



Written Title with Font Times New Roman 14 Bold Print (20 Word Maximum)

Author¹, Author²

(Font Time New Roman 11 Bold, should not be abbreviated and without a title)

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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).

The abstract is not the same as the summary. The abstract section in scientific papers serves to briefly analyze the contents of the work. The abstract is intended to clarify. The abstract section must address approximately 200 words that summarize the objectives, formulation of the problem, method, findings, and conclusions. In the section after the Abstract, the keywords of the intended scientific paper are included.

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

INTRODUCTION (TNR, 12 Bold)

The introduction contains a statement of the phenomenon under study, which informs the reader to understand the specific objectives in the larger theoretical framework. This section can also include information about the background of the problem, addressing theoretical problems such as the gap between expectations and reality, then formulated to be a problem statement.

LITERATURE REVIEW (Optional)

In article writing, if it uses theory, it must be contained important theories that support and directly relate to the topic of the article the results of the research report. Each theory referred to is accompanied by the name of the journal author (only one word, last name if more than one word), and year of publication. It should be noted, that referenced from journals, theses, and dissertations is the result of his research, not the theoretical basis or research method.

METHOD (TNR, 12 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].

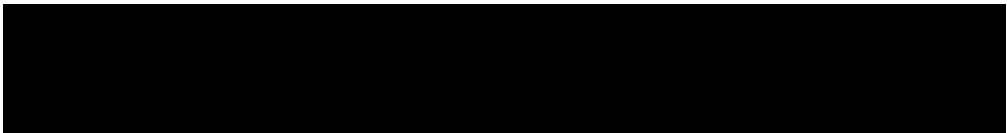


Table captions are placed above the table. The title of the table is written in the middle of the space 1. The table should not be an image. An example can be seen in Table 1. If after the illustration is continued with the writing of the next section, then the distance is 2 spaces.

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

Numbering is written in brackets and right aligned. Leave a space of 1 space with the paragraphs before and after it. Writing the equation in *font* Times New Roman *font* Symbol. If there are multiple equations, number the equations. Equation numbers should be sequential, place them on the far right, namely (1), (2), and so on. Use signs to make writing equations more concise. Use *italic font* for variable [3].

Notation of written mathematical equations should be included at the end of the article before the Bibliography, and given the unit (SI)

This section presents the results with clear descriptions. Results can be supplemented with tables, graphs (pictures), and/or charts. The discussion section describes the results of processing data or information, interpreting the findings logically, linking them to relevant reference sources, and the implications of the findings [7]. [Times New Roman, 12, normal].

[illegible][illegible]



The conclusion explains what is expected in the Introduction section, as well as conclusions from the Results and Discussion *section*. Conclusions can also be added to the development plan for the implementation of future service.

REFERENCES

- Gerson, RF (2004). Measuring Customer Satisfaction. Jakarta: PPM.
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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