

Korespondensi

The screenshot shows the JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING (JITE) author dashboard. The submission ID is 9636, and the author is Ibrahim et al. The page displays the 'Workflow' tab, specifically the 'Publication' section. Under 'Submission', there is a file named 'ali dan karisa.docx' uploaded on May 30, 2023. A 'Search' button is available for the submission files. Below this, the 'Pre-Review Discussions' section shows no items. A 'Download All Files' button is also present.

The screenshot shows a modal window titled '[JITE] Editor Decision' from June 19, 2023, at 11:41 AM. It is addressed to Ali Ibrahim (Author). The message states: "We have reached a decision regarding your submission to JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING, 'Application of the Service Quality Method to Assess the Quality of Administrative Services at universities'. Our decision is: Revisions Required by due date 26 June 2023. tolong highlight setiap revisi, merah untuk reviewer B, kuning untuk reviewer C". The message is signed off by Reviewer B with the recommendation: "Resubmit for Review".

The screenshot shows the detailed review comments for the submission. The first comment is from Reviewer B: "tolong highlight setiap revisi, merah untuk reviewer B, kuning untuk reviewer C". The second comment is: "Reviewer B: Recommendation: Resubmit for Review". Subsequent comments include: "Comment on the TITLE (it should consist of: the METHOD, AIMS, and OBJECTS)" (cukup jelas), "Comment on ABSTRACT (It should consist of Problem, Aims, Method, Results, Conclusion, and Implication)" (cukup jelas), "Comments on INTRODUCTION (It should be consist of: background knowledge, state of the art method, research gap, AIMS, and proposed method)" (Gap research penelitian tidak jelas, tidak cukup hanya penjelasan mengenai penjelasan Servqual dengan menyadur dari berbagai sumber.), "Tujuan penelitian belum jelas, sebaiknya pertegas.", "Kontribusi penelitian belum terlihat, hanya sebatas menerapkan Servqual pada objek penelitian tertentu.", "Comments on MATERIALS and METHOD (It should consist of: Architecture research, dataset, data collection & measurement, and data analysis)" (Bagaimana dengan model dari keterkaitan yang dianalisis, sebaiknya digambarkan keterkaitannya.), and "Tahapan penelitian sebaiknya dibuatkan dalam bentuk diagram blok flowchart sehingga tahapan proses tersebut dapat dengan jelas dipahami."

[←](#) [→](#) [C](#) [ojs.uma.ac.id/index.php/jite/authorDashboard/submission/9636](#)

JOURNAL OF INFORMATICS AND TELECOMMUNICATIONS

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Submissions

Round 1

Review Submissions

Notifications

[JITE]
[JITE]
[JITE]

Review

Revisi

dapat dengan jelas dipahami.

Comments on RESULTS (it should consist of: the main finding in Table or Graphics, results should not a raw data)

Bagaimana dengan data yang didapatkan, sebaiknya dipaparkan bentuk datanya?

Comment on DISCUSSION (It should consist of interpretation of the result, comparison with other studies, the limitation of the study, and implication)

cukup jelas

Comments on CONCLUSION (It should consist of: restate the AIMS, main findings, and future works)

cukup jelas

Comments on REFERENCES (it should be up to date, less self citation (10%), completeness of the references)

Lakukan review dari artikel internasional, jangan hanya jurnal internasional

Other comments (a. are the figure and table already cited in the text?, b. are the English language adequate?, c. are the article structure well manage?)

- State of the art penelitian sebaiknya gunakan hasil penelitian yang diteliti pada jurnal internasional yang terbit 5 tahun terakhir.
- Perlu perbaikan sistematika penulisan artikel.

The overall SCORE for this article (0-100)

60

1:41 AM
0:29 AM
4:00 PM

Search

bad File

This screenshot shows a review of a journal submission. The review is from 'Reviewer C' and is titled 'Revisions Required'. It contains several comments and suggestions:

- Comments on the title: "Comment on the TITLE (it should consist of: the METHOD, AIMS, and OBJECTS)" - "Judul kurang spesifik. Judul dapat ditambah fakultas dan universitas lebih spesifik."
- Comments on abstract: "Comment on ABSTRACT (It should consist of Problem, Aims, Method, Results, Conclusion, and Implication)" - "Proporsi hasil dan kesimpulan terlalu sedikit."
- Comments on introduction: "Comments on INTRODUCTION (It should consist of: background knowledge, state of the art method, research gap, AIMS, and proposed method)" - "Gap belum jelas, perlu ditambahkan masalah penelitian yang lebih jelas dan konkret."
- Comments on materials and method: "Comments on MATERIALS and METHOD (It should consist of: Architecture research, dataset, data collection & measurement, and data analysis)" - "Comments on MATERIALS and METHOD (It should consist of: Architecture research, dataset, data collection & measurement, and data analysis)" - "Metode sudah cukup jelas."
- Comments on results: "Comments on RESULTS (it should consist of: the main finding in Table or Graphics, results should not a raw data)" - "Hasil perlu ditambah pembahasan yang menyeluruh dengan mengurangi proporsi uji validitas dan reliabilitas."
- Comments on discussion: "Comment on DISCUSSION (It should consist of interpretation of the result, comparison with other studies, the limitation of the study, and implication)" - "Pembahasan dapat ditambah dan diperdalam."

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JOURNAL OF INFORMATICS AND TELECOMMUNICATIONS

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Submissions

Round 1

Review Submissions

Notifications

[JITE]
[JITE]
[JITE]

Review

Revisi

Reviewer C:
Recommendation: Revisions Required

Comment on the TITLE (it should consist of: the METHOD, AIMS, and OBJECTS)

Judul kurang spesifik. Judul dapat ditambah fakultas dan universitas lebih spesifik.

Comment on ABSTRACT (It should consist of Problem, Aims, Method, Results, Conclusion, and Implication)

Proporsi hasil dan kesimpulan terlalu sedikit.

Comments on INTRODUCTION (It should consist of: background knowledge, state of the art method, research gap, AIMS, and proposed method)

Gap belum jelas, perlu ditambahkan masalah penelitian yang lebih jelas dan konkret.

Comments on MATERIALS and METHOD (It should consist of: Architecture research, dataset, data collection & measurement, and data analysis)

Metode sudah cukup jelas.

Comments on RESULTS (it should consist of: the main finding in Table or Graphics, results should not a raw data)

Hasil perlu ditambah pembahasan yang menyeluruh dengan mengurangi proporsi uji validitas dan reliabilitas.

Comment on DISCUSSION (It should consist of interpretation of the result, comparison with other studies, the limitation of the study, and implication)

Pembahasan dapat ditambah dan diperdalam.

1:41 AM
0:29 AM
4:00 PM

Search

bad File

This screenshot shows a review of a journal submission. The review is from 'Reviewer C' and is titled 'Revisions Required'. It contains several comments and suggestions:

- Comments on the title: "Comment on the TITLE (it should consist of: the METHOD, AIMS, and OBJECTS)" - "Judul kurang spesifik. Judul dapat ditambah fakultas dan universitas lebih spesifik."
- Comments on abstract: "Comment on ABSTRACT (It should consist of Problem, Aims, Method, Results, Conclusion, and Implication)" - "Proporsi hasil dan kesimpulan terlalu sedikit."
- Comments on introduction: "Comments on INTRODUCTION (It should consist of: background knowledge, state of the art method, research gap, AIMS, and proposed method)" - "Gap belum jelas, perlu ditambahkan masalah penelitian yang lebih jelas dan konkret."
- Comments on materials and method: "Comments on MATERIALS and METHOD (It should consist of: Architecture research, dataset, data collection & measurement, and data analysis)" - "Comments on MATERIALS and METHOD (It should consist of: Architecture research, dataset, data collection & measurement, and data analysis)" - "Metode sudah cukup jelas."
- Comments on results: "Comments on RESULTS (it should consist of: the main finding in Table or Graphics, results should not a raw data)" - "Hasil perlu ditambah pembahasan yang menyeluruh dengan mengurangi proporsi uji validitas dan reliabilitas."
- Comments on discussion: "Comment on DISCUSSION (It should consist of interpretation of the result, comparison with other studies, the limitation of the study, and implication)" - "Pembahasan dapat ditambah dan diperdalam."

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JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING

Comments on RESULTS (it should consist of: the main finding in Table or Graphics, results should not a raw data)

Hasil perlu ditambah pembahasan yang menyeluruh dengan mengurangi proporsi uji validitas dan reliabilitas.

Comment on DISCUSSION (It should consist of interpretation of the result, comparison with other studies, the limitation of the study, and implication)

Pembahasan dapat ditambah dan diperdalam.

Comments on CONCLUSION (it should consist of: restate the AIMS, main findings, and future works)

Kesimpulan cukup jelas.

Comments on REFERENCES (it should be up to date, less self citation (10%), completeness of the references)

Referensi cukup.

Other comments (a. are the figure and table already cited in the text?, b. are the English language adequate?, c. are the article structure well manage?)

Struktur artikel perlu diperbaiki.

The overall SCORE for this article (0-100)

65

JITE (JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING) <http://ojs.uma.ac.id/index.php/jite>

1:41 AM
0:29 AM
14:00 PM

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JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING

JITE Editor Decision 2023-07-28 04:00 PM

Reviewer's Attachments

39813	jite-review-assignment-9636.docx	June 8, 2023
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Revisions

40872	revisi+Jurnal+Ali+Ibrahim+Rev3 JITE OK.docx	June 28, 2023	Article Text
41195	revisi+Jurnal+Ali+Ibrahim+Rev4+JITE+OK (1).docx	July 1, 2023	Article Text

Review Discussions

Name	From	Last Reply	Replies	Closed
Rev2	muhathir2 2023-06-28 10:54 AM	alibrahim 2023-07-01 11:46 AM	2	<input type="checkbox"/>

[Add discussion](#)

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JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING

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Submission ID: 9636

Round 1

Notifications

[JITE] Editor Decision

2023-07-03 10:29 AM

Ali Ibrahim (Author):

We have reached a decision regarding your submission to JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING, "Application of the Service Quality Method to Assess the Quality of Administrative Services at universities".

Our decision is to: Accept Submission

JITE (JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING) http://ojs.uma.ac.id/index.php/jite

2023-07-03 10:29 AM

Reviewer's Attachments

39813 jite-review-assignment-9636.docx June 8, 2023

Revisions

Q Search Upload File

This screenshot shows the JITE author dashboard with a modal window titled '[JITE] Editor Decision'. The message states that the submission has been accepted. It includes the submission URL and the date of the decision. Below the modal, there are sections for 'Reviewer's Attachments' and 'Revisions'.

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JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING

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Submission ID: 9636

Round 1

Notifications

[JITE] Editor Decision

2023-07-28 04:00 PM

Ali Ibrahim, Karisa Anjani Fakhri, Endang Lestari Ruskan, Dedy Kurniawan, Allsela Meiriza (Author):

The editing of your submission, "Application of the Service Quality Method to Assess the Quality of Administrative Services at universities," is complete. We are now sending it to production.

Submission URL: <https://ojs.uma.ac.id/index.php/jite/authorDashboard/submit/9636>

JITE (JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING) http://ojs.uma.ac.id/index.php/jite

2023-07-28 04:00 PM

Reviewer's Attachments

39813 jite-review-assignment-9636.docx June 8, 2023

Revisions

Q Search Upload File

This screenshot shows the JITE author dashboard with a modal window titled '[JITE] Editor Decision'. The message states that the submission has been sent to production after editing. It includes the submission URL and the date of the decision. Below the modal, there are sections for 'Reviewer's Attachments' and 'Revisions'.

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JOURNAL OF INFORMATICS AND TELECOMMUNICATION ENGINEERING

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9636 / Ibrahim et al. / Application of the Service Quality Method to Assess the Quality of Administrative Services at universities Library

Workflow Publication

Submission Review Copyediting Production

Copyediting Discussions

Name	From	Last Reply	Replies	Closed
No Items				

Copyedited

42169 9636 (143-154).docx	July 28, 2023	Article Text
<input type="button" value="Search"/>		

This screenshot shows the 'Copyediting' step in the OJS author dashboard for submission ID 9636. The 'Copyediting' tab is selected under the 'Publication' section of the workflow. The 'Copyediting Discussions' panel is empty, showing a 'No Items' message. Below it, the 'Copyedited' panel lists a single file attachment: '42169 9636 (143-154).docx' from July 28, 2023, with an 'Article Text' link. A 'Search' button is also present in this panel.