

Bukti Korespondensi

Konferensi Internasional

Judul artikel : Potential Relationship between Students' Satisfaction on University Attributes and Positive or Negative Word-of-Mouth (WOM) and Its Correlation with Their Recommendations

Konferensi : ICE-HUMS 2021

No.	Perihal	Tanggal
1	Account registration & validation	14 Mar 2021
2	Abstract submission	14 Mar 2021
3	Major revision	5 Jun 2021
4	Paper accepted	17 Jun 2021
5	Manuscript decision & presentation preparation	17 Jun 2021
6	Conference schedule & Book of Abstract	27 Jun 2021

• ICE-HUMS 2021 : Please Activate Your Account

Yahoo Mail/Email M... ★



• ICE-HUMS 2021

Dari: automail-noreply@confgate.net

Kepada: imelda_junita@yahoo.com



Min, 14 Mar 2021 jam 21.50 ★

Dear Ms. Imelda Junita,

Your registration to ICE-HUMS 2021 has been completed,
please open (copy-paste to browser) the following link to activate your account:

<https://confgate.net/2021/icehums/kfz/pages/activate.php?q=tYHpSTj7E>

Thank you.
Best regards,

ICE-HUMS 2021 Organizing Committee

Website : <https://event.maranatha.edu/icehums2021>

Email : ice-hums2021@maranatha.edu

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• ICE-HUMS 2021 : Your Registration has been Approved

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• ICE-HUMS 2021

Dari: automail-noreply@confgate.net
Kepada: imelda_junita@yahoo.com



Min, 14 Mar 2021 jam 21.51 ☆

Dear Ms. Imelda Junita,

Your Registration has been Approved.
User ID: USER-124
Please use this "User ID" in all correspondence (instead of your name).

Login Link : <https://confgate.net/2021/icehums/kfz/kfz-page/home.php>
Login Email: imelda_junita@yahoo.com
Login Code : xkptrVHeGX

You need the "Login Code" to login to our site, so please do not delete this email.

Please login to submit your abstract and paper.

Thank you.
Best regards,

ICE-HUMS 2021 Organizing Committee
Website : <https://event.maranatha.edu/icehums2021>
Email : ice-hums2021@maranatha.edu

• ICE-HUMS 2021 : Email Validation

Yahoo Mail/Email M... ☆



• ICE-HUMS 2021

Dari: automail-noreply@confgate.net
Kepada: imelda_junita@yahoo.com



Min, 14 Mar 2021 jam 21.52 ☆

Dear Ms. Imelda Junita,

Please open (copy-paste to browser) the following link to validate your email:

<https://confgate.net/2021/icehums/kfz/pages/activate.php?q=tYHpSTj7E>

Thank you.
Best regards,

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:: Submission Summary ::

Create New Submission

Submission Summary		
Abstract ID	Status	
ABS-109 (Oral) Abstract is Accepted Not Presented		
	File	Status
	Payment Proof	Uploaded Confirmed
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To upload new files, click "Abstract" on the top menu, upload buttons are located below your abstract. Upload buttons are available only if the committee opens the access, and are active only if the status of your abstract is "Accepted". New files will replace older ones (if any).

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Analysis of Quality Attributes Affecting Positive and Negative Word-of-Mouth (WOM) of University Students

Imelda Junita, Fanny Kristine, Sherlywati, Rizki Muhamad Sidik

Maranatha Christian University

Abstract File: [Download](#)

Keywords: quality attributes of the university, student satisfaction, positive and negative WOM

Topic: Psychological, Education and Social Resources in the New Normal

Type: Oral Presentation

Info:

Abstract Review Result

Decision: Accepted

Comment:

review result:

Accept

The objective of the study has been revealed clearly, however the important of the study should be elaborated more. For instance: how different this study compared to prior studies. Another issue is the written expression in English. For example: WOM is absolutely formed by experiences and satisfaction of customers, that is the universitys students. You can write: WOM is formed by students experiences and satisfactions. I am looking forward to reading your full paper.

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MANUSCRIPT ASSESSMENT FORM

Manuscript ID: **fall_paper_aba-109_3248386299**

MANUSCRIPT TITLE: **Attributes of Students' Satisfaction Affecting Positive and Negative Word-of-Mouth of University and Effects on Recommendations**

No.	Assessment Points	Reviewer's Suggestions
1	Is the manuscript written well in English? Is the manuscript free from errors (grammatical and spelling errors)?	There are some grammatical mistakes (e.g., "The other study by (Ong, 2017) has proved that students' satisfaction had influence on WOM and switching behaviour directly and significantly"). The author(s) need to proofread the article.
2	Is the title concise and does it clearly illustrate the contents of the manuscript?	The author(s) need to clarify the suitability of the title and content (relevance) since the content of the article discusses the relationship between variables. The author(s) also should clarify the sentences in the title.
3	Is the abstract sufficiently concise and reportorial and does it clearly the contents of the manuscript? -Introduction -Research Objective/Purpose -Method -Result -Conclusion	The abstract reveals the whole article sufficiently.
4	Does the introduction clearly describe the problem, scope, contribution, and purpose of the study?	The author(s) have explained the indication of problems related to the research variables. Research purposes are unavailable.
5	Method and materials • Does the author accurately explain the data collection process including the used instruments/equipment, materials, and the ethical aspects? • Are the statistical methods/statistical tests used sufficiently clear, detailed, and appropriate? (if available) Does the paper contain sufficient information which allows other researchers to replicate the research?	Data collection process and statistical methods are available (in the context of the relationship between variables; see no.2). Author(s) need to explain the source and the details of each abbreviated indication.
6	Results and discussion • Are the results arranged in detail in the form of tables or drawings, or presented in such a way so that they can be understood easily? • Does the author(s) explain what his/her study has discovered and discussed the results according to the relevant literature (and the hypotheses, if any)?	The author(s) need to clarify the results of the study regarding the relationship between variables (relate to the statement: "The levels of satisfaction on these 14 attributes were the predictor of positive WOM by students"). See no.2.
7	Are conclusions brief and clear?	The conclusions correspond to the results, but the

	<ul style="list-style-type: none"> Do the conclusions correspond to the results? Does the author point how the results relate to earlier research? Do the conclusions explain the significance of the obtained results? 	author(s) need to clarify the conclusion regarding the statement: "The results of correlation analysis show that the levels of satisfaction on 14 university attributes are the predictor of positive WOM by students and 7 of these attributes are also the predictor of negative WOM". See no.2.
8	References: <ul style="list-style-type: none"> Are there any important works that have not been included? Are the references to related works adequate? Are the references accurate? Are the references written based on the given guidelines (recently sources, good resources, maximum 10 years) 	The names of the journals are not available for some sources (Jurnal, Online, Pajner). The author(s) need to complete them.
9	Has the research received any Ethical clearance?	The study is about satisfaction, WOM, and recommendations of the respondents, which does not require ethical clearance.

Decision	Check (X)
• Manuscript can be published without any revisions	
• Manuscript can be published after major revisions	X
• Manuscript can be published after minor revisions	
• Manuscript cannot be published	

Bandung, 5 Juni 2021

(Reviewer)

Submission Final Decision

Decision: Accepted

Comment:

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ICE-HUMS 2021

International Conference on Emerging Issues in Humanities Studies and Social Sciences

Online Virtual Conference, 1-2 July 2021

Website: <https://event.maranatha.edu/icehums2021>

Email: ice-hums2021@maranatha.edu

Letter of Acceptance for Full Paper

Dear Authors: Imelda Junita, Fanny Kristine, Sherlywati, Rizki Muhamad Sidik

We are pleased to inform you that your paper, entitled:

"Analysis of Quality Attributes Affecting Positive and Negative Word-of-Mouth (WOM) of University Students"

has been reviewed and accepted to be presented at ICE-HUMS 2021 conference to be held on 1-2 July 2021 in Bandung, Indonesia.

Please make the payment for registration fee before the deadlines, visit our website for more information.

Thank You.

Best regards,

A handwritten signature in blue ink, appearing to read "Hapnes", is placed above the printed name of the chairperson.

Dr. Hapnes Toba, M.Sc.
ICE-HUMS 2021 Chairperson





ICE-HUMS

Dari: ice-hums2021@maranatha.edu

Kepada: Se Tin, Imelda Junita, riawardani_p@yahoo.co.id, Kresentia_kayan



Kam, 17 Jun 2021 jam 14.43



From: ICE-HUMS

Sent: Monday, June 14, 2021 11:50 PM

Subject: Manuscript Decision and Presentation Preparation

Dear respectful authors,

Please log in to the Konfrenzi system to notice the details of reviewer comments. Your manuscript is welcome to be presented and will be included in the proceedings after the camera ready is received (the precise date will be determined after the conference).

You can download the Letter of Acceptance (LoA) for administration and payment purposes, only after there is a revised paper (semi-final/temporary version) uploaded into the system. There will be some instructions for the camera ready (the final) version after the conference. We will contact you further for this issue.

You will or already have been emailed if there are some major issues in the manuscript. Otherwise, if the revised version has not been uploaded yet (minor revision), please upload it as soon as possible and prepare your presentation.

For your presentation, please prepare it as follows:

1. Please use the attached presentation template. Detail instructions for video preparation can also be seen in the template.
2. Prepare a video recording for max. 10 minutes and upload it to YouTube. You can insert the YouTube Video-ID into the Konfrenzi system.
3. The deadline for the Video-ID submission is on June 25th, 2021.
4. We will send you the presentation schedule by email on June 28th, 2021, and a WhatsApp Group Link-ID to join discussions regarding the conference.

Please contact us for any further enquiries.

Kind regards,
Committee



PPT ICEHU... .pptx
1007.2kB



• ICE-HUMS

Dari: ice-hums2021@maranatha.edu



Min, 27 Jun 2021 jam 21.10 ☆

Dear authors,

We have finally the conference schedule, included in the Book of Abstract (BoA), attached to this email.

The BoA will also be available soon in the conference websites:

ICE-TES: <https://event.maranatha.edu/icetes2021/>

ICE-HUMS: <https://event.maranatha.edu/icehums2021/>

The participants of ICE-TES and ICE-HUMS can use the links below to access each event separately, except for the opening and closing ceremonies (we use ICE-HUMS link only).

INTERNATIONAL CONFERENCE ON EMERGING ISSUES – ICE HUMS

Time: This is a recurring meeting

Meet anytime Join Zoom Meeting

<http://gg.gg/ICEHUMS>

Meeting ID: 858 132 1255

Passcode: ICE

INTERNATIONAL CONFERENCE ON EMERGING ISSUES – ICE TES

Time: This is a recurring meeting

Meet anytime Join Zoom Meeting

<http://gg.gg/ICETES>

Meeting ID: 869 481 9461

Passcode: ICE

Please check your presentation schedule in the BoA and use the designated ICE-HUMS or ICE-TES conference Zoom link.

After you join the link, you can choose the room in which you are scheduled to present your paper. You may also join any other presentation rooms which you are interested in. But please make sure to be present in your presentation schedule.

We hope that all authors can join the opening session on Thursday, July 1st, 2021, at 9:00 am (Western Indonesia Time GMT+7), and the closing ceremony on Friday, July 2nd, 2021, at 14:30 pm.

Attached to this email, we also provide virtual backgrounds of the conferences. Please use it when you join the virtual conference.

We will also invite you to join our WhatsApp Group to discuss specific issues regarding the presentation. We use the registered first author's phone number as recorded in our system. Of course, you can also use this email address for further enquiries.

Thank you very much for your cooperation.

Kind regards,
Committee

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686.1kB



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