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The affiliation is written in full name (not abbreviation) just as the example below:

¹Departement of Islamic Economics, Faculty of Islamic Economics and Business, Institut Agama Islam Negeri Parepare, Indonesia

²Departement of Islamic Economics, Faculty of Economics and Business, Universitas Negeri Surabaya, Indonesia

³Departement of Law, Faculty of Sharia, Universitas Islam Negeri Surabaya, Indonesia

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***Corresponding author**

e-mail: violaalaya12@gmail.com

ABSTRACT

*This research aims to examine the Implementation
xxxx xxxxx x x x x xxxxx xxxxx xxxxx*

Abstrak: Penelitian ini bertujuan untuk menganalisis generasi kepuasan nasabah milenial di bank syariah Indonesia (BSI). Penelitian ini menggunakan pendekatan kuantitatif dengan metode survey. Kuesioner telah diberikan kepada umum umum. Data yang terkumpul dianalisis menggunakan metode statistik deskriptif dan inferensial. Studi ini bertujuan untuk mengetahui Bagaimana pengaruh penggunaan mobile banking terhadap kepuasan nasabah generasi milenial di Bank Syariah Indonesia (BSI). Hasil penelitian menunjukkan bahwa pengaruh penggunaan mobile banking terhadap kepuasan nasabah generasi milenial berpengaruh positif dan signifikan terhadap minat menabung nasabah di Bank Syariah Indonesia (BSI) dan tingkat hubungan sedang artinya tidak terlalu kuat dan tidak terlalu lemah, namun signifikan antara kepuasan nasabah milenial dalam penggunaan mobile banking di bank BSI.
Kata kunci: Kepuasan Nasabah, Generasi Milenials, Mobile Banking, Bank BSI

INTRODUCTION

Your text is here, in 12 pt font-size, 1 line-spacing; don't add space before and/or after paragraph. It is much better to not format your text in a specific technique, instead, just leave it plain except that you really need to type certain words in a "special method", or to emphasize certain word or words. Italic is a must in typing non-English word. Arabic word is transliterated based on Al-Jami'ah style, which is available for download in PDF file format [url:].

Please explore in more words the background of your paper and your current research position among other research on related themes. You should discuss here as well your research's relations with those of other researchers; literature review, especially on most relevant, newly academic works published in high reputation journals, is a must (Chapra, 2001).

To put it another way, please try to answer at least two questions: (1) why you believe that your research question is such an important to answer; and (2) how other scholars have or have not answered, or how you think your answer would be a contribution to the existing scholarship on the subject(Wulpiah, 2016).

A detailed description of your methods in doing the research is not necessary to write down in this section, but if you think you have to do so, you may mention it slightly in one or two sentences (Chamid, 2010).

A little bit of exploration on the flows of your discussion and the expected final results will be good points for closing this introduction section.

THEORY

This section is dedicated to the significant literature resources that contributed to the research. The author should survey scholarly articles, books and other sources relevant to the area of research, providing a description, summary, and critical evaluation of each work.

METHODS

The research method must be clearly and appropriately conveyed and contain a research design, population, sample, data collection method, and data analysis method, written with Book Antiqua 12 letter space 1. Conceptual articles/literature studies do not need to write research methods (Moleong, 2010).

RESULT AND DISCUSSION

Here you may discuss every aspect of the issue one by one. It is necessary to build argument and to provide original data discussed and compared to research and works of other scholars. In other words, the way to discuss an issue here is by combining the data and the discussion. So, it is not recommended to separate merely data description from the analysis on it.

Every quotation is written down in a specific way that can be identified as a “quotation” different from your original text. At the end of every quotation, you have to put its reference[s] in footnote style of Turabian 8th edition. A reference must also be put in the end of every citation that paraphrasing ideas from someone’s works. If citation is taken from a book, it must be like this, and the subsequent citation is like this. A book with volumes, cited in a subsequent note; please note that the footnote reference number is placed after [not before] any punctuation. Citations from any previous references, but not subsequently cited, is noted like this. Just mention the last name of the author and the sorted version of the work’s title.

The Second Aspect of the Discussion, the Style of Other References

Examples of references other than book are paper in a journal, or this journal, websites, magazines and newspapers, reports, book chapters, a master thesis, and a PhD thesis.

Table 1. Table 1

Table	Table	Table

The Third Aspect of the Discussion, and so on

It is possible to add sections as needed. A section may consist of several sub-sections, typed in bold-italic and numbered list style, like the following example.



Figure 1. Figure xxxx

Sub-Section as Part of its Parent Section

You do not need to add any special indentation in typing body text under sub-section heading. The body text here is typed just like any other body text.

Another Sub-Section

Although you may need another sub-heading under this “sub-section”, it is strongly not recommended to do so. Instead, please arrange your discussion and explanation in narrative paragraphs. In addition, listing style of text paragraph is also not suggested.

Figure and Other Illustrations

If you need to include any table, figure, image, or other illustration, please provide a high resolution picture file as an attachment for your submission file. We will be very happy, however, if you can convert such illustration into narratives and do not include any picture in your paper (Alfiyah & Riyanto, 2019).

CONCLUSION

Please provide here your remarks as closing statement. It could be a final conclusion from your discussion and analysis and your recommendations for further research project. In this section as well you may give your

acknowledgment for people and parties whose supports make your research possible(Lanero et al., 2011).

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