

## Research Article

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# Written Title with Font Times New Roman 16 Bold Print (20 Word Maximum)

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**Abstract:** *Abstract also written in English containing key issues, objectives, methods and results. Abstract written in a single paragraph is, no more than 200 words. (Times New Roman 11, single space, and italics).*

**Keywords:** *a minimum of 3 keywords in the paper and sorted according to the alphabet (TNR, 11, single spaced and italicized).*

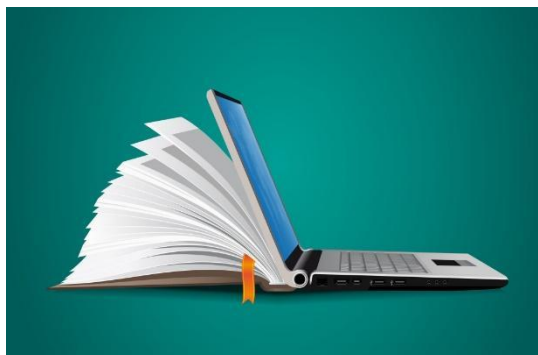
## Introduction (TNR, 14 Bold)

The introduction includes background on issues or problems, urgency and rationalization of service activities. The activity objectives and problem-solving plans are presented in this section. Relevant literature reviews and analysis of specific situations for service are included in this section. The citation and citation model used in the article is APA Style. (Times New Roman, 12, normal).

## Implementation Method (TNR, 14 Bold)

The method explains the design of activities, how to select the target audience, the materials and tools used, the design of the tools and their performance and productivity, data collection techniques, and data analysis techniques. [Times New Roman, 12, normal].

If there is an image in the content of the paper, then the image is placed after the paragraph that relates / discusses the image with 1 space (10 pt); captioned with Image and Arabic number (bold), followed by the title of the image placed under the image in question, the font size of the image description is 10 pt.



**Image:** Description

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| Variable | Speed (rpm) | Power (kW) |
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| x        | 10          | 8.6        |
| y        | 15          | 12.4       |
| z        | 20          | 15.3       |

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## Results And Discussion (TNR, 14 Bold)

### Subsection 1 (TNR 12 Bold)

### Subsection 2 (TNR 12 Bold)

## Conclusion (TNR, 14 Bold)

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## References (TNR, 14 Bold)

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- Hafeez, S., & Hasnu, S. (2010), "Customer satisfaction for cellular phone in Pakistan: A case study of Mobilink", *Business and Economics Research Journal*, Vol.1 No. (3), pp. 35-44.
- Hafeez, S. and Muhammad, B. (2012), "The Impact of Service Quality, Customer Satisfaction and Loyalty Programs on Customer's Loyalty: Evidence from Banking Sector of Pakistan", *International Journal of Business and Social Science*, Vol.3 No. 16, pp. 200-209.
- Heriyadi, Listiana, E. and Lay, YN (2018). *An Analysis of the Influence of Service Quality, Personal Selling and Complaint Handling and Trust on Customer Retention (Survey of Bank Harda International Savings Customers, Pontianak Branch)*. Volume 7 Number 2.
- Kotler.P. (2008). *Marketing Principles 2*. Twelfth Edition. Jakarta: Erlangga.

**Bibliography / the main references used in the research are national / international journals and proceedings. All references should be up to date (up to date) with scientific developments and written using APA Style.**

### Notes:

- Manuscripts/papers are written in a ready- made DOC format and are ready to print according to the provided template
- The length of the manuscript/paper is about 6–10 pages and typed 1 space