

Flow Experience in Clinical Psychologists

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Abstract. In counseling and psychotherapy, flow experience is essential for clients and clinical psychologists who guide individuals toward psychological well-being. This study aims to describe the flow of experience experienced by clinical psychologists while carrying out the counseling and psychotherapy process—qualitative approach with phenomenological method. The informants of this study were three clinical psychologists who have provided counseling and psychotherapy services with a minimum practice period of 5 years. Data analysis was carried out with the Interpretative Phenomenological Analysis model. The results showed that the description of the flow experience could be detailed through nine points, namely: 1) Efficiency in Service, 2) Potential and Self-Actualization, 3) Client Welfare, 4) Evaluation of Client Development, 5) Quality of Service, 6) Problem-Solving Ability 7) Personal Growth 8) Service Effectiveness 9) Psychological Well-being. Important points can be recommended: First, the support of psychology organizations and practitioners to improve understanding of the flow experience. Also, using other research methods is very useful to explore and find more in-depth and multi-perspective research results.

Keywords: *Flow Experience, Clinical Psychologist, Counseling, Psychotherapy.*

1. Introduction

Clinical psychologists need support that allows them to reflect on their experiences of empathy and resilience when working with clients. Their work should provide spaces that facilitate positive self-care to maintain their mental well-being, including career choice [7]. When it comes to making the right career choice, it often relies on the individual's unique characteristics. Therefore, an individual must look at and understand the aspects of their personality. Furthermore, individuals must reflect on how their personality characteristics can harmonize with the demands and evolving work culture in various fields [19].

It is important to remember that the work environment significantly impacts individuals' well-being in performing their job tasks. Discomfort in the work environment, accompanied by pressure from excessive workload, can easily trigger adverse stress levels and depression [3]. Attention to workers' mental health or psyche becomes very important. Mental health is a condition in which physical and mental health balance is maintained, as both influence and reinforce each other. Good mental health allows individuals to recognize and optimize their potential to deal with life's pressures and contribute productively [10].

In the context of mental health, one field of work that plays a vital role is the profession of psychology. Following the ethical guidelines outlined by HIMPSI in the Indonesian Psychology Code of Ethics [11], a psychologist is an individual who has completed his professional education with a Bachelor of Psychology educational background following the old curriculum system or higher education program in the field of psychology at the stratum 1 (S1) level and

graduated from a professional education program in the field of psychology or has a Strata 2 (S2) degree in the form of Master of Psychology Education (Professional Psychologist). A psychologist holds the authority to provide psychological services that cover various fields of practice, such as clinical practice and counseling, research, teaching, supervision in training, community service, policy development, social and clinical interventions, development of psychological assessment instruments, implementation of assessments, counseling, organizational consultation, activities in the forensic field, program design and evaluation, and administrative tasks. It is essential to realize that a psychologist must also be licensed to practice psychology following applicable regulations. The profession is integral in helping individuals understand, cope with, and improve their mental health thoroughly and competently.

Within the world of psychology, various areas of specialization offer unique insights and interventions to suit their respective roles. This diversity reflects the different conditions and situations individuals face in various contexts. Some of the specializations of psychologists include industrial and organizational psychologists, educational psychologists, child psychologists, clinical psychologists, forensic psychologists, social psychologists, and family and marital psychologists [26]. In the context of this research, the focus is on clinical psychology. According to the definition provided by the American Psychological Association (APA) [12], clinical psychology is a specialty that focuses on providing holistic and sustainable mental health services. In addition, this specialization also involves providing consultation to community training for other mental health professionals, all done concerning scientifically tested methods. As such, clinical psychologists play an important role in providing evidence-based understanding and assistance to promote mental well-being.

Clinical psychologists have the authority described in Ministry of Health Regulation No. 45/2007. This authority involves some crucial tasks, including conducting clinical psychological assessments, establishing clinical psychological diagnoses and projections, determining and implementing clinical psychological interventions, and implementing referrals and a thorough assessment of the assessment process and clinical psychological interventions undertaken. The practice of clinical psychology encompasses a range of actions that reflect psychological rigor, including careful assessment, rigorous evaluation, and accurate diagnosis or inference. Interventions in the realm of clinical psychology take various forms, ranging from psychoeducation, counseling, psychotherapy, and appropriate interventions to providing wise recommendations [12].

Counseling and psychotherapy approaches are an integral part of the repertoire of interventions used by clinical psychologists to support positive change in clients, counseling is an emergent dialogue process between the counselor and the client, which aims to guide the client to achieve a better life. Fundamentally, the goals of counseling and psychotherapy are similar, namely, to assist clients in achieving a more effective life in their daily activities. However, Brammer and Shostrom [17] explain the essential difference between the two, where counseling focuses on developing client optimality, while psychotherapy emphasizes the positive transformation of clients from the psychological problems they face.

A fundamental skill in counseling and psychotherapy that cannot be ignored is the ability to listen. This listening ability is demonstrated by paying full attention, which forms the basis for a healthy therapeutic relationship between the counselor or psychotherapist and the client. The communication process in counseling and psychotherapy involving listening is not easy. It

requires several key aspects, including persistence, awareness, empathy, and analytical skills. When the listening process does not go well, the risk of misunderstanding increases, disrupting the counseling and psychotherapy process and leading to inaccurate conclusions [2]. All of this can harm clients who need help and guidance.

According to APA [12], clinical psychologists are not exempt from the risks inherent in their work. Several risks may be faced by clinical psychologists, including: 1) Stress due to work pressure: Clinical psychologists often face high stress levels as their work involves dealing with the emotional and mental problems of psychological clients or patients; 2) Emotional distress; Clinical psychologists are also susceptible to emotional distress through therapeutic relationships with clients suffering from psychological problems, 3) Physical exhaustion: Clinical psychologists may experience physical fatigue as their work often requires long hours and sitting in uncomfortable positions, 4) Legal exposure: Clinical psychologists can also be involved in legal risks, especially if involved in human rights, intellectual property rights, or other ethical issues.

Long-term sustainability of practice is of paramount importance for clinical psychologists. While clinical psychologists have recognized the impact of social and economic pressures on how they serve clients [15], they are not without their problems. Therefore, applying flow experiences has become integral to counseling and psychotherapy activities. The flow experience has relevance for psychologists and significantly impacts the clients they serve. Following the concept defined by Csikszentmihalyi [24], the experience of flow is a condition in which individuals are fully engaged in the activity at hand so that they feel that time is running unnoticed. In this state, individuals experience high involvement in the activity, triggered by cognitive processes and sensations of pleasure experienced during its execution.

The study of the flow experience in psychology has overgrown and received an exciting response. In various previous studies, the dimensions of the flow experience were aimed at the teaching profession, theater players, Muslim women climbers and sports activities [5,22], while in this study the subject used was the clinical psychologist profession. In the context of counseling and psychotherapy, the impact of the flow of experience perceived by the clinical psychologist will be reflected in the comfort, feelings of attention, support, and lack of pressure that the client feels, thus creating a supportive environment for the client, allowing them to relax and engage fully in the therapeutic process without coercion.

Based on the background, the purpose of the study is to examine the experience of clinical psychologists in the implementation of counseling and psychotherapy processes.

2. Literature Review

Flow can be defined as a state in which individuals are fully engaged in a task, immersed in the activity, and able to perform complex work optimally. Flow can generally be recognized through three main factors: complete absorption in the activity, a balance between skill level and cognitive demands, and the experience of enjoyment during the process of carrying out the task. This is associated with a range of positive outcomes, including improved performance, higher levels of happiness, positive affect in activities, increased creativity, and physical health benefits [4]. Individuals will achieve the experience of flow when they have skills that are comparable to the challenge at hand. The flow experience arises due to the harmonious

interaction between these two components. Flow experience theory aims to investigate the reasons behind consumer behavior with pleasure and happiness without expecting material rewards such as money or goods [14].

Flow experience is also closely related to what is referred to as flow activity. Flow activity is a situation and condition when a person is engaged in an activity with full involvement and a deep feeling of pleasure. There are several essential elements contained in this activity, such as appropriate skills and abilities, clear goals, feedback, and the ability to control oneself. Activities that meet these criteria will support individuals in focusing attention and deepening it more intensely [5].

According to Csikszentmihalyi [8] flow is a holistic sensation that materializes when we perform actions with full engagement. It is a state in which action after action proceeds according to an internal logic that seems to require no conscious intervention on our part. We experience it as a unity that flows from one moment to the next. According to Csikszentmihalyi [9], the flow experience contains several vital components, namely: 1) the flow of experience is usually realized when the individual's abilities are aligned with the challenges faced; 2) the intense focus on the task at hand (Concentration on the task); 3) there is a clear goal that drives the individual; 4) direct and unambiguous feedback; 5) Individuals feel wholeheartedly engaged in activities without being too aware of daily worries and frustrations; 6) exhilarating experiences give individuals a sense of control over their actions; 7) individuals often feel that the boundary between themselves and the activity they are doing begins to fade after the flow experience; 8) time seems to go in an unusual way (time transformation), and finally, individuals often experience subjective feelings of satisfaction in the experience.

From this explanation, individuals who achieve a flow state are the highest representatives of emotional intelligence, who can develop feelings of pleasure and happiness. When a person is in a state of flow, emotions are accepted and directed, provide support and energy, and follow the task at hand. This flow concept has nine dimensions that characterize when individuals experience flow, as expressed by Mihaly Csikszentmihalyi [8]. The nine dimensions are a balance of challenges and skills, action and awareness, clear goals, firm feedback, concentration on the task, sense of control, loss of self, time transformation, and autotelic experience.

3. Method

This research adopts a qualitative approach, which, according to Hilal and Alabri [20], is defined as a research method that focuses on understanding events from the point of view of informants to reveal various realities and present a holistic understanding of an event in a specific context. Within this framework, this research adopts a data analysis technique called Interpretative Phenomenological Analysis (IPA). The selection of this IPA data analysis technique is adapted to the nature of the research that seeks to explore how individuals give meaning to experiences that have significance in their lives in a natural context [23]

In this study, the selection of research subjects for the IPA data analysis technique was based on a purposive sample approach. Purposive samples are usually selected after an initial survey or interview to ensure that individuals who become research subjects meet the criteria following the research objectives [25]. The informants in this study are clinical psychologists who meet specific criteria, namely having experience in counseling and psychotherapy practice for at least

five years, actively practicing in hospitals or psychological institutions, and being recommended by the Chairperson of the Psychology Association of Banjarnegara, Purbalingga, Banyumas, Cilacap, and Kebumen Regencies.

The following table contains the informants' profiles:

Table 1. Profil Informant

Name (Initials)	Informant 1 (AW)	Informant 2 (KV)	Informant 3 (S)
Place practice	Biro X	RS Y	Biro Z
Domicile	Purwokerto	Purwokerto	Purwokerto
Period practice	25 years	15 years	20 years

4. Result

The data that researchers will present below are the results of interviews using the flow experience dimension. These interviews were conducted with three informants in this study. After analyzing the interview data, we have identified some common themes that often emerged during the interview process. The data we obtained has been described in the form of interview transcripts, taking only those that are considered relevant and significant. The data has also been compared with the views of other respondents with similar characteristics in counseling and psychotherapy.

The following are the themes that emerged in our analysis:

Table 2. Data Analysis Results

Information			Dimension	Theme
AW	KV	S		
Preparing oneself both physically and psychologically	Scheduling with clients and minimizing emotions	Self care-attention to the client	Challenge skill balance	Efficiency in service
Appropriate decision making	Emotion management	Improved skills and confidence	<i>Action awareness merging</i>	Potential and self-actualization,
Client motivation and focus, client understanding of the process	Improving client well-being	Positive change in clients	<i>Clear goals</i>	Client well-being,
Increased effectiveness of intervention	Measuring client progress	Improved quality of care	<i>Unambiguous feedback</i>	Evaluation of client progress,
Preventing fatigue, relaxation, comfort	Improving the quality of interaction between psychologist and client	Schedule management, client prioritization	<i>Concentration on the task at hand</i>	Quality of service

Development of skills, competencies, and boundaries	Developing self-regulation skills	Client well-being	<i>Sense of control</i>	Problem-solving ability
Continuous self-development	Maintained professionalism	Focus on client needs	<i>Loss of self-consciousness</i>	Personal growth,
Improving the quality of the client's relationship with the psychologist	Improving personal well-being	Increase the effectiveness of the session	<i>Transformation of time</i>	service effectiveness,
Positive emotional engagement	A vital source of inspiration and motivation for informants	It brings a sense of peace and calm	<i>Autotelic experience</i>	Psychological well-being.

5. Discussion

From the results of our data analysis, it was revealed that each informant experienced a unique and different flow experience in the context of their work as clinical psychologists in undergoing the counseling and psychotherapy process. This difference can be understood because each informant has a different background and experience in their practice.

This study found several common themes in each informant, underlying their flow experience. The first theme that emerged was service effectiveness, a manifestation of the balanced skill-challenge dimension. One of the informants, whom we will refer to as AW, faced a situation where she felt blocked by the client and experienced not-so-significant changes in the counseling process. To overcome this, he sought solutions by discussing with his psychologist colleagues to find a way out. AW also showed involvement in careful preparation before starting the counseling session, both physically and psychologically, so that he could stay focused and not feel tired.

KV informants, however, face the different challenges of facing repeated cases, leading to burnout. However, KV overcomes this challenge by practicing mindfulness and reminding himself that repetition cases are part of the job. He also emphasized the importance of maintaining a regular counseling schedule to avoid burnout due to irregular schedules.

Flow experiences in counseling and psychotherapy practice are highly individualized and influenced by various factors, including the challenges faced and the skills possessed. In the face of these challenges, mental preparation and self-management strategies play an essential role in maintaining the effectiveness and well-being of clinical psychologists.

Informant S felt that he had a challenge when conducting counseling sessions in the evenings that exceeded the scheduled time due to the complexity of the problems to be addressed. I felt compelled to survive the situation. Informant S emphasized the importance of deep care and empathy in building a close relationship between psychologists and clients to provide optimal services.

In the context of the incorporation dimension of action consciousness, all informants in the process of counseling and psychotherapy report that everything is spontaneous, automatic, and

flowing, being driven by the experiences they have accumulated and the learning of the different problems they face. They could focus entirely on the process, so they felt swept away and immersed in the task without difficulty. Informant AW noted that he could make the right decisions by immersing himself in the process. Informant KV, on the other hand, developed the ability to manage emotions so that he was not easily carried away by emotions when dealing with client cases. Informant S also felt able to provide appropriate solutions, which improved her skills and confidence in dealing with different types of clients.

In the clear goals dimension, informant AW explained that they set targets appropriate to the client's situation and circumstances to achieve positive changes that will lead the client to psychological well-being. This process can result in transformation within the client so that they feel a deep sense of happiness. For individuals with an Islamic background, this can also mean achieving ultimate happiness and getting closer to Allah SWT. During this process, individuals get to know themselves better, their ego becomes softer, and they live not only in the realm of the ego but also in the realm of the heart.

Meanwhile, informants KV and S noted that the goal in conducting the counseling and psychotherapy process is to meet the expectations of clients or psychological patients. Clients come to psychologists expecting that through this process, they will experience changes that gradually lead to improvement. As stated by Schweickle et.al[21], in carrying out activities, individuals must have clear goals to get directions and goals that can be achieved by expectations. The flow experience in achieving a goal keeps the individual focused and emotionally involved.

In the Unambiguous Feedback dimension, each informant as a clinical psychologist emphasized the importance of providing clients with clear, unequivocal, and non-confusing feedback. The aim is to ensure that the message conveyed by the clinical psychologist can be understood by the client without any confusion or doubt. Feedback is given using unambiguous language, which the client quickly understands. In addition, the clinical psychologist is careful in the choice of words so that the feedback does not hurt or upset the client.

In some cases, creating contracts or agreements agreed upon by the clinical psychologist and the client is also necessary to prevent any doubts or disagreements in the future. Selain itu, tujuan dan rencana tindak lanjut dibagikan dengan klien untuk membantu mereka memahami langkah selanjutnya yang perlu diambil. By providing clear and structured feedback, clinical psychologists can ensure that the counseling and psychotherapy process goes well and clients feel supported in their journey toward positive change.

In the concentration on the task at hand dimension, it was found that informant AW can manage stress well, so by focusing on the process at hand, he can prevent fatigue and feel calm and comfortable. Informant KV explained that concentrating on the task can promote more robust client relationships. With total concentration, clients feel heard and understood, which in turn increases the level of trust and collaboration between clinical psychologists and clients.

Informant S was also able to perform better schedule management, as he could allocate time wisely for various aspects of the counseling session, including evaluation, intervention, and follow-up discussions. Concentrating on tasks is essential for clinical psychologists in providing effective services and supporting improving clients' psychological well-being.

In the Sense of Control dimension, all informants explained that having control and working with clients in planning goals or next steps is very important. Informant AW felt that having control helped find practical solutions and adapt to changes in the client's situation.

Similarly, informant KV controlled the counseling session by regulating breathing, allowing clients to speak, and listening well. When the informant faced problems similar to the client, he affirmed to avoid getting carried away.

In informant S, self-control is done by diverting feelings and providing empathy when facing personal problems. This self-control also involves focusing on the current situation and giving full attention to the client. By having reasonable control, clinical psychologists can provide more effective services and support clients toward improved psychological well-being.

In the aspect of loss of self-consciousness, all informants revealed that they were not bothered by personal feelings when doing counseling and psychotherapy. Informant AW emphasized that this absence of personal feelings is due to the focus on what is being done and what is being thought to support the client or psychological patient. They fully prioritize the process. Informant KV also emphasized that this process involves learning and preparing not to let personal feelings interfere.

Informant S also acknowledged that they are not distracted by personal feelings, and this is an inherent skill that does not arise when they focus on the counseling and psychotherapy process. All of them are by the concept of "Loss of Self-Consciousness" described by Csikszentmihalyi [6], which refers to the loss of individuals' feelings about themselves when they are fully engaged in the activity being performed.

In the Transformation of Time aspect, all informants enjoyed the time during the counseling and psychotherapy. They recognized the importance of planning time wisely to ensure adequate client service. Changes in time also allow them to evaluate the client's progress, measure success, and determine whether the changes desired by the client have been achieved. Informants were also able to adjust future goals based on the changes in time they experienced. The concept of "Transformation of Time" expressed [13] is that someone enjoys and tidies up every process carried out so that without realizing it, the time has passed, and one can feel the benefits. Clinical psychologists must have an understanding, and the ability to manage time well during the process is important.

In the Autotelic Experience aspect, all three informants revealed they felt subjective satisfaction during counseling and psychotherapy. They find happiness in seeing positive changes in clients or psychological patients and always wish them the best. Despite experiencing physical and mental fatigue in the counseling process, informant AW felt sincere, tireless, and enthusiastic. They feel satisfied, pleased, and happy with the results achieved.

Informant KV also revealed that feelings of fatigue disappear when they see clients or psychological patients gain insight or deep understanding. They are always grateful and open to understanding other people's problems, so they feel deep satisfaction. Informant S also feels satisfied by helping clients and relieved when he sees positive changes in them. To overcome fatigue, KV informants even wash all the clothes worn during the counseling and psychotherapy to create comfort and release negative energy.

The informant's opinion that clients are the best teachers reflects the "Autotelic Experience" concept described by Abuhamdeh, the autotelic experience an individual has felt motivates them to continue and experience the process because it satisfies the individual or other people. The positive changes that occur in clients make clinical psychologists feel happiness.

6. Conclusion

The study explores the flow experience of clinical psychologists by identifying nine emerging themes. First, they emphasize efficiency in service delivery, effectively utilizing time and resources. Secondly, counseling fosters their potential, and self-actualization perfects their skills and professionalism. Third, they find satisfaction in improving client well-being and facilitating positive life changes. Fourth, they actively evaluate client development to ensure counseling goals are met. Fifth, their focus on service quality includes effective delivery and supporting psychological growth. Sixth, their problem-solving skills are essential in helping clients with the right solutions. Seventh, the counseling process contributes to their personal growth, deepening self-understanding. Eighth, they achieve service effectiveness, providing valuable and adequate client support. Finally, clinical psychologists report job satisfaction and psychological well-being despite facing challenges. This study sheds light on the multifaceted aspects of the flow experience in clinical psychology, highlighting the intricate relationship between service efficiency, personal growth, and the well-being of practitioners and clients.

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