at the district level, it will be integrated with the Regional Apparatus Organization Work Plan through the operators of each OPD according to the tasks and functions entered into the Information System Regional Development. This process is a management flow that provides development planning documents in the public sector. The institution or body that has duties and functions in carrying out each stage in the development planning process at the district level is the Regional Development Planning Agency (Bappeda). Dissatisfaction often occurs because the Regional Revenue and Expenditure Budget needs to realize or accommodate what is proposed.

This condition makes Bappeda as a development planning institution faced with a difficult situation because, during the process at the village/subdistrict level, all proposals that are village/subdistrict level Development Planning Deliberation decisions will be discussed at the district level and then integrated into the OPD proposal which is empowerment which uses competency-based technocratic approach or knowledge in the regional apparatus forum mechanism as a step to determine whether a program proposal can be made into a program in the APBD or postponed/rejected, where each proposal is adjusted to the financing capacity based on regional revenues. The proposal is a General Policy on Temporary Budget Ceiling Priorities (KUA PPAS) submitted to the Legislature for discussion in the DPRD Budget function mechanism. If approved, it will then be designated as APBD. When the APBD is determined, then, some of the proposed programs or activities are not accommodated, which triggers the community at the village level to feel that there is no point in participating in the village-level Development Planning Deliberation if; in the end, the proposed program or activity is only to fulfill sufficient requirements in the National Development Planning System (SPPN) and not a requirement. need.

The research gap in this research is optimizing community participation with conditions where the community feels they do not have the autonomy to determine program or activity priorities. Of course, this will affect the service experience, which impacts participation. Xie et al. [3] study emphasizes that involvement in the service process is an essential element for achieving eudaimonic well-being. High participation in services can help better meet basic psychological needs (e.g., autonomy, competence, and relatedness), necessary for eudaimonic well-being. This condition describes the gap between the situation that should be and the situation that occurs.

2. MATERIALS AND METHODS

2.1 Stakeholder Participation and Service Experience

Stakeholders utilize knowledge and skills by providing or sharing information with service providers, offering suggestions, and making decisions. Xie et al. [3] stated that stakeholder participation allows service employees to better understand and meet needs through the provision of customized services, which can improve stakeholder service experiences. Additionally, service experience refers to subjective responses or holistic interpretations of direct or indirect interactions with service employees.

“A high level of participation in process service processes offers the freedom to make decisions based on stakeholder interests and goals, enables stakeholders to change and influence the environment through competence, and engages stakeholders in interactions with service employees or other parties involved. At the same time, stakeholder participation positively relates to creating relational and economic value and can improve service quality” [3]. More value is gained through participation in the service process; the stakeholder service experience is improved. Thus, knowledge, expectations, and input are needed as a reference to ensure a profitable co-created experience. Therefore, the hypothesis statement:

H1: Stakeholder participation has a positive influence on service experience.

2.2 Stakeholder Empowerment and Service Experience

Stakeholder empowerment reflects the extent to which public organizations support sharing information, participating in service design, and interacting with employee services [3]. Public organizations can empower stakeholders as well as employees for the purpose of managing organizational resources and designing service consumption processes. Both employees and stakeholders must follow service delivery procedures [10].

With employee psychological empowerment, stakeholders feel empowered when controlling the consumption process. Perceived control is a critical factor in stakeholder service experience. By empowering stakeholders to express and share ideas and opinions, employees can better understand stakeholder needs and expectations, which will improve the service experience. Stakeholder empowerment is positively related to service outcomes such as stakeholder satisfaction and word of mouth [3]. Thus, stakeholder empowerment will likely encourage a positive service experience. Therefore, the hypothesis statement:

H2: Stakeholder empowerment has a positive influence on service experience.

2.3 Service Experience and Eudaimonic Well-being

SDL conveys that stakeholder experience in services explains how stakeholder experience develops during interactions between public organizations and stakeholders, especially the experience of involvement in designing, delivering, and influencing stakeholders [3]. Meanwhile, Xie et al. [3] stated that well-being is related to subjective views, namely physical, psychological, and social well-being. Improved service experience implies that stakeholders achieve value from the co-creation process. Thus, successfully using stakeholders' resources can increase their welfare, while misuse of resources resulting in lower values will reduce their welfare [4].

H3: Service experience has a positive influence on eudaimonic well-being.

2.4 Stakeholder Participation and Eudaimonic Well-being

Eudaimonic well-being is related to the consequences of self-growth and self-actualization [6]. In line with this opinion, Xie et al. [3] explain that eudaimonic well-being refers to the function of psychological optimization and is related to individual self-improvement, self-actualization, and achievement of self-potential, such as fulfilling basic psychological needs has been found to be an important source of well-being.

Xi et al. [3] stated that stakeholder participation influences eudaimonic well-being. More specifically, satisfying the need for autonomy, competence, and relationships or values obtained in the service process related to stakeholder well-being. Stakeholders invest substantial resources and effort through participation in the service process. This participation increases stakeholder control in the environment closely related to the need for competence and autonomy. Stakeholders have the opportunity to convey needs and expectations to service employees and share knowledge that can contribute to higher service quality and enable the achievement of the goals of the service.

Additionally, stakeholders can manage interactions with others such as service employees, family members, and friends who can provide suggestions or consume services together in the service process. Managing these kinds of relationships can meet needs and improve the assessment of the quality of stakeholder relationships. Therefore, the hypothesis statement:

H4: Stakeholder participation has a positive influence on eudaimonic well-being.

2.5 Service Experience and Eudaimonic Well-being

The stakeholder service experience of a service is understood as a holistic construct, combining stakeholder reactions from all interactions and touchpoints of the service with the public organization over time [21]. Service-dominant logic (SDL) views services as a process of co-creation, especially the contribution of stakeholder resources such as knowledge and skills acquired through participation in the service process tends to increase stakeholder value [3].

Service experience, also known as quality of experience, refers to the emotional assessment of a stakeholder's overall experience, including interactions with the physical environment, service providers, other stakeholders, and other participants in the service [22]. Meanwhile, Xie et al. [3] explained that service experience concerns the evaluation of service encounters throughout the consumption journey and was found to be related to service quality, satisfaction, and positive word of mouth. An improved service experience implies that stakeholders achieve value from the co-creation process, which is interpreted to result in positive performance (e.g., service quality), indicating that stakeholder resources are applied optimally when participating in the service process. Thus, successful use of stakeholder resources can increase well-being, while misuse of resources resulting in lower values will reduce well-being [4]. For example, unforgettable tourism experiences have increased tourists' hedonic and eudaimonic well-being [3]. Therefore, the hypothesis statement:

H5: Service experience mediates the positive influence of stakeholder participation on eudaimonic well-being.

2.6 Stakeholder Empowerment, Stakeholder Participation, and Service Experience

Stakeholder participation reflects the intensity of stakeholder resource utilization in the service process, while stakeholder empowerment

reflects the interaction support offered by public organizations. This means that stakeholder participation reflects the efforts of stakeholders in the service process, while stakeholder empowerment reflects the mechanisms used by public organizations to manage relationships with stakeholders. This is related to the management strategy of public organizations [3].

Diverse levels of stakeholder participation result in varying levels of resource use and a greater understanding of the service process, which will influence the service experience. However, various levels of stakeholder participation can be reduced by supporting external interactions with public organizations, where stakeholder empowerment will moderate the quality of stakeholder interactions with public organizations [3]. Therefore, the hypothesis statement:

> H6: Stakeholder empowerment moderates stakeholder participation and service experience.

2.7 Social Support, Stakeholder Participation, and Service Experience

In social support theory, individuals experience social support when they feel cared for and helped by other community members. This results in well-being through reduced fear of making mistakes, more efficient choices, self-confidence, a sense of social integration, and increased positive mood states, among other outcomes [20].

Some consumption activities can occur separately, most in other companies [3]. This means that people's consumption habits can be influenced by their social networks. Thus, the impact of stakeholder participation on service experience increases when social support is high or vice versa (vs. low), therefore the hypothesis statement:

H7: Social support moderates stakeholder participation and service experience.

3. RESULTS AND DISCUSSION

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Results should be clearly described in a concise manner. Results for different parameters should be described under subheadings or in separate paragraph. Table or figure numbers should be mentioned in parentheses for better understanding.

The discussion should not repeat the results, but provide detailed interpretation of data. This should interpret the significance of the findings of the work. Citations should be given in support of the findings. The results and discussion part can also be described as separate, if

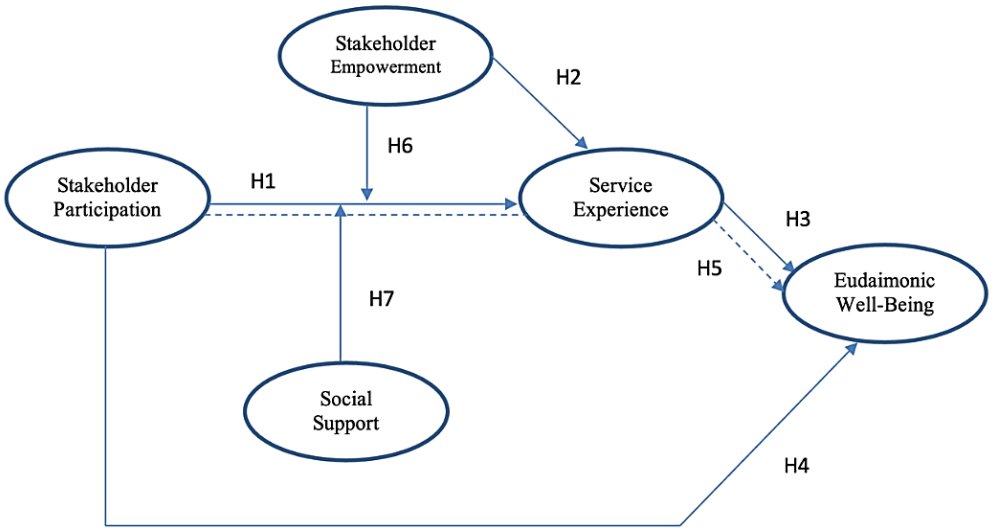

Fig. 1. Conceptual framework

This research is hypothesis testing. Based on the time horizon, it is a cross-sectional study, which is carried out with data collected only once daily, weekly, or monthly to answer research questions and statements. The location of this research was Mimika Regency, Central Papua, Indonesia. The population in this research are public service users who have been involved and used the products or services of the Mimika Regency Bappeda institution, totaling 170 people, namely village heads and community leaders spread across 18 districts and 133 villages. The sample in this study used non-probability sampling, namely purpose sampling. The data collection technique in this research is through distributing questionnaires. Each questionnaire statement of each variable in this study is measured based on a 5-number Likert scale. A questionnaire was distributed to respondents selected as samples in the research. In this way, researchers will obtain theoretical data or facts related to the problem to be discussed. The variables used in this research are measurement instruments adapted from previous research conducted by Xie et al. [3].

In this study, researchers narrowed the population by calculating the sample size using the Slovin technique. Researchers use an error rate of 5% or 0.05. Therefore, the sample can be calculated by:

n = 170
n = 170 / (1 + (170 x 0.052))
n = 170 / (1+ (170 x 0.0025)
n = 170 / (1 + 0.425)
n = 170/1,425
n = 120

Respondents in this research are office holders who are service users of Bappeda, Mimika Regency, Central Papua Province, and have the following criteria Table 1:

The data analysis method aims to interpret and draw conclusion from the amount of data collected. For a measuring instrument or an instrument that will be carried out in research to become an acceptable or standard measuring instrument, the measuring instrument must go through a validity and reliability test of the data, for example, using the Pearson product-moment, then after that it is tested using the t-test and after that, it can be seen interpretation [23]. The validity test shows a significance value of less than 5%, so it is valid.

Table 1. Respondent

Respondent	Frequency	Percentage
Gender:		
Male	100	83.3
Female	20	16.7
Age:		
17-25	10	8.3
26-35	44	36.7
>35	66	55
Education:		
High school	75	62.5
Undergraduate	42	35
Master degree	3	2.5
Duration:		
<3 years	31	25.8
4-6 years	28	23.3
7 years	61	50.8
Income:		
≤ 1 million	28	23.3
1 - 2.5 million	38	31.7
2.5 - 5 million	41	34.2
≥ 5 million	13	10.8
Job:		
Government employee	24	20
Private employee	36	30
Others	60	50

Table 2. Validity

	Coefficient	P-value
Stakeholder Participation		
Stakeholder Participation 1	.829**	.000
Stakeholder Participation 2	.763**	.000
Stakeholder Participation 3	.777**	.000
Stakeholder Participation 4	.733**	.000
Stakeholder Participation 5	.699**	.000
Eudaimonic Well-Being		
Eudaimonic Well-Being 1	.728**	.000
Eudaimonic Well-Being 2	.776**	.000
Eudaimonic Well-Being 3	.671**	.000
Eudaimonic Well-Being 4	.751**	.000
Eudaimonic Well-Being 5	.803**	.000
Eudaimonic Well-Being 6	.745**	.000
Service Experience		
Service Experience 1	.697**	.000
Service Experience 2	.614**	.000
Service Experience 3	.594**	.000
Service Experience 4	.619**	.000
Service Experience 5	.575**	.000
Service Experience 6	.575**	.000
Service Experience 7	.622**	.000
Service Experience 8	.658**	.000
Service Experience 9	.593**	.000
Service Experience 10	.614**	.000
Service Experience 11	.589**	.000
Service Experience 12	.486**	.000
Service Experience 13	.700**	.000
Service Experience 14	.573**	.000
Stakeholder Empowerment		
Stakeholder Empowerment 1	.854**	.000
Stakeholder Empowerment 2	.772**	.000
Stakeholder Empowerment 3	.807**	.000
Social Support		
Social Support 1	.720**	.000
Social Support 2	.659**	.000
Social Support 3	.698**	.000
Social Support 4	.597**	.000
Social Support 5	.603**	.000
Social Support 6	.622**	.000
Social Support 7	.677**	.000
Social Support 8	.631**	.000

Construct reliability testing uses Cronbach's alpha statistical method. Reliability measurement in this research is done by looking at Cronbach's alpha value. According to Hidayat [23], an instrument is said to have good reliability if Cronbach's alpha is more than 0.70. The Cronbach's Alpha value from the reliability test results is more than 0.7, so it is reliable.

Table 3. Reliability

Variable	Cronbach's Alpha	Number of items
Stakeholder participation	.811	5
Eudaimonic Well-Being	.837	6
Service experience	.868	14
Stakeholder empowerment	.737	3
Social support	.804	8

3. RESULTS AND DISCUSSION

3.1 Hypothesis Testing

Table 4. Path statistic

Hypothesis		Original Sample (O)	Standard Error (STERR)	T Statistics (|O/STERR|)	Decision
H1	CP -> SE	0.256	0.073	3.492	Not supported
H2	CE -> SE	0.273	0.073	3.745	Not supported
H3	SE -> CWB	0.704	0.084	8.406	Not supported
H4	CP -> CWB	0.099	0.095	1.043	Supported
H5	CP -> SE-> CWB	0.274	0.105	3.235	Not supported
H6	CP * CE -> SE	-0.167	0.138	1.217	Supported
H7	CP * SS -> SE	0.063	0.109	0.576	Supported

3.2 Discussion

3.2.1 The influence of stakeholder participation on service experience

In a service context, stakeholders derive value from two sources: participating in the service process produced and the results of that process. A high level of participation in process service processes offers the freedom to make decisions based on stakeholders' interests and goals, making it possible to change and influence the environment through stakeholder competencies and engaging in interactions with service employees or other parties involved. At the same time, stakeholder participation positively relates to creating relational and economic value and can improve service quality [3]. More value is gained through participation in the service process; the service experience is enhanced. Thus, knowledge, expectations, and input from stakeholders are needed to ensure a profitable co-created experience.

Xie et al. [3] stated that stakeholder participation allows service employees to understand better and meet stakeholder needs through customized services, which can improve stakeholder service experience. Additionally, service experience refers to subjective responses or holistic interpretations of direct or indirect interactions with service employees.

3.2.2 The influence of stakeholder empowerment on service experience

Stakeholder empowerment reflects the extent to which a public organization provides the means for stakeholders to achieve the following goals: maintaining relationships with public organizations, actively forming good transactional relationships, and collaborating with public organizations by sharing information, criticizing or providing suggestions for public organizations products, and services [16]. Consumer involvement in empowerment provides stakeholders with sufficient knowledge and autonomy to enable stakeholders to exercise control over decision-making.

3.2.3 The influence of service experience on eudaimonic well-being

Xie et al. [3] state that well-being is defined as a psychological state that is healthy and thriving with subjective views, namely physical, psychological, and social well-being. An improved service experience implies stakeholders achieve value from the ethical creation process. Positive performance outcomes (e.g., service quality) associated with enhanced service experiences signal that stakeholder resources are applied optimally while participating in the service process. Thus, successfully using a stakeholder's resources can increase his welfare, while misuse of resources resulting in lower values will reduce his welfare [4].

3.2.4 The influence of stakeholder participation on eudaimonic well-being

The relationship between stakeholder participation and eudaimonic well-being still needs to be determined. On the other hand, other research shows no significant relationship between stakeholder participation and eudaimonic well-being [24]. The relationship between stakeholder participation and eudaimonic well-being still needs to be explained

and better understood. Further research is required in order to understand this relationship better and develop effective interventions.

3.2.5 Mediation of service experience on the influence of stakeholder participation on eudaimonic well-being

An improved service experience implies that stakeholders achieve value from the co-creation process. Positive performance outcomes (e.g., service quality) associated with an enhanced service experience indicate that stakeholders' resources are applied optimally when participating in the service process. Thus, a stakeholder's successful use of resources can increase his or her well-being, while misuse of resources resulting in lower values will decrease his or her well-being [4,25].

3.2.6 Moderation of stakeholder empowerment on the influence of stakeholder participation on service experience

This research rejects the opinion of Robby [26] that stakeholder empowerment moderates the relationship between stakeholder participation and service experience. Stakeholders with a high level of involvement will utilize resources more intensely than stakeholders with a low level of involvement and thus have a better service experience. However, the difference between stakeholders with the high participation and stakeholders with low involvement can be reduced when stakeholder empowerment is high. The reason is that when public organizations empower stakeholders to interact with the public organization and its employees, it creates opportunities for service providers to understand stakeholder needs and expectations better. Therefore, service failures are less likely to occur, and the service experience of stakeholders with low participation is improved.

3.2.7 Moderation of Social Support on the Influence of Stakeholder Participation on Service Experience

This research is especially relevant for services where stakeholders have specific requirements and expectations that they want to fulfill [27]. Several possibilities as to why social support is not can moderate the influence of stakeholder participation on service experience in Papua. First, weak social control. Social control is a mechanism society uses to monitor and control the behavior of its members. In Papua, social control is still relatively weak. Various factors, such as a need for more public awareness of the importance of social control, low levels of education, and difficult geographical conditions, cause this. Second, cultural differences. The culture in Papua is very diverse. This can cause differences in perceptions and expectations regarding the service experience. For example, people in coastal areas may have different expectations for the service experience at a hotel than people in mountainous regions. Third, economic conditions. Economic conditions in Papua still need to catch up. This can cause people to focus more on basic needs, such as food and clothing. As a result, service experience may be a low priority for the Papuan people.

4. CONCLUSION

This research provides empirical evidence that supports the proposition that stakeholder participation can positively influence the eudaimonic well-being of stakeholders, as mediated by service experience and moderated by stakeholder empowerment and social support. In particular, stakeholder participation is an essential antecedent of the service experience that stakeholders and service employees co-created in the context of highly customized services.

Stakeholder participation is an essential antecedent of service experience that stakeholders and service employees co-created in the context of highly customized services. Through participation in the service delivery process, stakeholders invest resources and knowledge to create shared value with employee services. Stakeholder participation can influence service experience, which influences eudaimonic well-being.

The authors conclude with several suggestions for future research. First, findings from the survey for services provide evidence of correlation rather than causality between the constructs of stakeholder participation, stakeholder empowerment, social support, service experience, and eudaimonic well-being. Additionally, having only examined eudaimonic well-being for mental stimulus services, it would be beneficial to test the authors' framework for other types of services, such as person-processing services that involve concrete actions on the physical stakeholders that may influence hedonic well-being more than eudaimonic well-being.

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COMPETING INTERESTS

Authors have declared that no competing interests exist.

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