



Saida Zainurossalamia ZA &lt;saida.zainurossalamia.za@feb.unmul.ac.id&gt;

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## MA6271: Your manuscript has been submitted

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Kepada: saida.zainurossalamia.za@feb.unmul.ac.id

4 Juli 2022 pukul 14.47

Dear Saida Zainurossalamia,

Saida Zainurossalamia has submitted the manuscript 'The Mediating Role of Infrastructural Elements in Operational Activities' Impact on Customer Satisfaction to Innovative Marketing on 04.07.2022.

Submission form contains the following details:

Journal: Innovative Marketing

Manuscript title: The Mediating Role of Infrastructural Elements in Operational Activities' Impact on Customer Satisfaction

### Authors Information

Author - Correspondent

First Name: Saida

Last Name: Zainurossalamia

Position

Degree: Lecturer

Faculty: Faculty of Economics and Business

Department: Management

University: Mulawarman

Business Address

Postal university address

City: Samarinda, Country: ID

Personal university web page: <https://feb.unmul.ac.id/>

Email: [saida.zainurossalamia.za@feb.unmul.ac.id](mailto:saida.zainurossalamia.za@feb.unmul.ac.id)

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Researcher ID: N/A

Co-authors

Co-Author's First Name: Dwi

Co-Author's Last Name: Martiyanti

Co-Author's University: Mulawarman

Co-Author's Faculty: Faculty of Economics and Business

Co-Author's Department: Management

Co-Author's Degree: Lecturer

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Co-Author's ORCID: N/A

Co-Author's Researcher ID: N/A

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Co-Author's Last Name: Achmad

Co-Author's University: Mulawarman

Co-Author's Faculty: Faculty of Economics and Business

Co-Author's Department: Management

Co-Author's Degree: Lecturer

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Co-Author's ORCID: N/A

Co-Author's Researcher ID: N/A

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Co-Author's Faculty: -

Co-Author's Department: -

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Co-Author's Department: Management

Co-Author's Degree: Lecturer

Co-Author's Email: [rizky.yudaruddin@feb.unmul.ac.id](mailto:rizky.yudaruddin@feb.unmul.ac.id)

Co-Author's ORCID: N/A

Co-Author's Researcher ID: N/A

Kind regards,

undefined



Saida Zainurossalamia ZA &lt;saida.zainurossalamia.za@feb.unmul.ac.id&gt;

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## MA6271: Notification on Submission

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**v.obravyt@manuscript-adminsystem.com** <v.obravyt@manuscript-adminsystem.com>  
Kepada: saida.zainurossalamia.za@feb.unmul.ac.id

26 Agustus 2022 pukul 20.31

Dear Saida Zainurossalamia,

the manuscript The Mediating Role of Infrastructural Elements in Operational Activities' Impact on Customer Satisfaction, submitted to Innovative Marketing Journal, needs to be revised.

### Comments:

Your manuscript has been reviewed

Please see the comments below:

Reviewer 1:

Shorten and specify the purpose of the study.

The author should not use abbreviations in the abstract. Do this in the Introduction. In the abstract, when demonstrating the result, use quantitative indicators and characteristics. How appropriate are many such hypotheses??? This is the first time the editors have come across such a thing.

Keywords should reflect the main idea and content of the article. It is desirable that they do not repeat the words from the article's title and really were mostly words, not phrases.

Abbreviations should not be used in the Introduction.

The Introduction is devoted exclusively to the relevance of the research topic and the formulation of the problem in general (it should be reduced, it is 0,5-1 page of text).

The literature review of the analyzed sources should be 40-50, and most should be relevant articles. It should begin with a few introductory sentences. The author should also complete the review with 2-3 general sentences. After the Literary Review:

- 1) the aim of the study should be formulated (clearly and specifically),
- 2) then point out the hypotheses - if anticipate them -(all together and do not insert text between them)

The conclusions are incorrect. There should be such a logic - indicate the purpose of the study, briefly demonstrate the result, indicate what conclusions should be drawn from it.

The deadline for revisions is 2022-09-01

To revise a manuscript please don't forget to log in to the system and to upload a revised manuscript!

Kind regards,

Viktorii Obravyt  
Managing Editor  
Journal Innovative Marketing



Saida Zainurossalamia ZA &lt;saida.zainurossalamia.za@feb.unmul.ac.id&gt;

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Kepada: saida.zainurossalamia.za@feb.unmul.ac.id

7 September 2022 pukul 02.21

Dear Saida Zainurossalamia,

the manuscript The Mediating Role of Infrastructural Elements in Operational Activities' Impact on Customer Satisfaction, submitted to Innovative Marketing Journal, needs to be revised.

### Comments:

In the title of the article and in the purpose, it should be said that we are talking about restaurants. Who exactly was interviewed? Why such a selection? How relevant is it?

Write the conclusion of the Introduction more responsibly.

The Literature review should be completed with 2-3 summarizing sentences. Then formulate the purpose of the research (clearly and concretely). And after that, make hypotheses.

Remove abbreviations in Conclusions.

The deadline for revisions is 2022-09-13

To revise a manuscript please don't forget to log in to the system and to upload a revised manuscript!

Kind regards,

Viktorii Obravyt  
Managing Editor  
Journal Innovative Marketing



Saida Zainurossalamia ZA <saida.zainurossalamia.za@feb.unmul.ac.id>

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## MA6271: Notification on Submission

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**v.obravyt@manuscript-adminsystem.com** <v.obravyt@manuscript-adminsystem.com>  
Kepada: saida.zainurossalamia.za@feb.unmul.ac.id

9 September 2022 pukul 16.11

Dear Saida Zainurossalamia,

The submitted manuscript 'The Mediating Role of Infrastructural Elements in Operational Activities' Impact on Customer Satisfaction to Innovative Marketing Journal has passed the review process and is waiting for your decision regarding the publishing.

Please log in to the system to start or decline the publishing process.

Thanks.

Kind regards,

Viktorii Obravyt  
Managing Editor  
Journal Innovative Marketing

Saida Zainurossalamia ZA <[saida.zainurossalamia.za@feb.unmul.ac.id](mailto:saida.zainurossalamia.za@feb.unmul.ac.id)>

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## MA6271: Manuscript is Agreed for Publication

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Kepada: [saida.zainurossalamia.za@feb.unmul.ac.id](mailto:saida.zainurossalamia.za@feb.unmul.ac.id)

19 September 2022 pukul 20.10

Dear Saida Zainurossalamia,

The manuscript The Mediating Role of Infrastructural Elements in Operational Activities' Impact on Customer Satisfaction submitted to Innovative Marketing is agreed for publication on 19.09.2022

The data about the author is below:

Author's First Name: Saida

Author's Last Name: Zainurossalamia

University country: ID

University city: Samarinda

University email: [saida.zainurossalamia.za@feb.unmul.ac.id](mailto:saida.zainurossalamia.za@feb.unmul.ac.id)

The data about co-authors is below:

Co-Author's First Name: Dwi

Co-Author's Last Name: Martiyanti

Co-Author's University: Mulawarman

Co-Author's Faculty: Faculty of Economics and Business

Co-Author's Department: Management

Co-Author's Degree: Lecturer

Co-Author's Email: [dwi.martiyanti@feb.unmul.ac.id](mailto:dwi.martiyanti@feb.unmul.ac.id)

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Co-Author's First Name: Gusti Noorlitaria

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Co-Author's First Name: Rizky

Co-Author's Last Name: Yudaruddin

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Co-Author's Faculty: Faculty of Economics and Business

Co-Author's Department: Management

Co-Author's Degree: Lecturer

Co-Author's Email: [rizky.yudaruddin@feb.unmul.ac.id](mailto:rizky.yudaruddin@feb.unmul.ac.id)

Co-Author's ORCID: N/A

Co-Author's Researcher ID: N/A

Managing Editor/Publisher Coordinator of Innovative Marketing Journal will contact you soon and provide with further information (Acceptance letter, Publication Agreement and Copyright & Licensing).

Kind regards,

undefined



Saida Zainurossalamia ZA &lt;saida.zainurossalamia.za@feb.unmul.ac.id&gt;

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**MA6271: accepted for publication**

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Kepada: saida.zainurossalamia.za@feb.unmul.ac.id

19 September 2022 pukul 20.09

Dear Saida Zainurossalamia,

I would like to inform you that your manuscript titled "THE MEDIATING ROLE OF INFRASTRUCTURAL ELEMENTS IN OPERATIONAL ACTIVITIES' IMPACT ON CUSTOMER SATISFACTION IN CAFÉ AND RESTAURANT" has been accepted for publication, and will be published in Volume 18, 2022 of the journal "Innovative Marketing".

I send you a publication agreement and acceptance letter.

Please tick the box in points 1-8 of the agreement (in which Authors confirm that there is no conflict of interest to be declared), sign it and send me back.

Article processing charge (APC) for "Innovative Marketing" for the authors with affiliation in **lower middle-income countries** is **595 €**.

As soon as the payment will be done, I'll provide you with APC confirmation letter to let you have the reimbursement from your institution (if you need).

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I look forward to hearing from you soon.

Kind regards,

Viktoriiia Obravyt

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**Subject:** MA6271: Author's response to final decision

The author has Agreed to publish the manuscript The Mediating Role of Infrastructural Elements in Operational Activities' Impact on Customer Satisfaction in the Innovative Marketing Journal



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19 September 2022 pukul 21.06

Dear Viktoriia Obravyt  
Managing Editor

Thank you for the information. Could you help us choose an alternative payment by bank transfer? If yes, could you give more information on account numbers with bank transfers?

Kind regards,

Saida Zainurossalamia


Pada 19 Sep 2022, pukul 20.09, obravyt <v.obravyt@manuscript-adminsystem.com> menulis:

[Kutipan teks disembunyikan]

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**2 lampiran**

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**Saida Zainurossalamia ZA** <saida.zainurossalamia.za@feb.unmul.ac.id>  
Kepada: obravyt <v.obravyt@manuscript-adminsystem.com>

19 September 2022 pukul 21.32

Dear Viktoriia Obravyt  
Managing Editor

Thank you for the information. Could you help us choose an alternative payment by bank transfer? If yes, could you give more information on account numbers with bank transfers?

Kind regards,  
Saida Zainurossalamia

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**RE: MA6271: bank transfer details**

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**obravyt** <v.obravyt@manuscript-adminsystem.com>

19 September 2022 pukul 21.57

Kepada: Saida Zainurossalamia ZA &lt;saida.zainurossalamia.za@feb.unmul.ac.id&gt;

Dear Saida Zainurossalamia,

Please, find attached the bank transfer details.

Kind regards,

Viktoriiia

**From:** Saida Zainurossalamia ZA [mailto:saida.zainurossalamia.za@feb.unmul.ac.id]**Sent:** Monday, September 19, 2022 4:32 PM**To:** obravyt <v.obravyt@manuscript-adminsystem.com>**Subject:** Re: MA6271: accepted for publicationDear Viktoriiia Obravyt  
Managing Editor

Thank you for the information. Could you help us choose an alternative payment by bank transfer? If yes, could you give more information on account numbers with bank transfers?

Kind regards,  
Saida Zainurossalamia

Pada tanggal Sen, 19 Sep 2022 pukul 21.06 Saida Zainurossalamia ZA &lt;saida.zainurossalamia.za@feb.unmul.ac.id&gt; menulis:

Dear Viktoriiia Obravyt

Managing Editor

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Saida Zainurossalamia

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Article processing charge (APC) for "Innovative Marketing" for the authors with affiliation in **lower middle-income countries** is **595 €**.

As soon as the payment will be done, I'll provide you with APC confirmation letter to let you have the reimbursement from your institution (if you need).

Also we propose to order a hard copy of the journal for 250 euro per one copy.

If you are ready to pay, please let me know, and I will send you a link to pay.

I look forward to hearing from you soon.

Kind regards,

Viktoriiia Obravyt

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Saida Zainurossalamia ZA <[saida.zainurossalamia.za@feb.unmul.ac.id](mailto:saida.zainurossalamia.za@feb.unmul.ac.id)>

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**MA6271: figure**

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**manuscript** <[v.obravyt@manuscript-adminsystem.com](mailto:v.obravyt@manuscript-adminsystem.com)>

27 September 2022 pukul 14.06

Kepada: Saida Zainurossalamia ZA <[saida.zainurossalamia.za@feb.unmul.ac.id](mailto:saida.zainurossalamia.za@feb.unmul.ac.id)>

Dear Saida Zainurossalamia,

Please send us **Figure 1. Conceptual framework** in the original.

It must be in editable format.

We need to edit the font and size of the letters (numbers). But now we can't do that in Word.

Kind regards,

Viktoriiia

**From:** Saida Zainurossalamia ZA [mailto:[saida.zainurossalamia.za@feb.unmul.ac.id](mailto:saida.zainurossalamia.za@feb.unmul.ac.id)]**Sent:** Monday, September 19, 2022 4:32 PM**To:** obravyt <[v.obravyt@manuscript-adminsystem.com](mailto:v.obravyt@manuscript-adminsystem.com)>**Subject:** Re: MA6271: accepted for publicationDear Viktoriiia Obravyt  
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Saida Zainurossalamia ZA &lt;saida.zainurossalamia.za@feb.unmul.ac.id&gt;

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**Re: MA6271: figure anda APC payment**

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**Saida Zainurossalamia ZA** <saida.zainurossalamia.za@feb.unmul.ac.id>  
Kepada: manuscript <v.obravyt@manuscript-adminsystem.com>

30 September 2022 pukul 13.14

Dear Viktoriia Obravyt  
Managing EditorWe have completed the APC payment (attachment) and **Figure 1. Conceptual framework** in the original.Kind regards  
Saida Zainurossalamia

Pada 27 Sep 2022, pukul 14.06, manuscript &lt;v.obravyt@manuscript-adminsystem.com&gt; menulis:

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**MA6271: additional comments of a proof-reader in the text of a paper**

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Kepada: Saida Zainurossalamia ZA &lt;saida.zainurossalamia.za@feb.unmul.ac.id&gt;

Dear Saida Zainurossalamia,

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Look forward to hearing from you soon.

Kind regards,

Viktoriiia

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Dear Viktoriiia Obravyt

Managing Editor

We have completed the APC payment (attachment) and **Figure 1. Conceptual framework** in the original.

Kind regards

Saida Zainurossalamia

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**Saida Zainurossalamia ZA** <saida.zainurossalamia.za@feb.unmul.ac.id>

1 Oktober 2022 pukul 06.15

Kepada: manuscript <v.obravyt@manuscript-adminsystem.com>

Dear Viktoriia Obravyt

Managing Editor

We have finalized changes to this manuscript for publication in the attached file. as well as all highlights all requested changes are fixed.

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Saida Zainurossalamia

Pada 30 Sep 2022, pukul 13.30, manuscript <v.obravyt@manuscript-adminsystem.com> menulis:

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12 Oktober 2022 pukul 20.44

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Dear Saida Zainurossalamia,

Your article "Impact of operational activities on customer satisfaction in cafes and restaurants: A mediating role of infrastructural elements" has been published on the 11th of October, 2022. (in Issue 4, 2022 of IM journal)

Here the URL to your article- [http://dx.doi.org/10.21511/im.18\(4\).2022.02](http://dx.doi.org/10.21511/im.18(4).2022.02)

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We will be grateful for your help in promoting your article and our journal in general at your university and through other possible communication channels.

Also, I kindly invite you to submit the new paper for consideration to the International Research Journal "Innovative Marketing" another time as well.

Wish you all the best!

Kind regards,

Viktoria Obravyt

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