

BUKTI KORESPONDENSI ARTIKEL JURNAL INTERNASIONAL BEREPUTASI

Judul artikel : Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit

Jurnal : Internaonal Journal of Industrial Engineering and Management, Volume 11, Issue 4 (December 2020)

Penulis : Widyastuti, Sri Hartini, Yessy Artanti

No	Perihal	Tanggal
1	Bukti submit artikel	20 Agustus 2020
2	Bukti konfirmasi submit	8 September 2020
3	Bukti review	19 Oktober 2020
4	Bukti hasil revisi	18 November 2020
6	Bukti accepted	18 November 2022

1. Bukti submit artikel dan artikel yang disubmit
(20 Agustus 2020)



Widyastuti . <widyastuti@unesa.ac.id>

article submit to IJIE

1 message

Widyastuti . <widyastuti@unesa.ac.id>
To: ijiem@uns.ac.rs

Thu, Aug 20, 2020 at 6:27 PM

Dear **Uglješa Marjanović**,

We are enclosing here with manuscript entitled "Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit". We believe that this manuscript is appropriate for publication by the International Journal of Industrial Engineering and Management, because our manuscript creates a paradigm for future studies of the Marketing practise. This paper analyze the factors that influence attitudes towards online shopping. This research can be used into consideration in making decisions for the marketers to create more effective marketing strategy based on different level of trust.

This manuscript has not been published and is not under consideration for publication elsewhere. We hope this article can be publish in International Journal of Industrial Engineering and Management.

Dont' be hesitate to contact me to get more details or revision.

Thank you for your consideration

Sincerely

W Widyastuti
Universitas Negeri Surabaya

**IJIE Article.docx**
127K

2. Bukti konfirmasi submit
(8 September 2020)



Widyastuti . <widyastuti@unesa.ac.id>

RE: IJIEEM-20-0246: Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit

2 messages

IJIEEM <ijiem@uns.ac.rs>
To: widyastuti@unesa.ac.id

Tue, Sep 8, 2020 at 3:55 PM

Dear Dr. Widyastuti,

Thank you for your recent submission, reference number IJIEEM-20-0246, entitled, Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit submitted to the International Journal of Industrial Engineering and Management.

We are pleased to inform you that your article has passed the screening stage and is entering the review process. Your article will now be checked to ensure it meets the subject scope and quality levels of the journal and will be sent for peer-review if it is suitable.

Thank you for considering this journal as a venue for your work.

Yours sincerely,

Uglješa Marjanović, PhD

Editor-in-Chief

International Journal of Industrial Engineering and Management

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University of Novi Sad, Faculty of Technical Sciences, Department of Industrial Engineering and Management, [Trg Dositeja Obradovica 6](#), 21000 Novi Sad, Serbia.

From: IJIEEM Journal [mailto:ijiem@uns.ac.rs]**Sent:** Sunday, August 23, 2020 8:50 AM**To:** 'Widyastuti .' <widyastuti@unesa.ac.id>**Subject:** IJIEEM-20-0246: Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit

Dear Dr. Widyastuti,

Thank you for submitting your manuscript entitled Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit, to International Journal of Industrial Engineering and Management.

The submission ID is: IJIEEM-20-0246

Please refer to this number in any future correspondence.

Yours sincerely,

Slavko Rakic

Desk Editor

3. Bukti review (19 Oktober 2020)



Widyastuti . <widyastuti@unesa.ac.id>

IJIE: Your manuscript ID IJIE-20-0246

3 messages

International Journal of Industrial Engineering and Management <ijie@uns.ac.rs> Mon, Oct 19, 2020 at 9:22 PM
To: widyastuti@unesa.ac.id

MANUSCRIPT ID: IJIE-20-0246

TITLE: Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit

Dear Dr. Widyastuti,

Reviewers have now commented on your paper. You will see that they are advising that you revise your manuscript. For your guidance, reviewers' comments are appended below. If you feel that you can suitably address the reviewers' comments (included below), I invite you to revise and resubmit your manuscript by November 18, 2020.

Please carefully address the issues raised in the comments.

Note: While submitting the revised manuscript, please double-check the author names provided in the submission so that authorship related changes are made in the revision stage. If your manuscript is accepted, any authorship change will involve approval from co-authors and respective editor handling the submission, and this may cause a significant delay in publishing your manuscript.

If you are submitting a revised manuscript, please also:

a) outline each change made (point by point) as raised in the reviewer comments

AND/OR

b) provide a suitable rebuttal to each reviewer comment not addressed

I look forward to receiving your revised manuscript.

Yours sincerely,

Uglješa Marjanović

Editor-in-Chief

International Journal of Industrial Engineering and Management

Reviewers' comments:

Reviewer #1:

The subject of the paper "Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit" is timely and valuable to the audience of the Journal. Overall, the short paper is well structured, reads quite well, and covers the existing literature quite well. The analysis of the data is interesting and well documented.

The paper starts with a short introduction to the topic. In this part, there are missing clearly stated research goals/aims/objectives. There is also a lack of research questions asked for this study. Section 2 covers the literature review. I noticed a solid amount of work. The only thing is to better include references into text. It doesn't look well when the sentence starts: „[11] in their research" or „[19]–[21] in his research stated". Behind references are authors. Taking into account citation format it suppose to be: „Rahman et al. (2018) ... [11]." or „Silva et al. (2019) ... [19]." These are only examples, but for sure, saying „[11]" did something is not correct. This practice is continued in section 3 as well.

In section 3 authors describe how the study was prepared and survey distributed. In this section, one would expect a table with questions/items used in the study. The table is a better way to organize content instead of placing questions inside the text.

Section 4 describes the methodology. It is well designed, following standards when using Structural Modelling Equations.

In section 4.3 authors divide the sample group into two smaller, according to the trust answer. What is missing here, are the border values. Since the authors used a 1-7 Likert scale, it should be stated, how groups were divided and how many answers were in each group.

Sections 5 and 6 are very well prepared. There is a solid discussion of the results, and the authors point out several practical implications and contributions.

Reviewer #2:

1. Authors need to clarify the key motivation behind conducting this study.
2. In general, the discussion is well done and addresses the most important aspects of the research. However, authors need to compare their findings with previous studies. They need to discuss the results with previous literature, you need to tighten up the arguments around your hypotheses as some look like what I've called 'fishing trips' rather than focused evidence-informed or logic-informed positions.
3. Theoretical and practical contributions need to be clearly stated.
4. Some of the references used are outdated and authors have to update the literature with a more recent related references. Use the following useful related and recent references:
 - Building customer loyalty in online shopping: the role of online trust, online satisfaction and electronic word of mouth <https://doi.org/10.1504/IJEMR.2020.108132>
 - Boosting Customer E-Loyalty: An Extended Scale of Online Service Quality <https://doi.org/10.3390/info10120380>
 - Revealing the Influential Factors Driving Social Commerce Adoption <https://doi.org/10.28945/4438>
 - The Driving Forces of Facebook Social Commerce <http://dx.doi.org/10.4067/S0718-18762019000200103>
5. Discriminant validity test is missed. Please perform and report.



IJIE-20-0246-manuscript-comments_Reviewer1.pdf

433K

4. Bukti hasil revisi (18 November 2020)



Widyastuti . <widyastuti@unesa.ac.id>

Revised article

1 message

Widyastuti . <widyastuti@unesa.ac.id>
To: IJIEEM <ijiem@uns.ac.rs>

Wed, Nov 18, 2020 at 2:10 PM

Dear Editors and Reviewers,

Here attached our revised article and our feedback regarding the reviewer's comments. MANUSCRIPT ID: IJIEEM-20-0246

Thank you for the attention.

Kind Regards,

Widyastuti

2 attachments



Manuscript ID_IJIEEM-20-0246.docx
138K



Reviewer Feedback.docx
16K

Dear Editors and Reviewers,

Here attached our revised article and our feedback regarding the reviewer's comments. Thank you for the attention.

Kind Regards,

Widyastuti

Feedbacks:

Reviewer #1:

The subject of the paper "Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit" is timely and valuable to the audience of the Journal. Overall, the short paper is well structured, reads quite well, and covers the existing literature quite well. The analysis of the data is interesting and well documented.

The paper starts with a short introduction to the topic. In this part, there are missing clearly stated research goals/aims/objectives. There is also a lack of research questions asked for this study. Section 2 covers the literature review. I noticed a solid amount of work. The only thing is to better include references into text. It doesn't look well when the sentence starts: „[11] in their research" or „[19]–[21] in his research stated". Behind references are authors. Taking into account citation format it suppose to be: „Rahman et al. (2018) ... [11]." or „Silva et al. (2019) ... [19]." These are only examples, but for sure, saying „[11]" did something is not correct. This practice is continued in section 3 as well.

In section 3 authors describe how the study was prepared and survey distributed. In this section, one would expect a table with questions/items used in the study. The table is a better way to organize content instead of placing questions inside the text. Section 4 describes the methodology. It is well designed, following standards when using Structural Modelling Equations.

In section 4.3 authors divide the sample group into two smaller, according to the trust answer. What is missing here, are the border values. Since the authors used a 1-7 Likert scale, it should be stated, how groups were divided and how many answers were in each group.

Sections 5 and 6 are very well prepared. There is a solid discussion of the results, and the authors point out several practical implications and contributions.

Response:

1. Thank you so much for the feedback. We have provided objective in paragraph 2 of page 2 and completed it with research question.
2. We have uses this citation format based on IEEE reference format that stated in author guideline of this journal.
3. We have provided research questions/items in table in Section 3 (Methodology).
4. We also have explained in Section 4.1 about how groups are divided and how many answers in each group.

Reviewer #2:

1. Authors need to clarify the key motivation behind conducting this study.
2. In general, the discussion is well done and addresses the most important aspects of the research. However, authors need to compare their findings with previous studies. They need to discuss the results with previous literature, you need to tighten up the arguments around your hypotheses as some look like what I've called 'fishing trips' rather than focused evidence-informed or logic-informed positions.
3. Theoretical and practical contributions need to be clearly stated.
4. Some of the references used are outdated and authors have to update the literature with a more recent related references. Use the following useful related and recent references:

- Building customer loyalty in online shopping: the role of online trust, online satisfaction and electronic word of mouth <https://doi.org/10.1504/IJEMR.2020.108132>
- Boosting Customer E-Loyalty: An Extended Scale of Online Service Quality <https://doi.org/10.3390/info10120380>
- Revealing the Influential Factors Driving Social Commerce Adoption <https://doi.org/10.28945/4438>
- The Driving Forces of Facebook Social Commerce <http://dx.doi.org/10.4067/S0718-18762019000200103>

5. Discriminant validity test is missed. Please perform and report.

Response:

Thank you so much for the feedback.

1. We have clarify the key motivation behind conducting this study in paragraph 1-2, page 1.
2. We have compared our findings with previous studies in Paragraph 1, Section 5 (Discussion)
3. We have stated theoretical and practical contributions in last paragraph of Conclusion.
4. We have updated the references as per reviewer's recommendation.
5. We also have provided Discriminant Validity report in Part 4.3.

5. Bukti penerimaan (18 November 2020)



Widyastuti . <widyastuti@unesa.ac.id>

IJIE: Your manuscript ID IJIE-20-0246

6 messages

IJIE Journal <ijie@uns.ac.rs>

Wed, Nov 18, 2020 at 6:49 PM

To: widyastuti@unesa.ac.id

Cc: Dragana Gojic <dragana.gojic@uns.ac.rs>, Slavko Rakic <slavkorakic@uns.ac.rs>

MANUSCRIPT ID: IJIE-20-0246

TITLE: Revisiting the online shoppers behaviour in Indonesia: The role of trust and perceived benefit

Dear Dr. Widyastuti,

I am pleased to tell you that your work has now been accepted for publication in the International Journal of Industrial Engineering and Management. Your article will be published in Volume 11, Issue 4 (December 2020).

Our Publishing editor will contact you regarding the publication process.

Thank you for submitting your work to this journal.

Yours sincerely,

Uglješa Marjanović

Editor-in-Chief

International Journal of Industrial Engineering and Management

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