



I Gusti Putu Asto Buditjahjanto &lt;asto@unesa.ac.id&gt;

**[KHIF] APC untuk artikel no. 10690**

1 message

**Ahmad Nur Ridlo** <journals-noreply@ums.ac.id>  
To: Asto Buditjahjanto <asto@unesa.ac.id>

Tue, Apr 28, 2020 at 11:12 AM

Kepada Yth.  
Bp/Ibu/Sdr/i. Asto Buditjahjanto,

Terima kasih telah mengirim artikel berjudul "CUSTOMER SATISFACTION ANALYSIS BASED ON SERVQUAL METHOD TO DETERMINE SERVICE LEVEL OF ACADEMIC INFORMATION SYSTEMS ON HIGHER EDUCATION" ke Khazanah Informatika, jurnal yang terakreditasi dengan peringkat Sinta S2.

Kami melakukan proses review secara berkala tanpa menunggu waktu menjelang tanggal penerbitan. Untuk memulai proses review artikel yang telah dikirim, Bp/Ibu dimohon untuk mengirim biaya pemrosesan artikel APC (Article Processing Charge) sebesar Rp. 200.000 (dua ratus ribu rupiah). Biaya harap ditransfer ke rekening Bank BNI cabang Slamet Riyadi Solo, no. 0167360270 a.n. Husni Thamrin.

Selanjutnya bukti transfer harap dikirim ke email jurnal yaitu [khif@ums.ac.id](mailto:khif@ums.ac.id) dengan menyertakan NOMOR ARTIKEL untuk memudahkan kami memproses ketahap selanjutnya. Segera setelah kami menerima bukti transfer, proses review akan dimulai.

Mohon diingat bahwa APC adalah biaya pemrosesan artikel, yang tidak menjamin artikel Bp/Ibu diterima. Jika artikel tsb diterima, Bp/Ibu akan dikenakan biaya publikasi sebesar Rp. 1.300.000 (satu juta tiga ratus ribu rupiah). Biaya tersebut sudah termasuk proses translate paper dari bahasa Indonesia ke bahasa Inggris.

Perlu diketahui pula bahwa waktu rata-rata proses review adalah 37 hari (standar kami adalah 4 - 12 minggu). Jika artikel Bp/Ibu diterima, artikel akan diterbitkan pada edisi Agustus/Desember 2020 (volume 6).

Salam  
Ahmad Nur Ridlo - Managing Editor

---

Khazanah Informatika  
<http://journals.ums.ac.id/index.php/khif>

---

**[KHIF] Editor Decision**

3 messages

---

**Dedi Gunawan** <journals-noreply@ums.ac.id>  
To: "Dr I.G.P. Asto Buditjahjanto" <asto@unesa.ac.id>

Mon, Jun 15, 2020 at 10:17 AM

Dear Dr, I.G.P. Asto Buditjahjanto,

According to the reviewers comments, we have reached a decision regarding your submission entitled "CUSTOMER SATISFACTION ANALYSIS BASED ON SERVQUAL METHOD TO DETERMINE SERVICE LEVEL OF ACADEMIC INFORMATION SYSTEMS ON HIGHER EDUCATION" to Khazanah Informatika: Jurnal Ilmu Komputer dan Informatika.

Our decision is that the article is eligible for publication in this journal after you make several revisions. Please revise your submission by following the reviewers comments.

Kindly regards,  
Dedi Gunawan  
Universitas Muhammadiyah Surakarta

---

---

Reviewer B:

Kebaruan dan kontribusi terhadap sains.:  
Signifikan

Penyajian:  
Baik, terstruktur dan mudah dimengerti

Comments :

1. keritik isi naskah tidak ada, metodologi sudah runtut, kata-katanya mudah dimengerti, bahkan salah ejaan tidak ada.
  2. Perlu ditambahkan daftar pustaka mengenai penelitian sebelumnya yang relevan
  3. hanya gambar implementasi the academic information system kurang jelas (terlalu kecil) dan perlu diperbaiki agar mudah terbaca.
- 

---

Reviewer C:

Kebaruan dan kontribusi terhadap sains.:  
Ada

Penyajian:  
Masih bisa dimengerti

Comments:

Dear Author, after I read your manuscript, there're some note I can give to you, and hopefully you can explain more about it.

1. From the method section, In my humble opinion, you can provide detailed information about who is the respondent, and how you choose the respondent itself. by using some statistical methodologies such as purposive sampling, maybe?
  2. From the result section, you can provide more explanation about Table 4 and Table 5, or you can provide another illustration to explain the result of the respondents'satisfaction. This can show more detail better than just showing us the table.
-

---

**I Gusti Putu Asto Buditjahjanto** <asto@unesa.ac.id>  
To: Dedi Gunawan <journals-noreply@ums.ac.id>

Mon, Jun 15, 2020 at 9:20 PM

Thank you for your information.

Dr. I.G.P. Asto Buditjahjanto, S.T.,M.T.  
Faculty of Engineering  
The State University of Surabaya  
(Universitas Negeri Surabaya)  
Indonesia

[Quoted text hidden]

---

**I Gusti Putu Asto Buditjahjanto** <asto@unesa.ac.id>  
To: Dedi Gunawan <journals-noreply@ums.ac.id>

Tue, Jun 23, 2020 at 9:47 AM

Dear Editor,

I have sent my revised paper.

regards  
Dr. I.G.P. Asto Buditjahjanto, S.T.,M.T.  
Faculty of Engineering  
The State University of Surabaya  
(Universitas Negeri Surabaya)  
Indonesia

[Quoted text hidden]



---

## [KHIF] Revision on the content writing

2 messages

---

**Dedi Gunawan** <journals-noreply@ums.ac.id>  
To: "Dr I.G.P. Asto Buditjahjanto" <asto@unesa.ac.id>

Sat, Jul 11, 2020 at 2:12 PM

Dear Dr I.G.P. Asto Buditjahjanto,

We have received your revised manuscript, however we found several aspects of your manuscript that need improvement. Below we indicate the required improvement.

1. Abstract needs revision on this sentence "Quality in the academic ...." to make it clear for readers.
2. Use the equation tools in Ms.word to write formula.

Please revise accordingly and submit the revised version no later than June 24, 2020.

Kindly regards,  
Editorial team  
Dedi Gunawan  
Universitas Muhammadiyah Surakarta, Surakarta

---

Khazanah Informatika  
<http://journals.ums.ac.id/index.php/khif>

---

**I Gusti Putu Asto Buditjahjanto** <asto@unesa.ac.id>  
To: Dedi Gunawan <journals-noreply@ums.ac.id>

Sun, Jul 12, 2020 at 11:09 AM

Thank you, I will do that. the deadline for the revised version on June or July 24, 2020?

Dr. I.G.P. Asto Buditjahjanto, S.T.,M.T.  
Faculty of Engineering  
The State University of Surabaya  
(Universitas Negeri Surabaya)  
Indonesia

[Quoted text hidden]



I Gusti Putu Asto Buditjahjanto <asto@unesa.ac.id>

---

## [KHIF] Editor Decision

1 message

---

**Dedi Gunawan** <journals-noreply@ums.ac.id>  
To: "Dr I.G.P. Asto Buditjahjanto" <asto@unesa.ac.id>

Wed, Jul 22, 2020 at 6:01 AM

Dear Dr I.G.P. Asto Buditjahjanto,

We are glad to inform you that your submission with the title "CUSTOMER SATISFACTION ANALYSIS BASED ON SERVQUAL METHOD TO DETERMINE SERVICE LEVEL OF ACADEMIC INFORMATION SYSTEMS ON HIGHER EDUCATION" has been accepted for publication in Khazanah Informatika: Jurnal Ilmu Komputer dan Informatika.

We encourage you to submit your other research results to Khazanah Informatika: Jurnal Ilmu Komputer dan Informatika in the future.

Kindly regards,  
Dedi Gunawan  
Universitas Muhammadiyah Surakarta, Surakarta

---

Khazanah Informatika  
<http://journals.ums.ac.id/index.php/khif>



---

## [KHIF] Copyediting Review Request

2 messages

---

**Dedi Gunawan** <journals-noreply@ums.ac.id>  
To: "Dr I.G.P. Asto Buditjahjanto" <asto@unesa.ac.id>

Mon, Aug 10, 2020 at 1:23 PM

Dear Dr/Mr/Ms. Dr I.G.P. Asto Buditjahjanto,

Your submission "CUSTOMER SATISFACTION ANALYSIS BASED ON SERVQUAL METHOD TO DETERMINE SERVICE LEVEL OF ACADEMIC INFORMATION SYSTEMS ON HIGHER EDUCATION" for Khazanah Informatika: Jurnal Ilmu Komputer dan Informatika has been through the first step of copyediting, and is available for you to review your copyedited submission. Please do the following steps.

1. Click on this Submission copy editing URL:  
<http://journals.ums.ac.id/index.php/khif/author/submissionEditing/10690>
2. Log into the journal and click on the File that appears in Step 1.
3. Open the downloaded submission.
4. Review the text, including copyediting proposals and Author Queries.
5. Make any copyediting changes that would further improve the text.
6. When completed, upload the file in Step 2.
7. Click on METADATA to check indexing information for completeness and accuracy.
8. Send the COMPLETE email to the editor and copyeditor.

This is the last opportunity to make substantial copyediting changes to the submission. The proofreading stage, that follows the preparation of the galleys, is restricted to correcting typographical and layout errors.

If you are unable to undertake this work at this time or have any questions, please contact me. Thank you for your contribution to this journal.

Dedi Gunawan  
Universitas Muhammadiyah Surakarta, Surakarta

---

Khazanah Informatika  
<http://journals.ums.ac.id/index.php/khif>

---

**I Gusti Putu Asto Buditjahjanto** <asto@unesa.ac.id>  
To: Dedi Gunawan <journals-noreply@ums.ac.id>

Tue, Aug 11, 2020 at 9:40 AM

Thank you for your information.

Dr. I.G.P. Asto Buditjahjanto, S.T.,M.T.  
Faculty of Engineering  
The State University of Surabaya  
(Universitas Negeri Surabaya)  
Indonesia

[Quoted text hidden]



---

## [KHIF] Biaya Penerbitan Artikel no.10690

1 message

---

**Ahmad Nur Ridlo** <journals-noreply@ums.ac.id>  
To: I Gusti Putu Asto Buditjahjanto <asto@unesa.ac.id>

Fri, Aug 21, 2020 at 9:26 AM

Yth. Bp/Ibu I Gusti Putu Asto Buditjahjanto,

Tim editor telah menyatakan bahwa artikel Bp/Ibu berjudul "CUSTOMER SATISFACTION ANALYSIS BASED ON SERVQUAL METHOD TO DETERMINE SERVICE LEVEL OF ACADEMIC INFORMATION SYSTEMS ON HIGHER EDUCATION" diterima untuk diterbitkan di jurnal Khazanah Informatika, volume 6 nomor 2/ volume 7 (2021).

Selanjutnya artikel akan masuk ke fase copyediting dan layout. Untuk itu Bp/Ibu dimohon mengirimkan biaya penerbitan sebesar Rp. 1.300.000 (satu juta tiga ratus ribu rupiah). Biaya tersebut mengacu pada skema pengelolaan Jurnal Khazanah Informatika terbaru yang dimulai pada tahun 2020. Adapun biaya tersebut sudah termasuk penerjemahan paper bahasa indonesia ke bahasa inggris. Biaya harap ditransfer ke rekening Bank BNI cabang Slamet Riyadi Solo, no. 0167360270 a.n. Husni Thamrin. Selanjutnya bukti transfer harap dikirim ke email jurnal yaitu [khif@ums.ac.id](mailto:khif@ums.ac.id) dengan menyertakan subjek NOMOR ARTIKEL agar mempercepat proses selanjutnya.

Bagi penulis yang membutuhkan Letter of Acceptance (LoA) sebagai kebutuhan akademik, dapat kami terbitkan setelah penulis menyelesaikan proses administrasi.

Atas kerja samanya diucapkan terima kasih.

Salam,  
Ahmad Nur Ridlo - Managing Editor

---

Khazanah Informatika  
<http://journals.ums.ac.id/index.php/khif>



I Gusti Putu Asto Buditjahjanto &lt;asto@unesa.ac.id&gt;

## Pembayaran Biaya Penerbitan artikel no 1069004-13

3 messages

**I Gusti Putu Asto Buditjahjanto** <asto@unesa.ac.id>  
To: Khasanah Informatika <khif@ums.ac.id>

Sat, Aug 22, 2020 at 10:30 AM

Yth Editor KHIF

Berikut saya lampirkan bukti Pembayaran Biaya Penerbitan artikel no 10690 04-13 dengan judul Customer Satisfaction Analysis Based On Servqual Method To Determine Service Level Of Academic Information Systems On Higher Education. Dan harap saya dibuatkan Letter of Acceptance untuk keperluan akademik saya. Terimakasih

Dr. I.G.P. Asto Buditjahjanto, S.T.,M.T.  
Faculty of Engineering  
The State University of Surabaya  
(Universitas Negeri Surabaya)  
Indonesia



**biaya penerbitan KHIF.jpeg**  
22K

**Khasanah Informatika** <khif@ums.ac.id>  
To: I Gusti Putu Asto Buditjahjanto <asto@unesa.ac.id>

Mon, Aug 24, 2020 at 9:20 AM

Selamat pagi bp. I Gusti Putu Asto Buditjahjanto,  
Terimakasih. Konfirmasi pembayaran telah kami terima. Selanjutnya artikel bapak akan kami proses ke tahap editing/layout dan publikasi. Mohon dapat ikut aktif dalam melakukan pengecekan final, agar kesesuaian isi dan ketepatan waktu publikasi dapat terpenuhi.

Salam,  
Ahmad Nur Ridlo - Managing Editor  
[Quoted text hidden]

-----  
Khazanah Informatika: Jurnal Ilmu Komputer dan Informatika  
Muhammadiyah University Press

**Khasanah Informatika** <khif@ums.ac.id>  
To: I Gusti Putu Asto Buditjahjanto <asto@unesa.ac.id>

Wed, Sep 2, 2020 at 8:38 AM

Selamat Pagi bp/ibu I.G.P Asto Buditjahjanto,

Berikut kami lampirkan LoA dan Kwitansi yang dapat digunakan sebagai salah satu syarat akademik. Semoga dapat membantu dan dipergunakan sebagaimana mestinya. Kami mengucapkan terimakasih atas partisipasi bp/ibu sebagai salah satu penulis di Jurnal Khazanah Informatika.

Salam,  
Ahmad Nur Ridlo - Managing Editor  
[Quoted text hidden]

**[KHIF] LoA-Kwitansi I.G.P. Asto Buditjahjanto.pdf**  
1099K

---

**[KHIF] Editor Decision**

3 messages

---

**Dedi Gunawan** <journals-noreply@ums.ac.id>  
To: "Dr I.G.P. Asto Buditjahjanto" <asto@unesa.ac.id>

Mon, Jun 15, 2020 at 10:17 AM

Dear Dr, I.G.P. Asto Buditjahjanto,

According to the reviewers comments, we have reached a decision regarding your submission entitled "CUSTOMER SATISFACTION ANALYSIS BASED ON SERVQUAL METHOD TO DETERMINE SERVICE LEVEL OF ACADEMIC INFORMATION SYSTEMS ON HIGHER EDUCATION" to Khazanah Informatika: Jurnal Ilmu Komputer dan Informatika.

Our decision is that the article is eligible for publication in this journal after you make several revisions. Please revise your submission by following the reviewers comments.

Kindly regards,  
Dedi Gunawan  
Universitas Muhammadiyah Surakarta

---

---

Reviewer B:

Kebaruan dan kontribusi terhadap sains.:  
Signifikan

Penyajian:  
Baik, terstruktur dan mudah dimengerti

Comments :

1. keritik isi naskah tidak ada, metodologi sudah runtut, kata-katanya mudah dimengerti, bahkan salah ejaan tidak ada.
  2. Perlu ditambahkan daftar pustaka mengenai penelitian sebelumnya yang relevan
  3. hanya gambar implementasi the academic information system kurang jelas (terlalu kecil) dan perlu diperbaiki agar mudah terbaca.
- 

---

Reviewer C:

Kebaruan dan kontribusi terhadap sains.:  
Ada

Penyajian:  
Masih bisa dimengerti

Comments:

Dear Author, after I read your manuscript, there're some note I can give to you, and hopefully you can explain more about it.

1. From the method section, In my humble opinion, you can provide detailed information about who is the respondent, and how you choose the respondent itself. by using some statistical methodologies such as purposive sampling, maybe?
  2. From the result section, you can provide more explanation about Table 4 and Table 5, or you can provide another illustration to explain the result of the respondents'satisfaction. This can show more detail better than just showing us the table.
-

---

**I Gusti Putu Asto Buditjahjanto** <asto@unesa.ac.id>  
To: Dedi Gunawan <journals-noreply@ums.ac.id>

Mon, Jun 15, 2020 at 9:20 PM

Thank you for your information.

Dr. I.G.P. Asto Buditjahjanto, S.T.,M.T.  
Faculty of Engineering  
The State University of Surabaya  
(Universitas Negeri Surabaya)  
Indonesia

[Quoted text hidden]

---

**I Gusti Putu Asto Buditjahjanto** <asto@unesa.ac.id>  
To: Dedi Gunawan <journals-noreply@ums.ac.id>

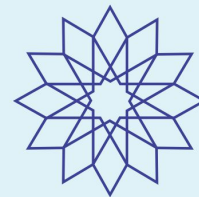
Tue, Jun 23, 2020 at 9:47 AM

Dear Editor,

I have sent my revised paper.

regards  
Dr. I.G.P. Asto Buditjahjanto, S.T.,M.T.  
Faculty of Engineering  
The State University of Surabaya  
(Universitas Negeri Surabaya)  
Indonesia

[Quoted text hidden]



## User » #10690 Summary

People » [Summary](#) » [Review](#) » [Editing](#)

## Journal Content » Submission

Notifications <span>»</span>	<b>Authors</b>	I Gusti Putu Asto Buditjahjanto
Indexing <span>»</span>	<b>Title</b>	Customer Satisfaction Analysis Based On SERVQUAL Method to Determine Service Level of Academic Information Systems on Higher Education
Focus and Guidelines <span>»</span>	<b>Original file</b>	<a href="#">10690-29839-2-SM.doc</a> 2020-04-13
Visitors <span>»</span>	<b>Supp. files</b>	None
	<b>Submitter</b>	Dr I.G.P. Asto Buditjahjanto <a href="#">✉</a>
	<b>Date submitted</b>	April 13, 2020 - 10:40 PM
	<b>Section</b>	Articles
	<b>Editor</b>	Dedi Gunawan <a href="#">✉</a>
	<b>Abstract Views</b>	262

## Status

<b>Status</b>	Published Vol. 6 No. 2 October 2020
<b>Initiated</b>	2020-08-24
<b>Last modified</b>	2020-10-26

## Submission Metadata

### Authors

<b>Name</b>	I Gusti Putu Asto Buditjahjanto <a href="#">✉</a>
<b>ORCID iD</b>	<a href="http://orcid.org/0000-0003-0716-7682">http://orcid.org/0000-0003-0716-7682</a>
<b>Affiliation</b>	Universitas Negeri Surabaya
<b>Country</b>	Indonesia
<b>Bio Statement</b>	Electrical Engineering
<b>Principal contact for editorial correspondence.</b>	

### Title and Abstract

**Title** Customer Satisfaction Analysis Based On SERVQUAL Method to Determine Service Level of Academic Information Systems on Higher Education

**Abstract** Higher education institutions such as universities or institutes that create graduate students with high qualifications must be able to provide the best services to their stakeholders. One kind of higher education service is academic information system services. The service quality level of the academic information system in a university can be decided by measuring the level of users' perception and the level of users' expectations that can be fulfilled. As an organization that offers academic information system services, the university must be able to measure the level of academic information system services as an approach to ensure the quality of services. This study aims to determine the level of customer satisfaction index in terms of service of higher education academic information systems using the service quality method. The service quality method is used to identify academic information system services that are analyzed based on the service quality dimensions. The results show that the value of the customer satisfaction index is 77.37% which refers to the satisfied category.

### Indexing

**Keywords** customer satisfaction index; service quality; weighted gap score; academic information system;

quality improvement

Language en

### Supporting Agencies

Agencies —

### References

- References**
- [1] Shahin, Arash, "SERVQUAL and Model of Service Quality Gaps: A Framework for Determining and Prioritizing Critical Factors in Delivering Quality Services", in Partha Sarathy, V. (ed), *Service Quality – An Introduction*, Andhra Pradesh: ICFAI University Press, pp. 117-131, 2006.
- [2] Qadri U.A., "Measuring Service Quality Expectation and Perception Using SERVQUAL: A Gap Analysis," *Bus Eco Journal*, 6(162), 2015. doi:10.4172/2151- 6219.1000162
- [3] Namin, Ardeshir & Pilevary, Niko & Namin, Aidin. "Measuring customer satisfaction using SERQUAL survey," *Management Science Letters*. 2, 933-938, 2012. 10.5267/j.msl.2011.10.011.
- [4] Ivana Blesiae, Ivkov-Dzigurski, Andjelija Stankov, Ugijesa Stamenkovic Igor Bradiac, "Research of Expected and Perceived Service Quality in Hotel Management. Revista de Turism: Studii si Cercetari in Turism," *Journal of Tourism - Studies and Research in Tourism* · June 2011
- [5] Ren, L., Qiu, H., Wang, P., & Lin, P. M. C., "Exploring customer experience with budget hotels: Dimensionality and satisfaction," *International Journal of Hospitality Management*, 52, 13–23, 2016. doi:10.1016/j.ijhm.2015.09.009
- [6] Siti Husna Ainu S., "Penerapan Customer Satisfaction Index (CSI) dan Analisis Gap pada Kualitas Pelayanan Trans Jogja," *Jurnal Ilmiah Teknik industri*, 13(2), 103-111, 2014.. DOI:
- [7] Budhi I Gede, KT. Tjahyadi Putra, Ni Kadek Sumiari, "Pengukuran Customer Satisfaction Index Terhadap Pelayanan di Century Gym," *Jurnal Ilmiah SISFOTENIKA*. 7(1), 2017.
- [8] Vijayanand Sundaram, D. Ramkumar, Poorna Shankar. "Impact of E-Service Quality on Customer Satisfaction and Loyalty Empirical Study in India Online Business." *Kinerja*, 21(1), 48-69, 2017.
- [9] Army Justitia, Rini Semiati, Nadhila Ramadhini Ayuvinda. "Customer Satisfaction Analysis of Online Taxi Mobile Apps." *Journal of Information Systems Engineering and Business Intelligence*, 5(1), April 2019.
- [10] Hamda S. Al-Neyadi, Salam Abdallah, Mohsin Malik. "Measuring patient's satisfaction of healthcare services in the UAE hospitals: Using SERVQUAL," *International Journal of Healthcare Management*, 11, 2018.
- [11] Michael Stodnick, Pamela Rogers, "Using SERVQUAL to Measure the Quality of the Classroom Experience," *Decision Sciences Journal of Innovative Education*, 6 (1), 2008.
- [12] Purwaningsih D., "Assessing the Effects of Service Quality of Government and Student Satisfaction in Education's Field." *IOP Conf. Series: Materials Science and Engineering*, 180, 2017. 012003 doi:10.1088/1757-899X/180/1/012003
- [13] Costas Zafiroopoulos, Vasiliki Vrana. "Service quality assessment in a Greek higher education institute," *Journal of Business Economics and Management*, 9(1), 33-45, 2008.
- [14] Stefano, N.M, Casarotto Filho, N., Barichello, R., Sohn, A.P. "A fuzzy SERVQUAL based method for evaluated of service quality in the hotel industry:" 7th Industrial Product-Service Systems Conference - PSS, industry transformation for sustainability and business. *Procedia CIRP* 30, 433 – 438, 2015.
- [15] Hafidz Surapranata and BudiPermadi Iskandar., "Evaluation of customer satisfaction using service quality dimension at d'seuhah da lada restaurant." *Journal of Business and Management*, 2(1), 14-28, 2013.
- [16] Parisa Akhtari, Amir Parviz Akhtari and Ahmad Torfi. "Measuring customer satisfaction in food industry." *Management Science Letters*, 5, 235–244, 2015
- [17] Muhammad Ali, Syed Ali Raza, "Service quality perception and customer satisfaction in Islamic banks of Pakistan: the modified SERVQUAL model," *Total Quality Management &*

Business Excellence, 2015. DOI: 10.1080/14783363.2015.1100517

[18] Rahim Hussain, Amjad Al Nasser, Yomna K. Hussain, "Service quality and customer satisfaction of a UAE-based airline: An empirical investigation." *Journal of Air Transport Management*, 42, 167-175, 2015.

[19] Angelova, Biljana & Zeqiri, Jusuf. "Measuring Customer Satisfaction with Service Quality Using American Customer Satisfaction Model (ACSI Model)." *International Journal of Academic Research in Business and Social Sciences*, 1, 2011.

[20] Yang, H. and Chen, K.S., "A performance index approach to managing service quality", *Managing Service Quality: An International Journal*, 10(5), 273-278, 2000.

[21] Aritonang, R.L. 2005. *Kepuasan Pelanggan*. Jakarta: Gramedia.

[22] Parasuraman, A. Zeithaml, V., Berry, L.L. "SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality." *Journal of Retailing*, 64(1), 12-40, 1988.

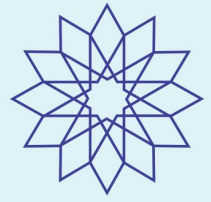
[23] Fitriana, D., Florencia Y. K. O., Jati, U. D. H., & Tanto, D. S., "Pengukuran kepuasan kontraktor terhadap kinerja klien pada proyek konstruksi swasta." *Jurnal Karya Teknik Sipil*, 3(1), 283-295, 2014.



This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).



Responsive Theme Design by [OpenJournalSystems.com](https://OpenJournalSystems.com)



### User ▼ #10690 Review

People ▼ » [Summary](#) » [Review](#) » [Editing](#)

### Journal Content ▼ Submission

Notifications ▼

Authors	I Gusti Putu Asto Buditjahjanto
Title	Customer Satisfaction Analysis Based On SERVQUAL Method to Determine Service Level of Academic Information Systems on Higher Education
Section	Articles
Editor	Dedi Gunawan

### Visitors ▼ Peer Review

#### Round 1

Review Version	<a href="#">10690-29841-1-RV.doc</a> 2020-04-13
Initiated	2020-04-23
Last modified	2020-06-15
Uploaded file	None

#### Editor Decision

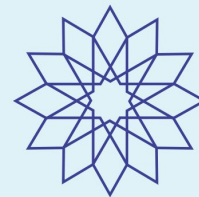
Decision	Accept Submission 2020-07-22
Notify Editor	Editor/Author Email Record  2020-07-22
Editor Version	None
Author Version	<a href="#">10690-32346-2-ED.docx</a> 2020-07-13 <a href="#">Delete</a>
Upload Author Version	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/>



This work is licensed under a [Creative Commons Attribution 4.0 International License](#).



Responsive Theme Design by [OpenJournalSystems.com](#)



- User v
- People v
- Journal Content v
- Notifications v
- Indexing v
- Focus and Guidelines v
- Visitors v

## #10690 Editing

» [Summary](#) » [Review](#) » [Editing](#)

### Submission

**Authors** I Gusti Putu Asto Buditjahjanto   
**Title** Customer Satisfaction Analysis Based On SERVQUAL Method to Determine Service Level of Academic Information Systems on Higher Education  
**Section** Articles  
**Editor** Dedi Gunawan

### Copyediting

[Copyedit Instructions](#)

[Review Metadata](#)

	Request	Underway	Complete
1. Initial Copyedit File: <a href="#">10690-34249-2-CE.docx</a> 2020-08-10	2020-08-06	—	2020-08-10
2. Author Copyedit File: <a href="#">10690-34433-1-CE.docx</a> 2020-08-11 <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/>	2020-08-10	2020-08-11	2020-08-11
3. Final Copyedit File: <a href="#">10690-34249-4-CE.docx</a> 2020-08-24	2020-08-11	—	2020-08-24

Copyedit Comments No Comments

### Layout

Layout Editor	Request	Underway	Complete	Views
Amirul Ihsan Layout Version <a href="#">10690-34863-2-LE.docx</a> 2020-08-24	—	—	—	
Galley Format	File			
1. PDF <a href="#">View Proof</a>	<a href="#">10690-34902-2-PB.pdf</a> 2020-10-13			196
Supplementary Files	File			
None				

Layout Comments No Comments

### Proofreading

[Review Metadata](#)

	Request	Underway	Complete
1. Author	—	—	
2. Proofreader	—	—	—
3. Layout Editor	—	—	—



This work is licensed under a [Creative Commons Attribution 4.0 International License](#).



Responsive Theme Design by [OpenJournalSystems.com](#)