

# Komunikasi dengan Editor dan Reviewer

## What values are perceived by hotel guests?

Inderscience Publishers: publish: x International Journal of Services: x +

inderscience.com/ospeers/admin/author/articlestatus.php?id=158409&rowstart=0

### Review Outcomes

Editor in charge of your submission: Michael K. Fung < atmikef@polyu.edu.hk > Last notified: 23/Feb/2017

Use Editor/Author Comments to communicate with Michael K. Fung, ask about the review status of your submission; let the editor know that you have uploaded a revised version of your submission; provide further information, etc.

#### Editor/Author Comments

Editor  
11/11/16  
01:54 AM

Dear Author(s),

We have received the review reports for your paper "What values are perceived by hotel guests?".

I agree with the Reviewers' comments and would like you to expand your article to full-length (at least 18 pages) following the reviewer's comments. There is no guarantee that your revised article will be accepted because it will be further reviewed. Since the revision is substantial, I give you more time to do so (the re-submission deadline is December 31, 2016).

We require now that you implement in your submission the following recommendations made by the reviewers:

Reviewer A Comments:  
=====

Changes which must be made before publication:

(1) There are many grammatical mistakes in the article. The author(s) should let an English-speaking colleague / professional copy editor to proof read the article. I will recommend rejection if this problem persists in the revised article. The author(s) should NOT rely on grammar checking software (e.g., MS Word).

(2) The introduction section should include brief explanations (a summary) of the followings: Main hypotheses; Methodology; Data; Findings; Contribution of study to the literature; How the findings are useful to industry practitioners.

(3) The article mentions: "The toughest competition occurred in four star hotels because they compete five star hotels which offer relatively the same price with higher value and three star hotels which are cheaper but the value is almost the same as a four star hotel. Therefore, this study is limited to guests of four star hotels in Jakarta." It does not explain why the study should

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Translate to English  
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View frame source  
Reload frame  
Inspect

## Penilaian Reviewer

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 (2) The introduction section should include brief explanations (a summary) of Main hypotheses; Methodology; Data; Findings; Contribution of study to the findings are useful to industry practitioners.  
 (3) The article mentions: "The toughest competition occurred in four star hotels compete five star hotels which offer relatively the same price with higher value hotels which are cheaper but the value is almost the same as a four star hotel study is limited to guests of four star hotels in Jakarta." It does not explain why focus on 4-star only. Especially, "five star hotels which offer relatively the same value" seems unusual. More explanations are needed.  
 (4) The Conclusion section should provide a detailed summary of: Major findings study to the literature; How the findings are useful to industry practitioners.

**Reviewer B Comments:**  
 =====  
 Changes which must be made before publication:  
 From Table 2, majority of the respondents were "Government Officers" (48%). Are there any special reasons? Were their hotel expenses paid by the government? What are the potential influence of this sample characteristic on the research findings?

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**Editor/Author Comments**

**Reviewer B Comments:**  
 =====  
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 From Table 2, majority of the respondents were "Government Officers" (48%). Are there any special reasons? Were their hotel expenses paid by the government? What are the potential influence of this sample characteristic on the research findings?  
 Also, 42% of the respondents were for business and 47% for pleasure (leisure) hotel users with different purpose (business and leisure) have very different meaning good hotel services. E.g. Business users care more about business users care more about spacious guest rooms. The Emotional value for leisure users be higher.  
 I suggest that the author(s) conduct two separate sets of empirical analyses of business users, and one for the sample of leisure users.  
 In the find and discussion section, the author(s) should relate their study's findings to the past. How are the findings different from / similar to those from other research service quality and customer satisfaction (hotel and non-hotel businesses)? The author should cite the following articles, which are not on hotel business same issues of customer perception and service quality:  
 Customer Loyalty: The Effects of Service Quality and The Mediating Role of Marketing Telkom Speedy in Jember Area, Review of Integrative Business and Economics Research, 2(1), 491-502. (<http://buscompress.com/riber-2-1.html>)  
 The Effects of Service Innovation and Service Quality on Customer's Loyalty in Small Service Enterprise: A Case Study on Car Care Business in Bangkok, Review of Integrative Business and Economics Research, 5(1), 296-305. (<http://buscompress.com/riber-5-1.html>)

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