

Acceptance Letter - Paper 122 External Kotak Masuk X



13th ISIEM 2021 <13thisiem2021@easychair.org>
kepada saya

Jun, 23 Apr 2021, 20:55 ☆ ↶ ⋮

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Dear Rina Fitriana,

Please find attached the acceptance letter for your further action.

Thank you.

Sincerely,

13th ISIEM Committee

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NOTIFICATION OF PAPER ACCEPTANCE

Dear Respected Authors,

It is a pleasure to inform that your submission (detailed below) is *accepted* at the 13th International Seminar on Industrial Engineering and Management (13th ISIEM). As you are aware of, 13th ISIEM will be held on July 28, 2021 in Bandung, Indonesia.

Author(s) : Rina Fitriana, Wawan Kurniawan and Willierod Gerry
Title : PROPOSED DEVELOPMENT PROCESS TO IMPROVE
CUSTOMER QUALITY OF SERVICE WITH FUZZY-SERVQUAL
AND DATA MINING METHODS IN INSURANCE AGENCY
Paper Code : 122
Review result : Accepted, with revision

Kindly refer to Reviewers' and Editor's comments for any necessary revision. Please submit the final version of your manuscript on or before April 30, 2021. Please ensure that the submitted final version of your manuscript is in accordance with the prescribed format.

On behalf of the Organizing Committee of 13th ISIEM, I would like to *congratulate you for the acceptance of your paper and to thank you for participating in 13th ISIEM.*

Other arrangements regarding the conference will be informed through you or updated through the website. Should you have any inquiry, please do not hesitate to contact us. Looking forward to see you in Bandung for 13th ISIEM.

Jakarta April 23rd, 2021

13th International Seminar on Industrial Engineering and Management Committee
Chairman,



Dr. Winnie Septiani, S.T., M.Si., IPM

COMMITTEE SECRETARIAT:
Industrial Engineering Department, Universitas Trisakti
Jl. Kyai Tapa No. 1 Jakarta 11440
☎ +62215663232, Ext. 8407
🌐 <https://isiem.net>
✉ secretariat@isiem.net



13th ISiEM 2021 - 13thisem2021@easychair.org

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Dear Rina Fitriana, Wawan Kurniawan and Willem Gerrit,

We would like to inform you that we already finish reviewing your paper.

Paper: 122

Title: PROPOSED DEVELOPMENT PROCESS TO IMPROVE CUSTOMER QUALITY OF SERVICE WITH FUZZY-SERVOQUAL AND DATA MINING METHODS IN INSURANCE AGENCY

Please find the comment from reviewer below

You can revise your paper at the latest by May 05th 2021

Thank you

Regards,
ISiEM Committee

REVIEW 1

Title page - Comply with conference theme. Specific: differentiates this research from other published papers on the subject

SCORE: 1 (Yes)

Author(s) - e-mail address of the corresponding author included

SCORE: 1 (Yes)

Abstract has: background, objectives, methods, result, conclusion in the right order

SCORE: 1 (Yes)

Keywords Contain 3-6 words

SCORE: 1 (Yes)

Title page - Comment

1. In general, the writing format of this paper should be revised according to the ISiEM format. For example the layout of the title, introduction and so on, table titles, figure titles, table formats, writing formulas, methods and sequence of citations. See author templates at www.isiem.net

2. Formatting sections: 11 point Times bold (Capitalize Each Word), 1 line space before a section, No additional space after a section heading

Introduction - Clearly state the background that explains the problem

SCORE: 1 (Yes)

Introduction - Clearly state the problem being investigated (PROBLEM DEFINITION)

SCORE: 1 (Yes)

Introduction - Clearly state the reasons for conducting the research

SCORE: 1 (Yes)

Introduction - Comments for Introduction

1. Paper layout in 1 column.

2. Typo: INTRODUCTION

3. The citation numbering method must be sequential. Starting from numbers 1,2 etc. In this paper, the citations starting from number 9 and the next are not sequential.

4. On page 2 there is an paragraph with an unclear layout, please revise it

Research method - If there are an algorithm, formulation, flowchart, etc., it should be explained clearly

SCORE: 1 (Yes)

Research method - Explain briefly about the data collection process

SCORE: 1 (Yes)

Research method - Comment

quite clear

Result and discussion - Accompanied by tables, figures, charts which present data

SCORE: 1 (Yes)

Result and discussion - State limitations

SCORE: 0 (No)

Result and discussion - Suggest recommendation

SCORE: 0 (No)

Result and discussion - Comments

1. Please revise table(1,2,3) format --> Tables should have only horizontal rules and no vertical ones. Generally, only three rules should be used: one at the top of the table, one at the bottom, and one to separate the entries from the column headings. Table rules should be 0.5 points wide.

2. Please add limitations and suggestions for this research

Conclusion - Summarize this research

SCORE: 1 (Yes)

Conclusion - Comment

quite clear

References: All references should be cited

SCORE: 1 (Yes)

References: Cite primary sources (journal article) - last 10 years

SCORE: 1 (Yes)

References - Comment

The method and sequence of citations are revised according to the ISiEM format

Figures & Tables should be in English and captions included in text

SCORE: 1 (Yes)

Language - Tenses and grammar

SCORE: 2 (Fair)

Figures, Tables & Language - Comment

quite clear

Overall evaluation

SCORE: 1 (weak except)

TEXT:

Paper accepted with revisions

Reviewer's confidence

SCORE: 4 (high)

REVIEW 2

Title page - Comply with conference theme. Specific: differentiates this research from other published papers on the subject

SCORE: 1 (Yes)

Author(s) - e-mail address of the corresponding author included

SCORE: 1 (Yes)

Abstract has: background, objectives, methods, result, conclusion in the right order

SCORE: 1 (Yes)

Keywords Contain 3-6 words

SCORE: 1 (Yes)

Title page - Comment

The Abstract:

Please correct the word "Method" on line 2.

Please rewrite the last two sentences - they do not seem to make sense. Perhaps this will sound better: "Decision trees in manual calculations 'RESULTS' are the same as the results of calculations using the Rapid Miner [is this a name?] or should have been 'Mmer' Studio application. Based on the decision tree obtained, 'If, then' rule can be obtained as a pattern of satisfaction and dissatisfaction.

Introduction - Clearly state the background that explains the problem

SCORE: 1 (Yes)

Introduction - Clearly state the problem being investigated (PROBLEM DEFINITION)

SCORE: 1 (Yes)

Introduction - Clearly state the reasons for conducting the research

SCORE: 1 (Yes)

Introduction - Comments for Introduction

1. INTRODUCTION --> must be 1. INTRODUCTION

The LITERATURE REVIEW may be deleted as this is not needed in ISiEM/MOP paper format. Also the flow of the writing is not following the right sequence --> Customer satisfaction is the key to creating customer loyalty. Many benefits are received... Validity shows the extent to which a measuring device measures what you want by the company by achieving a high level of customer satisfaction... etc

Research method - If there are an algorithm, formulation, flowchart, etc., it should be explained clearly

SCORE: 1 (Yes)

Research method - Explain briefly about the data collection process

SCORE: 1 (Yes)

Research method - Comment

The description needs to be elaborated - the writing structure needs to be consistent either one or two columns.

Result and discussion - Accompanied by tables, figures, charts which present data

SCORE: 1 (Yes)

Result and discussion - State limitations

SCORE: 0 (No)

Result and discussion - Suggest recommendation

SCORE: 0 (No)

Result and discussion - Comments

Tables should be written in the proper format as requested by ISiEM/MOP

The paper flow of description needs to be reviewed and smoothed. The following paragraph is written twice (below table 7):

The inference process is the reasoning used based on the composition of the min. This process consists of determining the rules of the bounding value of each set in each variable and determining the predicate value.

The inference process is the reasoning used based on the composition of the min. This process consists of determining the rules of the bounding value of each set in each variable and determining the predicate value.

----- Conclusion - Summarize this research -----

SCORE: 0 (No)

----- Conclusion - Comment -----

Conclusion should divide the author's interpretation of the results - not only listing the results.

----- References: All references should be cited -----

SCORE: 1 (Yes)

----- References: Cite primary sources (journal article) - last 10 years -----

SCORE: 1 (Yes)

----- References - Comment -----

References are not yet written following the ISIEMIOP format

----- Figures & Tables should be in English and captions included in text -----

SCORE: 1 (Yes)

----- Language - Tenses and grammar -----

SCORE: 2 (Fair)

----- Figures, Tables & Language - Comment -----

The format of the paper needs to be consistent either one or two columns.

----- Overall evaluation -----

SCORE: 2 (accept)

----- TEXT:

The paper is hard to read to get the proper understanding. The paper needs to be reviewed for ease of following the ideas. Perhaps simplifying or reducing some unimportant tables will help.

----- Reviewer's confidence -----

SCORE: 3 (medium)

----- Turnitin Results: -----

The similarity of your paper is 17%

The results are accepted.

13th ISIEM 2021 submission 122 (NOTIFICATION OF TURNITIN RESULTS) External Kirim Masuk



13th ISIEM 2021 <13thisiem2021@eaagchkar.org>

kepada saya

Sen, 3 Mei 2021, 11:47

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Dear Respected Authors,

Thank you for considering **13th ISIEM** Conference 2021.

The following is Turnitin Results for your paper:

Author(s) : Rina Fitriana, Wawan Kumawan, Wilberod Gerry
Title : PROPOSED DEVELOPMENT PROCESS TO IMPROVE CUSTOMER QUALITY OF SERVICE WITH FUZZY-SERVOQUAL AND DATA MINING METHODS IN INSURANCE AGENCY.

Paper Code : 122

Results generated: 17%

Review result : The similarity of your paper is less than 20%. The Turnitin results are accepted.

Other arrangements regarding the conference will be informed through you or updated through the website. Should you have any inquiry, please do not hesitate to contact us. Looking forward to see you in Bandung for **13th ISIEM**.

Best regards,
ISIEM Committee

Presentation Rina Fitriana



RINA FITRIANA <rinaf@trisakti.ac.id>

kepada Secretariat

Rab, 21 Jul 2021, 16:01

[GMT20210720-132121_Recording_1920x980.mp4](#)

Dear 3th **ISIEM** committee

This is our PPT and Video presentation. Thank you for your cooperation.

Best Regards,

Rina Fitriana

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REMINDER [13th ISIEM CONFERENCE] AUTHORS' COMPULSORY ATTENDANCE External Kirim Masuk



ISIEM Official <secretariat@isiem.net>

kepada Riana, Yung, Ming, Dody, Akbar, Yudha, Klint, Feryanto, Muhamad, Hasbullah, Emi, Dian, Winnie, Nadiyah, Azizah, Niken, Aprilia, Widya, Naomi, Winnie, Maria, Ronald, Nunung, Machfud, Risky, Wei-Jung, Rifi, Padiroh, Achmad, Sawarni, Arif, Natalia, Joko, Muchamad, Hendrik, Zulfia, Atyanti, Ar

Sel, 27 Jul 2021, 07:36

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Dear Authors,

Thank you for joining the **13th ISIEM** 2021 as author. We would like to officially inform that due to current emerging pandemic cases and regulation in Indonesia, it is regretfully decided by the **13th ISIEM** committee to bring all presentation sessions virtually.

Please pay attention to the following information:

- ISIEM** will be held as scheduled on **Wednesday, July 28, 2021, 08.30-17.00** with the **Zoom link: <https://zoom.us/j/98532172542?pwd=R3dEVAZrRWJndzFvWWhlXzJlUEZCOT09>**
- Here attached Program Book **ISIEM** 2021.
- The authors' attendance is compulsory. The committee will not submit the papers to the publisher (AIP Publishing Scopus) if the author does not attend the presentation.**
- Control of the PowerPoint slide is by the **author during the live presentation**. Optionally, the author can request the committee to operate it on their behalf.

Thank you for your cooperation.

Secretariat **ISIEM**



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13th ISIEM IS LIVE TODAY_08.30 AM_ AUTHORS' COMPULSORY ATTENDANCE External Kotak Masuk x



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kepada Riana, Yung, Ming, Dody, Akbar, Yudha, Klint, Fergyanto, Muhamad, Hasbullah, Erni, Dian, Winnie, Nadiyah, Azizah, Niken, Aprilia, Widya, Naomi, Winnie, Maria, Ronald, Nunung, Machfud, Rizky, Wei-Jung, Rifki, Paduloh, Achmad, Sawarni, Arif, Natalia, Joko, Muchamad, Hendrik, Zulfah, Ahyani, Ar

Rab, 28 Jul 2021, 06:32 ☆ 🗑️ ↶ ⋮

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Dear Authors,

Thank you for joining the 13th ISIEM 2021 as author. We would like to officially inform that due to current emerging pandemic cases and regulation in Indonesia, it is regretfully decided by the 13th ISIEM committee to bring all presentation sessions virtually.

Please pay attention to the following information:

1. ISIEM will be held as scheduled on Wednesday, July 28, 2021, 08.30-17.00 with the Zoom link: <https://zoom.us/j/9553217254?pwd=R3JlVnYzRWJndzFVeWJhUXdJUEZCOUo>
2. Here attached Program Book ISIEM 2021.
3. The authors' attendance is compulsory. The committee will not submit the papers to the publisher (AIP Publishing Scopus) if the author does not attend the presentation.
4. Control of the PowerPoint slide is by the author during the live presentation. Optionally, the author can request the committee to operate it on their behalf.

Thank you for your cooperation.

Secretariat ISIEM



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13th ISIEM PAPER IS NOW PUBLISHED ONLINE IN THE AIP CONFERENCE PROCEEDING External Kotak Masuk x



ISIEM Official <secretariat@isiem.net>

kepada Riana, Yung, Ming, Dody, Akbar, Yudha, Klint, Fergyanto, Muhamad, Hasbullah, Erni, Dian, Winnie, Nadiyah, Azizah, Niken, Aprilia, Widya, Naomi, Winnie, Maria, Ronald, Nunung, Machfud, Rizky, Wei-Jung, Rifki, Paduloh, Achmad, Sa

Rab, 9 Agu 2023, 11:47 ☆ 🗑️ ↶ ⋮

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Hello,

I am pleased to tell you that your AIP CP Volume 2485 is now published online. You and your conference participants can access your volume on our AIP Publishing platform here: <https://pubs.aip.org/aip/acp/issue/2485/1>. The cover image will be updated within 2 business days.

Access will be freely available for the first 15 days after publishing. After that you will need the following access code that you can distribute to your conference participants. The access code will allow for online access of your volume for the period of one year. Remember that this is highly confidential information, so kindly remind participants of this confidentiality.

Please visit the following link for instructions on how to create an account and access your CP volume until the scheduled expiration date: https://pubs.aip.org/aip/acp/pages/access_codes

The access code for your volume is confproc_2485.

In addition, we would like to remind you that we will be emailing your attendees informing them of their access once the volume is available on our POD site? We warmly invite you to take a look: <http://printorders.aip.org/>.

I would like to take this opportunity to ask if you enjoyed your publishing experience with AIP. We are always delighted to receive feedback from conference organizers as a way to help us improve our services to the community? It has been a pleasure working with you and we would be delighted to work with you again in the future.

We look forward to hearing back from you.

Best regards,

Conference Proceedings

Secretariat ISIEM

CERTIFICATE

presented to:

Dr. Rina Fitriana, S.T., M.M., IPM.

as

Presenter

**INTERNATIONAL SEMINAR ON
INDUSTRIAL ENGINEERING AND MANAGEMENT**

13th ISIEM 2021

[Production and Service System in The New Normal Era]

Bandung, West Java, Indonesia

July 28, 2021

Chairman



Dr. Winnie Septiani, ST, MSi, CIQaR



**Organized by:
INDUSTRIAL ENGINEERING DEPT.**



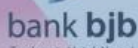
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