

[ERSJ] Submission Acknowledgement

EUROPEAN RESEARCH STUDIES JOURNAL <noja@isma-edu.eu>

Wed, Apr 25, 2018 at 1:54 PM

To: **A. H. Sutawidjaya**<suta.phd@gmail.com>

Ahmad Hidayat Sutawidjaya:

Thank you for submitting the manuscript, "*Quality Certification and Customer Satisfaction*" to EUROPEAN RESEARCH STUDIES JOURNAL.

With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

Submission URL: <https://ersj.eu/submission>

Username: sutawidjaya

If you have any questions, please contact me. Thank you for considering this journal as a venue for your work.

Editor in Chief

EUROPEAN RESEARCH STUDIES JOURNAL

Universitas

Esa Unggul

[ERSJ] Revision request**EUROPEAN RESEARCH STUDIES JOURNAL** <noja@isma-edu.eu>

Fri, May 18, 2018 at 10:44 AM

To: **A. H. Sutawidjaya**<suta.phd@gmail.com>

Ahmad Hidayat Sutawidjaya:

The paper "*Quality Certification and Customer Satisfaction*" has been preliminarily reviewed.

Reviewers have given their comments on your paper. Please do the following when you resubmit your revised version:

- (i) All corrections as per the reviewers' comments and prepare a table / response letter showing corrections done. Your corrections will not be accepted in the absence of this response letter / table.
- (ii) All authors' names, emails and affiliations checked and corrected.

Please ensure the submission of the revision within 1 month of receiving this mail either both as a reply to this mail and in the online system.

The paper can be resubmitted for a review after huge improvements, and this does not guarantee it will be approved.

If you have any questions, please contact me. Thank you for considering this journal as a venue for your work.

Editor in Chief

EUROPEAN RESEARCH STUDIES JOURNAL**Reviewer A**

The paper *Quality Certification and Customer Satisfaction* presents a research study aimed at investigating the development of services to promote innovative growth in an organization, particularly the Center for Industrial Certification. The study emphasizes the importance of strategic measures to enhance service quality. However, there are some aspects that could be improved or clarified:

1. The paper is relatively well-structured, but it could benefit from breaking down the research objectives into bullet points or a clearer sequence of questions. This would make it easier for readers to understand the key areas of focus.
2. The paper briefly introduces the background regarding the challenges faced by companies and the role of the Industrial Certification Agency BSI. However, it lacks some context on the broader significance of the research. Why is this study important? What are the implications of the findings for the industrial certification sector in Indonesia or globally? This context would help readers understand the paper's relevance.
3. The paper mentions the research methodology, which includes using a Likert Scale and adopting a mixed methodology, qualitative and quantitative, referencing Sekaran (200). However, it could be more explicit about how these methods will be applied and what kind of data will be collected. This would provide readers with a clearer understanding of the research process.
4. The paper lists the dependent variable as customer satisfaction and the independent variables as Tangibles, Reliability, Responsiveness, Assurance, and Empathy. It's good to have this information, but the paper could briefly explain why these variables were chosen and how they

relate to the research objectives.

5. The paper mentions the need for the Industrial Certification Agency to improve its services, but it does not provide any insights into the expected outcomes of the research or what the strategic steps for improvement might entail. Including some hints at the potential findings would make the paper more engaging.

Reviewer B

While the paper provides a decent foundation for understanding the research, it could benefit from more clarity, context, and a hint of the expected findings to make it more informative and engaging to potential readers. Here are specific comments for authors.

1. The literature review section is somewhat lengthy and could benefit from better organization. Consider breaking it into sub-sections to make it easier for readers to follow the different concepts being presented.
2. The literature review section contains references to various authors and publications, which is good. However, it would be even better to include proper in-text citations to attribute the ideas and concepts to the respective authors. Additionally, a reference list at the end of the section is essential for readers who want to explore these sources further.
3. The description of your research design (descriptive exploratory method with quantitative data analysis using the Likert scale) is a good start, but it could benefit from a brief explanation of why this design is suitable for your research question.
4. Explain in more detail how you collected data through interviews, questionnaires, observations, and literature study. What was the process for each method? How were respondents selected for interviews and questionnaires? Were there any challenges in data collection?
5. The conclusion section of this methodology might be better placed in the "Results" section. In the methodology, you should focus on explaining the methods and procedures rather than drawing conclusions from the data.

[ERSJ] Revision Submission Acknowledgement**EUROPEAN RESEARCH STUDIES JOURNAL** <noja@isma-edu.eu>

Wed, Jun 13, 2018 at 12:50 PM

To: **A. H. Sutawidjaya**<suta.phd@gmail.com>

Ahmad Hidayat Sutawidjaya:

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Editor in Chief

EUROPEAN RESEARCH STUDIES JOURNAL

Response to Reviewer 1

Sr. No.	Reviewer's Comment	Response
	<p>The paper Quality Certification and Customer Satisfaction presents a research study aimed at investigating the development of services to promote innovative growth in an organization, particularly the Center for Industrial Certification. The study emphasizes the importance of strategic measures to enhance service quality. However, there are some aspects that could be improved or clarified:</p>	<p>Thank you for your feedback on the paper.</p>
1	<p>The paper is relatively well-structured, but it could benefit from breaking down the research objectives into bullet points or a clearer sequence of questions. This would make it easier for readers to understand the key areas of focus.</p>	<p>Dear reviewer, done as suggested throughout the paper.</p>
2	<p>The paper briefly introduces the background regarding the challenges faced by companies and the role of the Industrial Certification Agency BSI. However, it lacks some context on the broader significance of the research. Why is this study important? What are the implications of the findings for the industrial certification sector in Indonesia or globally? This context would help readers understand the paper's relevance.</p>	<p>Many thanks dear reviewer. Done as suggested. Please see page 3-4 and 15-16</p>
3	<p>The paper mentions the research methodology, which includes using a Likert Scale and adopting a mixed methodology, qualitative and quantitative, referencing Sekaran (2003). However, it could be more</p>	<p>Dear reviewer, thankyou. Done as suggested. Please see pages 15-17</p>

	explicit about how these methods will be applied and what kind of data will be collected. This would provide readers with a clearer understanding of the research process.	
4	The paper lists the dependent variable as customer satisfaction and the independent variables as Tangibles, Reliability, Responsiveness, Assurance, and Empathy. It's good to have this information, but the paper could briefly explain why these variables were chosen and how they relate to the research objectives.	Dear reviewer, Thank you. Done as suggested. Please see pages 10, 12, 14-15
5	The paper mentions the need for the Industrial Certification Agency to improve its services, but it does not provide any insights into the expected outcomes of the research or what the strategic steps for improvement might entail. Including some hints at the potential findings would make the paper more engaging.	Dear reviewer, Thank you. Done as suggested. Please see pages 21-22

Response to Reviewer 2

Sr. No.	Reviewer's Comment	Response
	While the paper provides a decent foundation for understanding the research, it could benefit from more clarity, context, and a hint of the expected findings to make it more informative and engaging to potential readers. Here are specific comments for authors.	Many thanks respected reviewer for your kind remarks and suggestions. It really helped us to improve our paper.
1	The literature review section is somewhat lengthy and could benefit from better organization. Consider breaking it into sub-sections to make it easier for readers to follow the different concepts being presented.	Many thanks for your kind suggestions. Done as suggested. Please see pages 11-15
2	The literature review section contains references to various authors and publications, which is good. However, it would be even better to include proper in-text citations to attribute the ideas and concepts to the respective authors. Additionally, a reference list at the end of the section is essential for readers who want to explore these sources further.	Dear reviewer, following your kind guidelines. Done as suggested. Please see pages 6-14
3	The description of your research design (descriptive exploratory method with quantitative data analysis using the Likert scale) is a good start, but it could benefit from a brief explanation of why this design is suitable for your research question.	Dear reviewer, Thank you for your kind suggestions. Done as suggested. Please see pages 15-17
4	Explain in more detail how you collected data through interviews, questionnaires, observations, and literature study. What was the process for each method? How were	Respected reviewer, Thank you. Done as suggested. Please see page 16

	respondents selected for interviews and questionnaires? Were there any challenges in data collection?	
5	The conclusion section of this methodology might be better placed in the "Results" section. In the methodology, you should focus on explaining the methods and procedures rather than drawing conclusions from the data.	Thank you, dear reviewer. Done as suggested. Plesae see pages 15-16, 18, and 23-24

[ERSJ] Revision request**EUROPEAN RESEARCH STUDIES JOURNAL** <noja@isma-edu.eu>

Sat, Jul 07, 2018 at 11:09 AM

To: **A. H. Sutawidjaya**<suta.phd@gmail.com>

Ahmad Hidayat Sutawidjaya:

The paper "*Quality Certification and Customer Satisfaction*" has been reviewed again.

Here are some revision suggestions from authors.

1. The literature review section is comprehensive in explaining concepts related to quality management and service characteristics. However, it's crucial to connect these concepts to the specific research topic. How do these concepts relate to the investigation of services for innovative growth in an organization, and how will they be applied in the study? This link should be made explicit.
2. Figure 1 (Gap Model Servqual) is included, but it lacks a clear explanation in the text. Visuals can be very helpful, but they should be integrated into the text with an explanation of their relevance.
3. Author affiliations and contact details are included, which is useful for readers who might want to reach out for more information or collaboration.

Please ensure the submission of the revision within 1 month of receiving this mail either both as a reply to this mail and in the online system.

The paper can be resubmitted for a review after huge improvements, and this does not guarantee it will be approved.

If you have any questions, please contact me. Thank you for considering this journal as a venue for your work.

Editor in Chief

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[ERSJ] Revision Submission Acknowledgement**EUROPEAN RESEARCH STUDIES JOURNAL** <noja@isma-edu.eu>

Fri, Jul 27, 2018 at 9:35 AM

To: **A. H. Sutawidjaya**<suta.phd@gmail.com>

Ahmad Hidayat Sutawidjaya:

Thank you for submitting revision of the manuscript, "*Quality Certification and Customer Satisfaction*" to EUROPEAN RESEARCH STUDIES JOURNAL.

With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

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Username: sutawidjaya

If you have any questions, please contact me. Thank you for considering this journal as a venue for your work.

Editor in Chief

EUROPEAN RESEARCH STUDIES JOURNAL

Response to Reviewers

Sr. No.	Reviewer's Comment	Response
	Here are some revision suggestions from authors.	Many thanks, Respected Reviewer, for your kind appreciation.
1	The literature review section is comprehensive in explaining concepts related to quality management and service characteristics. However, it's crucial to connect these concepts to the specific research topic. How do these concepts relate to the investigation of services for innovative growth in an organization, and how will they be applied in the study? This link should be made explicit.	Many thanks for your kind comments. Done as suggested. Please see pages 6-14
2	Figure 1 (Gap Model Servqual) is included, but it lacks a clear explanation in the text. Visuals can be very helpful, but they should be integrated into the text with an explanation of their relevance.	Many thanks for your kind comments. Done as suggested. Please see pages 15
3	Author affiliations and contact details are included, which is useful for readers who might want to reach out for more information or collaboration.	Many thanks for your kind comments.

[ERSJ] Acceptance Acknowledgment

EUROPEAN RESEARCH STUDIES JOURNAL <noja@isma-edu.eu>

Mon, Aug 13, 2018 at 12:01 PM

To: **A. H. Sutawidjaya**<suta.phd@gmail.com>

Ahmad Hidayat Sutawidjaya:

Congratulations!

Your paper entitled, "*Quality Certification and Customer Satisfaction*" has been accepted for publication in EUROPEAN RESEARCH STUDIES JOURNAL (Vol. 21 No. 3, 2018).

Thank you for your interest in our journal. Your Journal paper would be indexed in Scopus (Elsevier), Google Scholar, Scirus, GetCited, Scribd, so on. We look forward to receiving your subsequent research papers.

Editor in Chief

EUROPEAN RESEARCH STUDIES JOURNAL