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Paper submission

6 messages

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: gtg.uoradea@yahoo.com

9 December 2021 at 00:10

Dear Editor in Chief,

How are you?

I hope this email finds you well.

Along with this email, I would like to express our interest in publishing our paper at your respected journal. Attached are the file and the cover letter.

Just a quick information, the second author (**Assoc. Prof. Zwelibanzi Mpehle**) died last year. So this paper is posthumously submitted as the rest of the authors just finished the paper recently. Should you have any questions or concerns, please do not hesitate to contact me.

Warm regards,

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

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2 attachments**GTG_cover_letter.doc**
122K**TEMPLATE_ServQual_Tourism.docx**
71K

GTG Editorial Office <gtg.uoradea@yahoo.com>
Reply-To: GTG Editorial Office <gtg.uoradea@yahoo.com>
To: "ikhwan.maulana UNM" <ikhwan.maulana@unm.ac.id>

9 December 2021 at 14:43

Dear Author,

thank you for the interest in GTG Journal. We received your paper and the Cover Letter. The manuscript received the number 361/2021, please refer to it throughout the evaluation process.

Your manuscript will be first evaluated by the editorial committee of the journal; if it passes this first evaluation will be submitted to the peer-review, the process depends on reviewers disponibility and it can take up to three months.

As soon as we have the feedback from the reviewers, we will let you know.

At the same time, we inform you that starting with October 15, the journal charges a processing fee of 390 euros / accepted article.**Best regards,**

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania

[Quoted text hidden]

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

9 December 2021 at 23:13

Dear Editorial Committee,

How are you?
Thank you for your email and prompt reply.
We are looking forward to hearing such a positive outcome from you.

Warm regards,

M. Ikhwan Maulana Haeruddin
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Associate Professor
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ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

3 January 2022 at 20:21

Dear GeoJournal of Tourism and Geosites Editorial Committee,

How are you?
I hope this email finds you well.
May the New Year bring you happiness, peace, and prosperity. Wishing you a joyous 2022.
Also, along with this email I would like to follow up on my previous submission (**ID: 361/2021: I Can't Get No Satisfaction: Exploring Indonesia Guests' Satisfaction and Service Quality in South African Hotels**),
Is there any progress on the evaluation and peer-review processes yet?
We are looking forward to hearing positive outcomes from you.

Warmest regards,

M. Ikhwan Maulana Haeruddin
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On Thu, 9 Dec 2021 at 14:44, GTG Editorial Office <gtg.uoradea@yahoo.com> wrote:

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To: "ikhwan.maulana UNM" <ikhwan.maulana@unm.ac.id>

4 January 2022 at 14:30

Dear Author,

your article has been submitted to reviewers. Unfortunately we have not received any answer from them yet, we will let you know as soon as we have news.

Best regards,

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania

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ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

4 January 2022 at 19:12

Dear GTG Editorial Committee,

Thank you for your prompt reply. I do really appreciate it.
It is understandable and it is a relief for me to know the paper is undergoing the review process.
Looking forward to hearing positive outcomes from you.

Warmest regards,

M. Ikhwan Maulana Haeruddin
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Reply-To: "gtg.uoradea@yahoo.com" <gtg.uoradea@yahoo.com>
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1 June 2022 at 13:47

Dear Authors,

please check the article for online.

Please **do the minor corrections in red** and **work please on this email attached file**.

Send back till 3 June 2022 the final version. Otherwise the article will be postponed for an other issue.

Thanks a lot,

Best regards,

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania



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Paper Submitted to The **Geojournal of Tourism and Geosites**

1	*Manuscript code: GTG_yy_DOMAIN_xx (*Editors only)
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5

6 **Title of the paper:** I Can't Get No Satisfaction: Exploring Indonesia Guests' Satisfaction and
7 Service Quality in South African Hotels.

8

9 **Authors** (First LAST - without institution name!): M. Ikhwan Maulana HAERUDDIN, Zwelibanzi
10 MPEHLE†, Muhibah MUHIBAH, Tenri S.P. DIPOATMODJO, Uhud Darmawan NATSIR

11

12 **Key Words** (at least five keywords): Service quality, Consumer's satisfaction, Tourism, Hospitality,
13 Consumer's behavior.

14

15 **No. of Tables:** 10

16 **No. of Figures:** -

17 **No. of Files** (landscape tables should be in separate file):

18

19

DRAFT

20 **I CAN'T GET NO SATISFACTION: EXPLORING INDONESIA GUESTS'**
21 **SATISFACTION AND SERVICE QUALITY IN SOUTH AFRICAN HOTELS.**

22
23
24 M. Ikhwan Maulana HAERUDDIN*, Universitas Negeri Makassar, ikhwan.maulana@unm.ac.id
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30 * Corresponding authors name and email address:

31
32 **Abstract.**

33
34 **Aim:** This study aims to determine whether the dimensions of service quality affect the satisfaction of Indonesian
35 tourists who visit South Africa and use hotel services, as well as to analyze the most dominant factors in influencing
36 Indonesian tourists' satisfaction toward hotels' service in South Africa.

37 **Materials and Methods:** The population in this study were Indonesian tourists who had just returned from South
38 Africa and used hotel accommodations. Samples were obtained randomly at the Soekarno Hatta International
39 Arrival Terminal, Tangerang, Indonesia in 2019 before the Covid-19 pandemic. The sample was taken around 100
40 respondents by using non-probability sampling approach with the accidental sampling method.

41 **Results and discussions:** It is discovered that Indonesian guests are pleased with the service quality of the hotels
42 during their stay in South Africa and that the Indonesia guest's revisit intention quite high. Also, it is suggested
43 that the hotel managements in South Africa need to maintain the elements that have been rated satisfactory by
44 Indonesian guests and need to improve the things that are still lacking.

45 **Conclusions:** This study contributes an empirical basis in strategic aspect for managing foreign tourists/hotel
46 guests' satisfaction from abroad perspective.

47 **Key words:** Service quality, Consumer's satisfaction, Tourism, Hospitality, Consumer's behavior.

48
49 **Introduction**

50 In the era of globalization, there are more and more products or services that compete
51 in one market due to market openness. So that there is intense competition between producers
52 to be able to meet consumer needs and provide maximum satisfaction to guests, because
53 basically the purpose of a business is to create a sense of satisfaction for consumers. Consumers'
54 satisfaction is a feeling of pleasure or disappointment that arises after comparing the
55 performance of the product thought to the expected performance, where one of the actions to
56 satisfy consumers is to provide the best service to consumers (Jasmani et al., 2020). Sukwadi
57 (2017) argues that service quality can be interpreted as an effort to fulfil consumer needs and
58 desires as well as the accuracy of delivery in balancing consumer expectations. Service quality
59 can be determined by comparing consumers' perceptions of the services they actually receive
60 or get with the services they actually expect or want on the service attributes of a company.

61 Hotel is an accommodation service business in which there are elements of service,
62 comfort, and lodging facilities needed for those who want lodging facilities for vacation and
63 meeting purposes. In the service business sector, the hotel business is also experiencing swift
64 development. In addition, hotel business is a cutthroat business competition, ranging from five-
65 star hotels to special lodgings for studio room, not to mention the competition from the
66 community based online platform such as Airbnb business model (Aznar, Maspera, & Quer,

67 2019). The competition in question could be a factor of cheaper room rates, satisfying service
68 to guests, strategic locations, hotel facilities provided and other factors that are able to convince
69 consumers or guests to use the hotel's services (Musa et al., 2019).

70 Indonesian tourists (guests) are best known for their selective behaviours in travelling
71 abroad (Burhanuddin and Unnithan, 2021; Kusumaningrum and Wachyuni, 2020; Wachyuni
72 and Kusumaningrum, 2020), this includes how to choose the destination abroad (Wijaya et al.,
73 2018). According to several studies (Burhanuddin and Unnithan, 2021; Michael et al., 2004;
74 Reisinger and Turner, 1997; Saragih and Jonathan, 2019; Wijaya et al., 2018), most of the
75 tourist are highlighting the importance of service quality, which eventually will influence their
76 satisfaction level.

77 Along similar lines, Minister of Indonesian Tourism and Creative Economy argue that
78 Indonesian tourist are accounted for around six to seven million people up to December 2020
79 (Ramadhian, 2020a). This increasing number is a great opportunity to reap the potential
80 financial revenue which can be retrieved from Indonesian tourists (Kusumaningrum and
81 Wachyuni, 2020; Wachyuni and Kusumaningrum, 2020), not to mention if the pandemic is
82 under-controlled. If the country of destination and the hotels fail to meet the tourist's
83 satisfaction, particularly from Indonesia, then it is a loss for the country national revenue
84 (Bogale, Ayalew, and Mengesha, 2021).

85 Ramadhian (2020b) argues that South Africa is one of the top-of-mind destinations of
86 Indonesian tourists' preference in overseas. In the same vein, Putri (2015) asserts that The South
87 African Ministry of Tourism is encouraging Indonesian tourists to visit the country more often,
88 as it offers many interesting tourism programs such as Boulders beach, Cheese Festival, Cape
89 Town Jazz, Klein Karoo Festival and Philippolis Witblits Festival.

90 Hotel activities are renting out rooms, selling food, drinks and providing commercial
91 support services. These supporting facilities are intended to increase the attraction for guests,
92 so that guests are expected to be satisfied with the services provided so that they feel at home
93 and stay long at the hotel. Quality improvement is one of the marketing strategies that
94 emphasizes on fulfilling guest desires. To create a high quality of service, a hotel must offer
95 services that are able to be received and felt by guests in accordance with or exceeding what
96 guests expect. The higher the perceived service quality compared to expectations; the more
97 satisfied guests will be.

98 The satisfaction felt by guests will have a positive impact on the hotel, which will
99 encourage the creation of guest loyalty and the reputation of the hotel will be more positive in
100 the eyes of society in general and guests in particular (Haeruddin & Haeruddin, 2020).
101 Therefore, every hotel needs to make an effort to understand the values that guests expect and,
102 on that basis, then try to fulfil those expectations as much as possible. Efforts to achieve overall
103 guests' satisfaction are indeed not easy, that it is not a reality if a company expects no
104 dissatisfied guests. But of course, every company must try to minimize guest dissatisfaction by
105 providing better service. And at the same time, companies need to pay attention to dissatisfied
106 guests in order to manage guest's personal experiences.

107 Hence, it is a call to contribute by answering the gap in the extant literature to help
108 decision makers in the hotels to understand the guest' personal experience and apply such
109 proper strategies in order to be able to increase their global competitiveness. More so, as argued
110 by Ugwuanyi, Ehimen, and Uduji (2021), the dimensions of guest's experiences demanding
111 context-specific studies and "the exploration of the relationship between guest experience and
112 satisfaction continues to evolve" (2021, p. 408), therefore, it is vital to pursue further
113 understanding. Furthermore, understanding that guest's experience is individualized and
114 unique, it is fair to offer a study which highlight the personal perception of guests from an
115 emerging hotel industry considering that values, believes, background, and attitude vary across
116 country and nations (Knutson et al., 2009). Moreover, realizing that guests' satisfaction is a

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All citations from the main text must be indicated in the reference list.
The auto citations must be maximum 10% of list of references.

117 distinctive personal experience, then it is fair to propose a study from overseas guests, whose
 118 different values, background, beliefs, and nationalities.

119 Due to the aforementioned reasons, this study will focus on Indonesian guests who
 120 stayed in Hotels in South Africa. Also, in this study, guests' satisfaction will be measured
 121 through 5 dimensions (tangible, reliability, responsiveness, assurance, empathy) based on
 122 Parasuraman et al.'s theory (1988). This present study contributes to the field of knowledge on
 123 guest's satisfaction, particularly in tourism field and hotel service sub-sector in exploring
 124 guests' experience in post-purchase evaluation. Moreover, this present study examines the
 125 service quality and its relationship with guests' satisfaction and their revisit intention. The
 126 following section will present the review of literature.

127 **Literature review**

128 **Service Quality**

129 Service Quality is how far the difference between the expectations and reality of guests
 130 for the service they receive. Service Quality can be identified by comparing guest perceptions
 131 of the service they actually receive with the actual service they expect. Service quality is the
 132 main thing that is seriously considered by the company, which involves all the resources owned
 133 by the company. The definition of service quality is concentrated on meeting the needs and
 134 desires of guests and the accuracy of delivery to balance guest expectations. According to Maria
 135 et al. (2020), service quality is the expected level of excellence and control over the level of
 136 excellence to meet guest desires. If the service received is as expected, then the service quality
 137 is perceived as good and satisfying. If the service received exceeds guest expectations, then the
 138 service quality is perceived as ideal. Conversely, if the service received is lower than expected,
 139 then the service quality is considered poor (Ju et al., 2019).

140 People always expect that hotel services must provide good and satisfying services for
 141 every guest. Guests want better facilities from the hotel, the responsiveness, ability, and
 142 sincerity of hospital staff. Thus, the hotel is required to always try to improve services to
 143 patients. Guests as guests will be satisfied if the perceived performance is in line with their
 144 expectations, otherwise they will be disappointed if the perceived performance is below their
 145 expectations. Furthermore, guests will be very satisfied if the perceived performance exceeds
 146 their expectations. In this regard, to win satisfaction and loyalty, hotel guests' satisfaction
 147 becomes an important thing to be managed more seriously. Companies must start thinking about
 148 the importance of more mature guest service programs through service quality. What data can
 149 be exploited so that guest satisfaction can be exceeded properly, because guest satisfaction is
 150 not only obtained from the quality of the products they consume, but also from the services
 151 provided by the company to its guests.

152 Guests not only want certain services, but also in the right level and quality of service.
 153 Companies need to pay attention to or even prioritize orientation to serve guests that can satisfy
 154 guests. Parasuraman et al. define service quality as a comparison between the services expected
 155 by guests and the services they receive (Parasuraman et al., 1988). The main factors that affect
 156 service quality are the expected service and the perceived. Then the good or bad quality of
 157 service is not based on the perception of the service provider but based on the guest's perception
 158 of the process as a whole. Perception of service quality is a guest's belief about the service
 159 received or the service experienced (Parasuraman et al., 1988). Service quality can be seen from
 160 the dimensions of reliability (ability to fulfil promises), responsiveness (responsiveness in
 161 providing services), assurance (ability to provide service guarantees), empathy (ability to
 162 understand guest desires), and tangibles (physical appearance of services) (Parasuraman et al.,
 163 1988), which called as SERVQUAL (Service Quality).

164
 165
 166 **Guests' satisfaction**

Commented [MOU4]: need to include the mainstream literature to introduce the concept of Service Quality (e.g. Parasuraman's work).

167 Nowadays, attention to guest satisfaction and dissatisfaction has increased because
 168 basically the purpose of a company is to create a sense of satisfaction for guests. The higher the
 169 level of guest satisfaction, it will bring greater profits for the company, because guests will
 170 repurchase the company's products. However, if the level of satisfaction felt by the guest is
 171 small, then there is a possibility that the guest will switch to a competitor's product.

172 According to El-Adly (2019), satisfaction is a person's feelings of pleasure or
 173 disappointment that arise after comparing the performance (results) of the product thought to
 174 the expected performance. While Wu and Gao (2019) state that satisfaction is an emotional
 175 state, their post-purchase reaction can be anger, dissatisfaction, irritation, neutrality, joy and
 176 pleasure. Satisfaction is influenced by the comparison of perceived service with expected
 177 service, and as a guest's short-term emotional reaction to the performance of a particular service.
 178 Guest satisfaction with a product or service, is actually something that is difficult to obtain if
 179 the service company or industry does not really understand what is expected by guests. For
 180 products or services with the same quality, it can provide different levels of satisfaction for
 181 different guests. Therefore, a company must always pay attention to the quality of products and
 182 services provided to guests.

184 **Methods**

185 This research employs a quantitative method. Respondents in this research were
 186 Indonesian tourists who had just returned from South Africa and used hotel accommodations
 187 in the country. The sample was taken as many as 100 respondents using the non-probability
 188 sampling technique with the accidental sampling method. The questions in the questionnaire
 189 are based on indicators of satisfaction level that are influenced by personal experiences during
 190 their visit in South Africa. The questionnaire items were measured on a 5-point scale ranging
 191 from Strongly Disagree (1) to Strongly Agree (5) to with a middle point (3) to show Neutral
 192 response. The respondents' demographics are as presented in Table 1.

193 **Table 1 Respondents' Demographic Profile**

Variables	Categories	Frequency	Percent %
Gender	Male	59	59
	Female	41	41
Age	17 – 30 yro	45	45
	31 – 50 yro	47	47
	> 50 yro	8	8
Occupation	Civil servants	18	18
	Private employees	33	33
	Entrepreneur	45	45
	Student	4	4
Total		100	100

196 Processed data, 2021

197 **Results**

198 *Analysis for survey response index*

199 Based on the Likert's scale which ranges from (1= strongly disagree (SD), 2= disagree (D), 3=
 200 neutral (N), 4= Agree (A), and 5= strongly agree (SA)), the mean score of the variables was
 201 analysed for each variable. In this research questionnaire, the number of respondents' answers
 202

Commented [MOU5]: Please explore the relationship among concepts and variable.

Commented [ID6]: Insert please a flowchart of your methodology

Commented [MOU7]: need to justify the data collection process. how the samples are recruited, how many? what are the criteria?

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203 does not start from number 0, but from numbers 1 to 5. Therefore, the index number generated
 204 will start from numbers 20 to 100 with a range of 80. In this study, the three-box method was
 205 used, then the range of 80 will be divided by 3 and will produce a range of 26.67. This range
 206 will be used as the basis for determining the index of consumer perceptions of the variables
 207 used in this study (Ferdinand, 2006), as 73,36 – 100 will be categorized as **High**, 46,68 – 73,35
 208 will be categorized as **Medium**, and 20,00 - 46,67 categorized as **Low**.

209
 210 *Index of Respondents' Responses to tangible dimension*

211 Tangible evidence shows the location's ability to show its existence to external parties. The
 212 condition of equipment, buildings and physical equipment is a form of tangible evidence of the
 213 possibility of the high quality of service provided by a hotel. This study uses 4 tangible
 214 questionnaire items to measure consumer perceptions of physical evidence from the Hotels in
 215 South Africa. The following table is respondent's responses to tangible variable.

216
 217 **Table 2 Index of Respondents' Responses Regarding Tangible dimension**

No	Indicator	Score					Freq	Index	Results
		SA	A	N	D	SD			
1	The building and interior of the South African Hotels are nice and attractive	29	61	10	0	0	419	83,8	High
2	South African Hotels are clean and comfortable	35	53	11	1	0	401	84,4	High
3	The facilities offered by the Hotels are complete and as expected	29	59	9	3	0	414	82,8	High
4	The employees and staffs of the South African Hotels look clean, neat and attractive	30	57	12	1	0	416	83,2	High
Total							1671		
Mean							417,75	83,55	High

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Please use . instead the , to write the numbers with decimals

218 Processed data, 2021

219
 220 Respondents' responses as shown in Table 2 show that most of the respondents responded that
 221 there was a fairly high agreement on the tangible evidence owned by the hotels in South Africa,
 222 with a high index value of 83.55. This means that the respondent's response shows a fairly good
 223 acknowledgment of the condition of the physical evidence (tangible) of the hotels. This is
 224 supported by the condition of the physical facilities owned by the hotel in the form of a high
 225 assessment of the condition of equipment, building conditions, and facilities. Some of the
 226 reasons expressed by respondents for their positive assessment of the hotel's buildings and
 227 interiors are related to the hotel model that appears different from other hotels, namely showing
 228 a beautiful environment full of plants and trees and the beach view it displays because it has a
 229 building above the sea. However, several respondents stated that the condition of the hotel was
 230 less visible because there was no renovation of the damage and no new innovations were
 231 displayed. The cleanliness and comfort of the hotel were also perceived positively by
 232 respondents where many of them considered that the convenience of the location could be
 233 shown by the cleanliness of the hotel. With regard to hotel facilities, many respondents said that
 234 these hotels have complete facilities that are not inferior to other hotels they have stayed in
 235 before. The neat appearance of hotel employees shows that hotel employees can look clean and
 236 tidy. This is indicated by the use of clean clothes and always looks neat and attractive.

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242
243

Respondent's Response Index Regarding Reliability

Reliability indicates the company's ability to provide prompt, accurate, and satisfying service. This study uses a 3-item reliability questionnaire to measure consumer perceptions of service reliability during their stay at the South African Hotels.

Table 3 Respondents' Response Index Regarding Reliability

No	Indicator	Score					Freq	Score	Results
		SA	A	N	SD	D			
1	The receptionist at the hotels is fast in serving guests	16	66	16	1	1	395	79	High
2	The service procedure or registration for guests of the Hotels is not complicated	16	58	22	3	1	385	77	High
3	The services provided by the Hotels have met expectations/satisfying	19	55	20	6	0	387	77,4	High
	Total						1167		
	Mean						389	77,8	High

244 Processed data, 2021

245

246 Respondents' responses as shown in table 3 show that most of the respondents agreed with the
247 aspect of reliability or reliability of the services provided by the hotels in South Africa, with a
248 high index value of 77.4. This means that respondents get reliable service by South African
249 hotels. Such conditions are supported by the existence of fast and precise service procedures,
250 serious attention, satisfying service and uncomplicated service. Some of the reasons expressed
251 by respondents regarding the speed of the receptionist in service include the time required which
252 is not more than 5 minutes so that guests do not wait too long in service and wait to be served.
253

Respondents' Response Index Regarding Responsiveness

254 Responsiveness is the provision of services to guests quickly and responsively. This study uses
255 a 3-item responsiveness questionnaire to measure consumer perceptions of the responsiveness
256 of South African hotel employees. The following table 4 is the respondent's reaction on
257 responsiveness.
258
259

260

Table 4 Respondents' Response Index Regarding Responsiveness

No	Indicator	Score					Freq	Score	Results
		SA	A	N	SD	D			
1	The employees and staff of the South African Hotels are responsive to guest complaints	26	41	23	9	1	382	76,4	High
2	The employees and staff of the South African Hotels are always ready to help guests/guests	24	35	33	7	1	374	74,8	High
3		28	38	27	7	0	387	77,4	High

GTG-8

	The employees and staff of the South African Hotels are quick to solve problems								
	Total							1143	High
	Mean							381	76,2 High

Processed data, 2021

Commented [ID10]:
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261
262 Respondents' responses as shown in table 10 show that most of the respondents gave a large
263 agree response to the responsiveness of the services provided by the South African hotels with
264 a high index value of 76.2. This means that consumers give a good assessment of the
265 responsiveness of the South African hotels. This is indicated by the attitude of employees who
266 do not discriminate between every consumer, solving every problem is done appropriately and
267 decisively and solving every consumer need is responsively anticipated and without delay. The
268 readiness of hotel employees can also be seen from their agility and speed when consumers
269 need help from employees for guest service and requests, besides that employees can try to
270 solve problems related to performance mismatches or benefits from existing facilities in the
271 hotel.

272
273 *Respondents' Responses Index Regarding Assurance*
274 Assurance shows the knowledge, courtesy and trustworthiness of service providers. This study
275 uses a 3-item assurance questionnaire to measure consumer perceptions of the guarantee
276 provided by the South African hotels to its guests. The results of the response to assurance can
277 be described in table 5 as follows:

Table 5 Respondents' Responses Regarding Assurance

No	Indicator	Score					Freq	Score	Results
		SA	A	N	D	SA			
1	The employees and staff of the hotels in South Africa are friendly in serving guests / guests	61	36	2	0	1	456	91,2	High
2	The employees and staff of the hotels in South Africa have extensive knowledge	73	23	3	1	0	469	93,6	High
3	Hotels in South Africa guarantee the safety of guests who stay	68	29	0	2	1	461	92,2	High
	Total						1385		
	Mean						461,67	92,33	High

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282 Respondents' responses as shown in table 5 show that most of the respondents gave a large
283 agreement response to the assurance variable provided by Hotels in South Africa, with a high
284 index value of 92.33. This means that respondents assess the existence of a good guarantee
285 provided by the Hotels in South Africa. This is supported by the presence of friendly employees
286 in providing services, the ability of staffs and employees in their knowledge and providing a
287 sense of security for hotel visitors. The friendliness aspect can be seen from the facial
288 expressions of hotel employees in listening to or responding to requests from guests, so that

289 guests feel respected by hotel employees. On the experience side, employees are considered to
 290 have quite good experience in serving and meeting guests' needs. And last but not least, the
 291 security and safety of hotel visitors and the belongings brought by hotel visitors can be well
 292 guaranteed.

293

294 *Respondents' Responses Index Regarding Empathy*

295 Empathy describes a statement of concern and concern for consumers individually. This study
 296 uses a 3-item empathy questionnaire to measure consumer perceptions of the attention given
 297 by the Hotel in South Africa.

298

299

300

Table 6 Respondents' Responses Regarding Empathy

No	Indicator	Score					Freq	Score	Results
		SA	A	N	D	SA			
1	24-hour service is available for guests staying at South African Hotel	74	23	1	2	0	469	93,8	High
2	The employees and staff of the Hotels in South Africa understand the wishes of guests / guests	63	34	2	1	0	459	91,8	High
3	The employees and staff of the Hotel in South Africa are able to communicate well	69	28	2	0	1	463	92,8	High
	Total						1392		
	Mean						464	92,8	High

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303 Respondents' responses as in table 6 show that most of the respondents gave a very agree
 304 response to the care and attention of the employees and staff of the Hotels in South Africa in
 305 delivering services they provide, with a high index value of 92.8. This is supported by the
 306 presence of good attention from the hotel individually to guests. The hotel's attention is shown
 307 by the existence of 24-hour service for hotel stays when there is an emergency or needed visitor
 308 need, hotel employees provide 24-hour manpower. Hotel employees with a high sense of
 309 empathy for each guest and accompanied by good communication skills, so that consumer
 310 requests can be responded to properly.

311

312 *Respondent Response Index Regarding Satisfaction*

313 Satisfaction is a feeling of pleasure or disappointment felt by consumers after comparing the
 314 perceived service with the expected service. Hotels are required to provide the best service so
 315 that consumers feel satisfied with the service. Guests will feel satisfied when what they want or
 316 expect is fulfilled, and conversely guests will feel disappointed if what they expect does not
 317 match what they want.

318

319

Table 7 Respondent Response Index Regarding Satisfaction

No	Indicator	Score					Freq	Score	Results
		SA	A	N	D	SA			

1	I feel comfortable when the employees of the Hotel in South Africa provide services	67	31	0	2	0	463	92,6	High
2	I feel confident about the services provided by the South African Hotel	64	34	0	2	0	460	92	High
3	I am always interested in returning to stay at the hotel in South Africa	78	19	1	1	1	472	94,4	High
4	I am satisfied with the attention and service provided by the employees of the South African hotels	64	34	0	2	0	460	92	High
Total							1855		
Mean							463,75	92,75	High

320 Processed data, 2021

321

322 Respondents' responses as in table 7 above show that most of the respondents gave a high
 323 satisfaction response to the quality of service provided by the South African Hotel, with a high
 324 index value of 92.75. This shows that the quality of service provided by the hotel to Indonesian
 325 guests is good and provides satisfaction to consumers who stay at the hotels in South Africa.

326

327 Analysis of multiple regressions

328 Multiple linear regression was employed in this study in order to corroborate the hypothesis
 329 about the effect of the service quality dimensions (tangible, reliability, responsiveness,
 330 assurance, and empathy) partially and simultaneously on the variable of guest satisfaction at
 331 the South African Hotels. The following table 8 is the results processed by operating SPSS
 332 software.

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Table 8 Results of Multiple Linear Regression Analysis

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1,750	1,220		1,434	,155
TOTALX1	,032	,054	,037	,600	,550
TOTALX2	,129	,062	,125	2,079	,040
TOTALX3	,082	,048	,108	1,704	,092
TOTALX4	,336	,088	,283	3,826	,000
TOTALX5	,658	,095	,524	6,934	,000

a. Dependent Variable: TOTALY

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345 The regression equation that can be formulated from these calculations as follows:

$$346 Y = 1.750 + 0.032 X_1 + 0.129 X_2 + 0.082 X_3 + 0.336 X_4 + 0.658 X_5 + e$$

347 The regression equation can be elaborated as follows:

- 348 • The regression coefficient of the tangible variable has a positive tendency in its effect
- 349 on guest's satisfaction.
- 350 • The coefficient of the reliability has a positive tendency in its influence on guest's
- 351 satisfaction.
- 352 • Regression coefficient of responsiveness has a positive tendency in its effect on guest's
- 353 satisfaction.
- 354 • The regression coefficient of the assurance has a positive tendency in its influence on
- 355 guest's satisfaction.
- 356 • The regression coefficient of the empathy has a positive tendency in its influence on
- 357 guest's satisfaction.

358 From the results of the multiple regression coefficients described in the description above,

359 hypothesis testing will be carried out partially or simultaneously.

360 Moreover, results of the simultaneous regression can be seen in Table 9 below:

Table 9 F Test
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	238,484	5	47,697	48,593	,000 ^b
	Residual	92,266	94	,982		
	Total	330,750	99			

a. Dependent Variable: TOTALY

b. Predictors: (Constant), TOTALX5, TOTALX1, TOTALX2, TOTALX3, TOTALX4

364 The results of statistical calculations showed the calculated F value = 48,593 with a significance

365 of 0.000 < 0.05. With a significance value below 0.05, it shows that all the variables have a

366 significant and positive influence toward guests' satisfaction.

367 Coefficient of Determination

368 The coefficient of determination is used to determine how much influence the independent

369 variables have on the dependent variable. The value of the coefficient of determination is

370 determined by the value of R square.

Table 10 Coefficient of Determination

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,849 ^a	,721	,706	,991

a. Predictors: (Constant), TOTALX5, TOTALX1, TOTALX2, TOTALX3, TOTALX4

375 The results of the regression calculation can be seen that the coefficient of determination (R²)

376 obtained is 0.721. This means that 72.1% of guest satisfaction is influenced by empathy,

377 assurance, responsiveness, reliability, and tangibility, while the remaining 27.9% of guests'

378 satisfaction level is shaped by other factors not investigated in this research.

380 Discussion

381 This research' purposes are to explore the effect of service quality with its five

382 dimensions on guest satisfaction during their stay at hotels in South Africa. In general, this

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hypotheses both partially and simultaneously

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for every variable, it can be achieved by using the t test as follows.

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The t value for the tangible variable is 0.600 with a significance of 0.550 > 0.05. As the value is above 0.05, it indicates that physical evidence has an insignificant impact on guest's satisfaction. The direction of the positive regression coefficient means that physical evidence has a positive and insignificant effect on guests' satisfaction. The better the physical evidence that exists in the hotels will affect guests' satisfaction but does not have a big impact, on the contrary, the less good the physical evidence in the hotels will affect guests' satisfaction.

Reliability

The t value for the reliability variable is 2.079 with a significance of 0.040 < 0.05. As the value below 0.05, then it suggests that reliability has a substantial impact on guests' satisfaction. The direction of the positive regression coefficient means that reliability has a positive and significant effect on guests' satisfaction. The higher the reliability of the services provided, the higher the guests' satisfaction, on the contrary, the lower the reliability of the services provided, the lower the guests' satisfaction.

Responsiveness

The t value for the responsiveness variable is 1.704 with a value of 0.092 > 0.05. As the value above 0.05, it shows that responsiveness does not have a significant influence on guests' satisfaction. The direction of the positive regression coefficient means that responsiveness has a positive and insignificant effect on guests' satisfaction. The higher the responsiveness that exists in the hotels will affect guests' satisfaction but does not have a big impact, on the contrary the less good responsiveness that exists in the hotels will affect guests' satisfaction.

Assurance

The test results obtained the value of t for the assurance variable shows the value of t = 3.826 with a value of 0.000 < 0.05. As the value under 0.05, it suggests that assurance has a important consequence on hotel guests' satisfaction. The direction of the positive regression coefficient means that the guarantee has a significant positive effect on guests' satisfaction. The greater the guarantee provided by the hotels, the higher the guests' satisfaction, on the contrary, the lower the guarantee provided by hotels in South Africa, the lower the guests' satisfaction.

Empathy

The test results obtained the t value for the empathy showing the t value = 6.934 with a value of 0.000 < 0.05. As the value under 0.05, it means that empathy has a substantial impact on guest's satisfaction. The direction of the positive regression coefficient means that empathy has a significant positive effect on guest's satisfaction. The greater the empathy showed by the hotels, the higher the guest's satisfaction, on the contrary, the lower the empathy expressed by the hotels, the lower the guests' satisfaction will be.

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434 study shows that the results of service quality are satisfying. The results of the descriptive
435 analysis show that the quality of service provided by the hotels in South Africa is generally
436 good. This can be shown from the number of high satisfaction responses from respondents to
437 the conditions of each research variable. El-Adly (2019) argues that service quality can be
438 interpreted as an effort to fulfil guest needs and desires as well as the accuracy of delivery in
439 balancing guest expectations. Based on the expert opinion, the hotel hopes to be able to
440 balance guest expectations and provide satisfaction to guests through good service quality.
441 From the results of the study, it was found that the service quality variable in its five
442 dimensions has three dimensions that have a positive and significant influence on guest
443 satisfaction while the other two dimensions have a positive and insignificant effect. Based on
444 the F-test that was carried out, the results showed that the quality of service with its five
445 dimensions had a significant and positive impact on guest' satisfaction. This is because by
446 providing quality services, it will create satisfaction in guests. Based on the results of the
447 coefficient of determination test, the result is 72.1%, which means that the service quality
448 with tangible, reliability, responsiveness, assurance, and empathy dimensions has an
449 influence of 72.1% on guest satisfaction and the remaining 27.9% is influenced by factors
450 that were not investigated in this study.

451 The results showed that the physical appearance variable had a positive and
452 insignificant effect on satisfaction. This is in accordance with the opinion of Ju et al. (2019),
453 because a form of service cannot be seen, cannot be smelled and cannot be touched, the aspect
454 of physical appearance becomes important as a measure of service. Good physical evidence
455 will affect guest perception. The results of this study are in line with research conducted by
456 Knutson et al. (2009), namely service quality has a positive effect on service quality,
457 especially in the dimensions of physical appearance. Slightly different from the results of
458 research conducted by Kusumaningrum and Wachyuni (2020) which results that the effect of
459 physical evidence has a positive and significant effect on satisfaction. Based on respondents'
460 answers to this research questionnaire, it can be seen that the highest indicator affecting guest
461 satisfaction is the building and interior of the South African hotel are good and attractive.
462 These results provide empirical evidence that physical evidence from service providers is
463 shown by the appearance of the hotel which is different from other hotels that display cottages
464 buildings that describe ethnic traditional ornaments and houses in South Africa which can be
465 seen from the upper part of the cottages building. In terms of the hotel environment, it looks
466 beautiful and clean because the hotel staff always cleans it all the time to make guests feel
467 comfortable. In addition, employees as service providers also appear neat, clean and polite.
468 It can be seen from the clothes used are office uniforms which will certainly give satisfaction
469 to guests but the effect is not too big or insignificant because the location of this hotel is very
470 strategic and has its own charm, although many of the physical appearances have been
471 damaged and there has been no improvement. and new innovations that have been shown in
472 the past few years by the hotels themselves, but guests still choose these hotels as a place to
473 stay.

474 The results showed that the reliability variable had a positive and significant effect on
475 guest's satisfaction. The results of this study are in line with research conducted by Ugwuanyi
476 et al. (2021), namely the reliability variable has a positive influence on guest satisfaction and
477 research conducted by Sukwadi (2017) namely the reliability variable has a positive and
478 significant effect on guest satisfaction. In contrast to the results of research conducted by
479 Saragih and Jonathan (2019), the reliability variable has no significant effect on guest
480 satisfaction. Based on respondents' answers to this research questionnaire, it can be seen that
481 the highest indicator that affects guest satisfaction is the receptionist at South African hotels
482 who is fast in serving guests. These results provide empirical evidence that the reliability of
483 service providers is indicated by reliability in the form of the receptionist's speed in serving

484 guests who want to check in or check out which does not take a long time, only takes less
 485 than five minutes. This is because the procedure applied by the hotel is not complicated and
 486 only requires a guest identity card if guests want to use the services of the Hotels in South
 487 Africa. The reliability of employees in serving guests will be considered in shaping guest's
 488 satisfaction.

489 The results showed that the responsiveness variable had a positive and insignificant
 490 effect on guest satisfaction. The results of this study are in line with research conducted by
 491 Ju et al. (2019), namely the reliability variable has a positive influence on guest satisfaction.
 492 The results of this study are not in line with research conducted by El-Adly (2019) and Wu
 493 and Gao (2019), namely the reliability variable has a positive and significant effect on guest
 494 satisfaction. Based on respondents' answers to this research questionnaire, it can be seen that
 495 the highest indicator affecting guest satisfaction is that the employees and staff of the South
 496 African hotels are responsive to guest complaints. These results provide empirical evidence
 497 that the responsiveness of service providers is indicated by the willingness of employees to
 498 help guests when in the hotel environment such as helping to bring guest goods, being
 499 responsive to complaints felt by guests and solving problems experienced by guests. Fast and
 500 precise will have an influence on the formation of guest satisfaction but the impact is not too
 501 big. The impact caused by the responsiveness variable is not significant or not too large
 502 because most guests who stay want to relax with their families, and the guests have no
 503 complaints about the facilities and others provided by the hotel, so the responsiveness variable
 504 is not too felt by guests who stay at the Hotels in South Africa.

505 The results showed that the guarantee variable had a positive and significant effect on
 506 satisfaction. The results of this study are in line with research conducted by Ju et al. (2019),
 507 namely the guarantee variable has a positive influence on guest satisfaction. Likewise, with
 508 the research conducted by Wachyuni and Kusumaningrum (2020) and Bogale et al. (2021),
 509 namely the guarantee variable has a positive and significant effect on guest satisfaction. Based
 510 on respondents' answers to this research questionnaire, it can be seen that the highest indicator
 511 affecting guest satisfaction is that the employees and staff of the Hotels in South Africa have
 512 extensive knowledge. These results provide empirical evidence that guarantees from service
 513 providers will provide an increase in guest satisfaction. This is shown by the friendliness of
 514 employees in serving guests by always giving a smile, greeting and always asking the needs
 515 desired by guests, employees who have extensive knowledge about hospitality, especially
 516 regarding the South African hotels itself related to the number of rooms, types provided,
 517 prices, facilities offered to guests and furthermore, guest safety is guaranteed with 24-hour
 518 security from security and local police.

519 The results showed that the empathy variable had a positive and significant influence
 520 on guest satisfaction. The results of this study are in line with research conducted by Ju et al.
 521 (2019), namely the empathy variable has a positive influence on guest satisfaction. Similar
 522 with the research conducted by Ugwuanyi, Ehimen, and Uduji (2021), namely the empathy
 523 has a positive and significant effect on guest satisfaction. Based on the respondents' answers
 524 to this research questionnaire, it can be seen that the highest indicator affecting guest
 525 satisfaction is the availability of 24-hour service for guests staying at the hotels in South
 526 Africa. These results provide empirical evidence that there is attention from hotels as lodging
 527 service providers in the form of attention given to guests by constantly asking guests' needs,
 528 the existence of 24-hour service provided to guests who need assistance, the ability of
 529 employees to communicate with guests politely and using a soft tone, not arguing with guests,
 530 and apologizing if an error occurs in the service. The ability to meet guest needs and
 531 understanding each guest's condition will increase the positive view of each guests towards
 532 the hotel. This in turn will provide higher guests' satisfaction and higher possibility of
 533 revisiting these hotels in the near future.

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The format of the citations should follow the common rules:

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All citations from the main text must be indicated in the reference list.

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Conclusion

This research results reveal that Indonesian guests are satisfied with the service provided by the hotels in South Africa. All of the dimensions of service quality as asserted by Parasuraman et al. (1988) have significant impact on the guest's satisfaction which eventually led to their intention to stay at the hotel in their coming vacation. Also, this research answers the calls for an investigation as proposed by Ugwunyi et al. (2021) and Knutson et al. (2009) in understanding the international guests' satisfaction in tourism destination perspective, vice versa. This study contributes an empirical basis in strategic aspect for managing foreign tourists/hotel guests' satisfaction from abroad perspective. To conclude, hotels in South Africa have implemented such good marketing strategies in order to retain their international guests. The local tourist attractions coupled with the hotels' excellent service unquestionably will be a value added for Indonesian tourists/guests in spending their holiday abroad.

Acknowledgment

We would like to dedicate this paper to our late co-author Associate Professor Zwelibanzi Mpehle, for his dedication and meaningful contribution to the writing of this paper. Also, we would like to express our gratitude to Department of Management, Universitas Negeri Makassar for their endless support.

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Deleted: For further research within the field, it is recommended to explore other relevant variables to service quality other than those five dimensions. Also, in order to grasp the lived experience of the international guest during their stay in particular country, a qualitative approach is encouraged to be taken in the near future.

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- Journal articles (in English)

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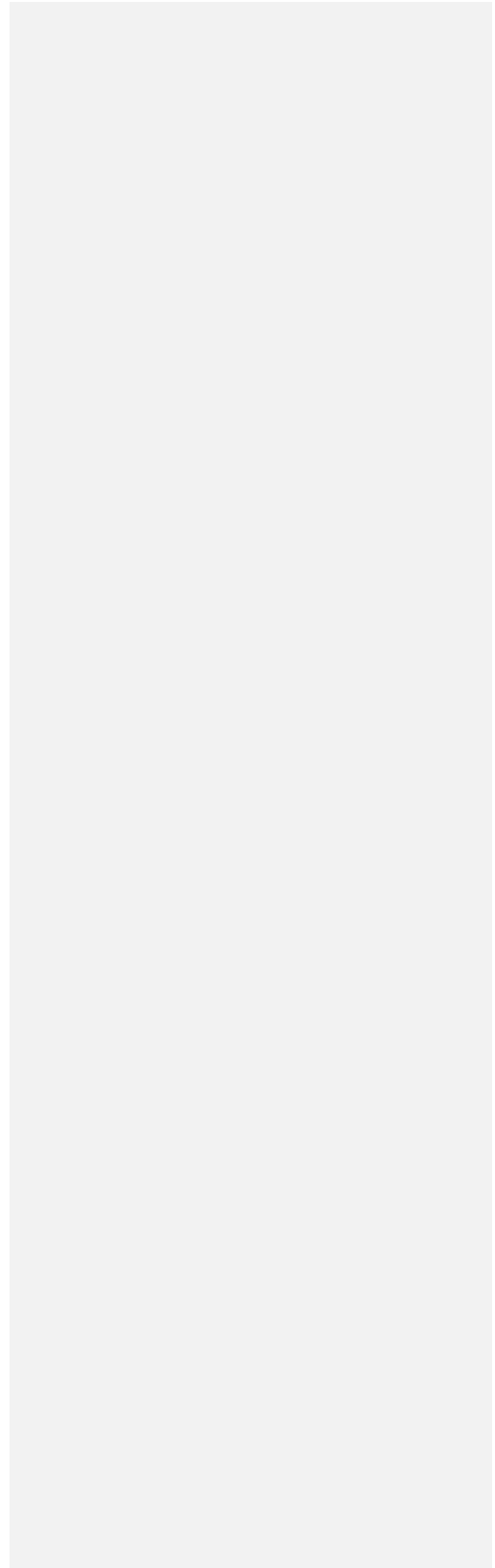
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Warm regards,

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I CAN'T GET NO SATISFACTION: EXPLORING INDONESIA GUESTS' SATISFACTION AND SERVICE QUALITY IN SOUTH AFRICAN HOTELS.

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Abstract.

Aim: This study aims to determine whether the dimensions of service quality affect the satisfaction of Indonesian tourists who visit South Africa and use hotel services, as well as to analyse the most dominant factors in influencing Indonesian tourists' satisfaction toward hotels' service in South Africa.

Materials and Methods: The population in this study were Indonesian tourists who had just returned from South Africa and used hotel accommodations. Samples were obtained randomly at the Soekarno Hatta International Arrival Terminal, Tangerang, Indonesia in 2019 before the Covid-19 pandemic. The sample was taken around 100 respondents by using non-probability sampling approach with the accidental sampling method.

Results and discussions: It is discovered that Indonesian guests are pleased with the service quality of the hotels during their stay in South Africa and that the Indonesia guest's revisit intention quite high. Also, it is suggested that the hotel managements in South Africa need to maintain the elements that have been rated satisfactory by Indonesian guests and need to improve the things that are still lacking.

Conclusions: This study contributes an empirical basis in strategic aspect for managing foreign tourists/hotel guests' satisfaction from abroad perspective.

Key words: Service quality, Consumer's satisfaction, Tourism, Hospitality, Consumer's behaviour.

Introduction

In the era of globalization, there are more and more products or services that compete in one market due to market openness. So that there is intense competition between producers to be able to meet consumer needs and provide maximum satisfaction to guests, because basically the purpose of a business is to create a sense of satisfaction for consumers. Consumers' satisfaction is a feeling of pleasure or disappointment that arises after comparing the performance of the product thought to the expected performance, where one of the actions to satisfy consumers is to provide the best service to consumers (Jasmani et al., 2020). Lam et al. (2021) argues that service quality can be interpreted as an effort to fulfil consumer needs and desires as well as the accuracy of delivery in balancing consumer expectations. Service quality can be determined by comparing consumers' perceptions of the services they actually receive or get with the services they actually expect or want on the service attributes of a company (Muskat et al., 2019).

Hotel is an accommodation service business in which there are elements of service, comfort, and lodging facilities needed for those who want lodging facilities for vacation and meeting purposes. In the service business, particularly in geotourism sector, the hotel business is also experiencing swift development (Ilieş et al., 2020). In addition, hotel business is a cutthroat business competition, ranging from five-star hotels to special lodgings for studio

67 room, not to mention the competition from the community based online platform such as Airbnb
68 business model (Aznar et al., 2019). The competition in question could be a factor of cheaper
69 room rates, satisfying service to guests, strategic locations, hotel facilities provided and other
70 factors that are able to convince consumers or guests to use the hotel's services (Musa et al.,
71 2019).

72 International tourists, particularly Indonesian tourists (henceforth called guests) are best
73 known for their selective behaviours in travelling abroad (Ghorbanzadeh et al., 2021;
74 Kusumaningrum and Wachyuni, 2020; Mahmud et al., 2021; Wachyuni and Kusumaningrum,
75 2020; Senbeto and Hon, 2020; Teng, 2021; Tse and Tung, 2022; Wijaya et al. 2019), this
76 includes how to choose the destination abroad (Wijaya et al., 2018). According to several
77 studies (Michael et al., 2004; Reisinger and Turner, 1997; Saragih and Jonathan, 2019; Wijaya
78 et al., 2019), most of the tourist are highlighting the importance of service quality, which
79 eventually will influence their satisfaction level. Along similar lines, Minister of Indonesian
80 Tourism and Creative Economy argue that Indonesian tourist are accounted for around six to
81 seven million people up to December 2020 (Ramadhian, 2020a). This increasing number is a
82 great opportunity to reap the potential financial revenue which can be retrieved from Indonesian
83 tourists alone (Kusumaningrum and Wachyuni, 2020; Wachyuni and Kusumaningrum, 2020),
84 not to mention if the pandemic is under-controlled. If the country of destination and the hotels
85 fail to meet the tourist's satisfaction, particularly from Indonesia, then it is a loss for the country
86 national revenue (Bogale et al., 2021; Chashina et al., 2020).

87 According to Matshusa et al. (2021), geotourism is a type of tourism that conserves and
88 strengthens territorial geographical identity by recognising its unique geological aspects,
89 environment, culture, aesthetics, heritage, and the well-being of its inhabitants. Next,
90 Ramadhian (2020b) argues that South Africa is one of the top-of-mind destinations of
91 Indonesian tourists' preference in overseas in terms of geotourism activities. In the same vein,
92 Putri (2015) asserts that The South African Ministry of Tourism is encouraging overseas
93 tourists, particularly from Indonesia to visit the country more often, as it offers many interesting
94 geotourism programs such as Boulders beach, Cheese Festival, Cape Town Jazz, Klein Karoo
95 Festival and Philippolis Witblits Festival.

96 Hotel activities are renting out rooms, selling food, drinks and providing commercial
97 support services. These supporting facilities are intended to increase the attraction for guests,
98 so that guests are expected to be satisfied with the services provided so that they feel at home
99 and stay long at the hotel. Quality improvement is one of the marketing strategies that
100 emphasizes on fulfilling guest desires. To create a high quality of service, a hotel must offer
101 services that are able to be received and felt by guests in accordance with or exceeding what
102 guests expect. The higher the perceived service quality compared to expectations; the more
103 satisfied guests will be (Sánchez-Pérez et al., 2021). The satisfaction felt by guests will have a
104 positive impact on the hotel, which will encourage the creation of guest loyalty and the
105 reputation of the hotel will be more positive in the eyes of society in general and guests in
106 particular (Haeruddin & Haeruddin, 2020; Hussein et al., 2018). Therefore, every hotel needs
107 to make an effort to understand the values that guests expect and, on that basis, then try to fulfil
108 those expectations as much as possible. Efforts to achieve overall guests' satisfaction are indeed
109 not easy, that it is not a reality if a company expects no dissatisfied guests. But of course, every
110 company must try to minimize guest dissatisfaction by providing better service. And at the same
111 time, companies need to pay attention to dissatisfied guests in order to manage guest's personal
112 experiences.

113 Hence, it is a call to contribute by answering the gap in the extant literature to help
114 decision makers in the hotels to understand the guest' personal experience and apply such
115 proper strategies in order to be able to increase their global competitiveness. More so, as argued
116 by Ugwuanyi et al. (2021), the dimensions of guest's experiences demanding context-specific

117 studies and “the exploration of the relationship between guest experience and satisfaction
118 continues to evolve” (2021, p. 408), therefore, it is vital to pursue further understanding.
119 Furthermore, understanding that guest’s experience is individualized and unique, it is fair to
120 offer a study which highlight the personal perception of guests from an emerging hotel industry
121 considering that values, believes, background, and attitude vary across country and nations
122 (Knutson et al., 2009). Moreover, realizing that guests’ satisfaction is a distinctive personal
123 experience, then it is fair to propose a study from overseas guests, whose different values,
124 background, beliefs, and nationalities.

125 Due to the aforementioned reasons, this study will focus on Indonesian guests who
126 stayed in Hotels in South Africa. Also, in this study, guests’ satisfaction will be measured
127 through 5 dimensions (tangible, reliability, responsiveness, assurance, empathy) based on
128 Parasuraman et al.’s theory (1988). This present study contributes to the field of knowledge on
129 guest’s satisfaction, particularly in tourism field and hotel service sub-sector in exploring
130 guests’ experience in post-purchase evaluation. Moreover, this present study examines the
131 service quality and its relationship with guests’ satisfaction and their revisit intention. The
132 following section will present the review of literature.
133

134 **Literature review**

135 ***Service Quality***

136 The quality of service is an essential aspect for the company in order to thrive and gain
137 consumer’s loyalty (Hussein et al., 2018). Consumption patterns and lifestyles of consumers
138 compel organization to provide excellent quality services. The company's success in providing
139 quality services can be determined by the service quality approach that has been developed by
140 Parasuraman et al. (1988). Service Quality is how far the difference between the expectations
141 and reality of guests for the service they receive. Service Quality can be identified by comparing
142 guest perceptions of the service they actually receive with the actual service they expect.
143 Service quality is the main thing that is seriously considered by the company, which involves
144 all the resources owned by the company. The definition of service quality is concentrated on
145 meeting the needs and desires of guests and the accuracy of delivery to balance guest
146 expectations. According to Maria et al. (2020), service quality is the expected level of
147 excellence and control over the level of excellence to meet guest desires. If the service received
148 is as expected, then the service quality is perceived as good and satisfying. If the service
149 received exceeds guest expectations, then the service quality is perceived as ideal. Conversely,
150 if the service received is lower than expected, then the service quality is considered poor (Ju et
151 al., 2019).

152 People always expect that hotel services must provide good and satisfying services for
153 every guest. Guests want better facilities from the hotel, the responsiveness, ability, and
154 sincerity of hospital staff. Thus, the hotel is required to always try to improve services to
155 patients. Guests as guests will be satisfied if the perceived performance is in line with their
156 expectations, otherwise they will be disappointed if the perceived performance is below their
157 expectations. Furthermore, guests will be very satisfied if the perceived performance exceeds
158 their expectations. In this regard, to win satisfaction and loyalty, hotel guests’ satisfaction
159 becomes an important thing to be managed more seriously (Hussein et al., 2018). Companies
160 must start thinking about the importance of more mature guest service programs through service
161 quality. What data can be exploited so that guest satisfaction can be exceeded properly, because
162 guest satisfaction is not only obtained from the quality of the products they consume, but also
163 from the services provided by the company to its guests.

164 Guests not only want certain services, but also in the right level and quality of service.
165 Companies need to pay attention to or even prioritize orientation to serve guests that can satisfy
166 guests. Parasuraman et al. (1988) define service quality as a comparison between the services

167 expected by guests and the services they receive. The main factors that affect service quality
 168 are the expected service and the perceived. Then the good or bad quality of service is not based
 169 on the perception of the service provider but based on the guest's perception of the process as a
 170 whole. Perception of service quality is a guest's belief about the service received or the service
 171 experienced (Parasuraman et al., 1988). Service quality can be seen from the dimensions of
 172 reliability (ability to fulfil promises), responsiveness (responsiveness in providing services),
 173 assurance (ability to provide service guarantees), empathy (ability to understand guest desires),
 174 and tangibles (physical appearance of services) (Parasuraman et. al, 1988), which called as
 175 SERVQUAL (Service Quality).

176 177 ***Guests' satisfaction***

178 Nowadays, attention to guest satisfaction and dissatisfaction has increased because
 179 basically the purpose of a company is to create a sense of satisfaction for guests. The higher the
 180 level of guest satisfaction, it will bring greater profits for the company, because guests will
 181 repurchase the company's products. However, if the level of satisfaction felt by the guest is
 182 small, then there is a possibility that the guest will switch to a competitor's product.

183 According to El-Adly (2019), satisfaction is a person's feelings of pleasure or
 184 disappointment that arise after comparing the performance (results) of the product thought to
 185 the expected performance. While Wu and Gao (2019) state that satisfaction is an emotional
 186 state, their post-purchase reaction can be anger, dissatisfaction, irritation, neutrality, joy and
 187 pleasure. Satisfaction is influenced by the comparison of perceived service with expected
 188 service, and as a guest's short-term emotional reaction to the performance of a particular service.
 189 Guest satisfaction with a product or service, is actually something that is difficult to obtain if
 190 the service company or industry does not really understand what is expected by guests. For
 191 products or services with the same quality, it can provide different levels of satisfaction for
 192 different guests. Therefore, a company must always pay attention to the quality of products and
 193 services provided to guests.

194 195 ***Relationship among Variables***

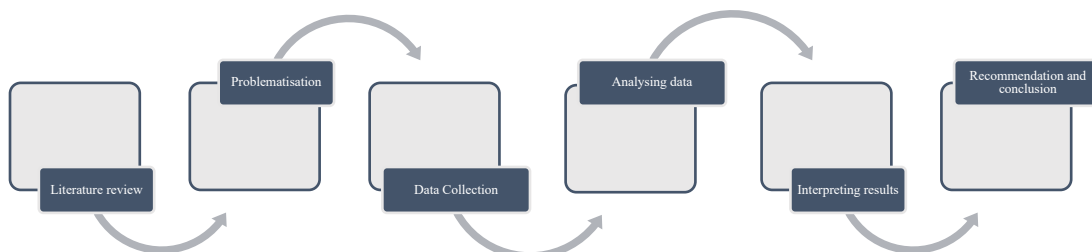
196 In this study, guests' satisfaction is influenced by five dimensions of service quality,
 197 namely: tangible, reliability, responsiveness, assurance, and empathy. The following is an
 198 explanation of the relationship between the independent variable and the dependent variable.

- 199 • *Tangible relationship with guest satisfaction.* According to El-Adly (2019), because a form
 200 of service cannot be seen, cannot be smelled and cannot be touched, the aspect of physical
 201 appearance becomes important as a measure of service. Guests will use the sense of sight to
 202 assess the quality of service. Good physical evidence will affect guest perception. At the
 203 same time, this aspect is also one of the sources that influence guest expectations. Because
 204 with good physical evidence, guest expectations are higher. Therefore, it is important for the
 205 company to find out how far the most appropriate physical aspect is, which still gives a
 206 positive impression on the quality of service provided but does not cause guest expectations
 207 that are too high so that it can meet guest needs and provide satisfaction to guests.
- 208 • *Relationship between Reliability and Guest Satisfaction.* According to Wu and Gao (2019),
 209 reliability is the ability to provide services in accordance with what was promised accurately
 210 and reliably. Performance must be in accordance with guest expectations which means
 211 timeliness, the same service for all guests without errors, a sympathetic attitude, and with
 212 high accuracy. Fulfilment of promises in service will reflect the credibility of the company.
- 213 • *Responsiveness Relationship with Guest Satisfaction.* According to Wu and Gao (2019),
 214 responsiveness is a response or alertness in helping guests and providing fast and responsive
 215 service, which includes alertness in serving guests, speed in handling transactions and
 216 handling guest complaints. Responsiveness or responsiveness given by service providers

- 217 will increase the satisfaction felt by guests., and if the hotels let guests wait, it can lead to
 218 negative perceptions of service quality.
- 219 • *Assurance Relationship with Guest Satisfaction.* Wu and Gao (2019) define assurance as
 220 knowledge of the right product, politeness of employees in providing services, skills in
 221 providing information, ability to provide security and ability to instil trust and confidence in
 222 guests. According to Maria et al. (2020), assurance incorporates the ability of employees for
 223 their knowledge of the product appropriately, hospitality, attention and courtesy, skills in
 224 providing information, the ability to provide security in utilizing the services offered and the
 225 ability to instil guest trust, the nature of trustworthiness of the staff, free from danger, risk
 226 or doubt. Assurance which includes the knowledge and skills of employees in serving guest
 227 needs, employee ethics, and security guarantees from the company for guests when visiting
 228 hotels. The existence of a security guarantee from a company will make guests feel safe and
 229 without any hesitation. In addition, the guarantee from a company will affect guest
 230 satisfaction because what the guest wants can be fulfilled by the company, namely with the
 231 knowledge and skills of the employee. Politeness and friendliness of employees will make
 232 guests feel valued so that they are satisfied with the services provided by the company.
 - 233 • *Empathy Relationship with Guest Satisfaction.* According to El-Adly (2019), empathy is
 234 attention by giving a sincere and individual or personal attitude given by service providers
 235 to guests such as the ability of employees to communicate with guests and the company's
 236 efforts to understand guest wants and needs. Where a company is expected to have a sense
 237 of understanding and knowledge about its guests, understand specific guest needs, and have
 238 a comfortable operating time for guests. Therefore, it can be concluded that empathy is the
 239 special attention given by individuals to all guest needs and complaints, and good
 240 communication between employees and guests. With special attention and good
 241 communication from employees to guests, it will affect guest satisfaction, because guests
 242 will feel cared for by the company if their needs and complaints are responded to properly
 243 by the company.

244 **Methods**

245 This research employs a quantitative method. Respondents in this research were
 246 Indonesian tourists who had just returned from South Africa and used hotel accommodations
 247 in the country. Samples were obtained randomly at the Soekarno Hatta International Arrival
 248 Terminal, Tangerang, Indonesia in 2019 before the Covid-19 pandemic. Researchers waited on
 249 the International Arrival terminal and waited on the flight from South Africa and distributed
 250 the questionnaires while the respondents were waiting to collect their luggage. The sample was
 251 taken as many as 100 respondents using the non-probability sampling technique with the
 252 accidental sampling method. The methodology flowchart of the study is illustrated as follows:
 253



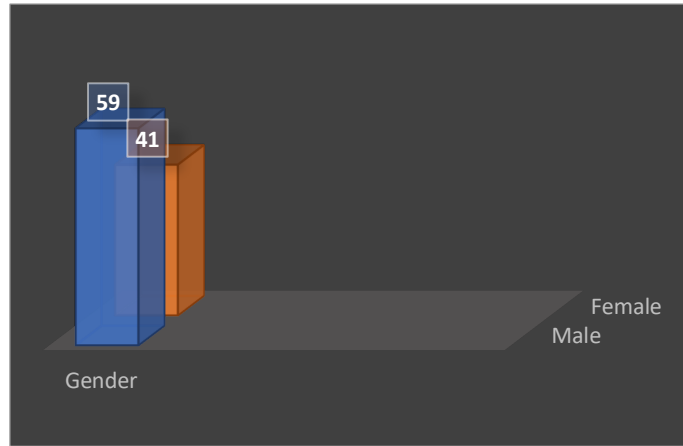
254 **Figure 1. Methodology flowchart**

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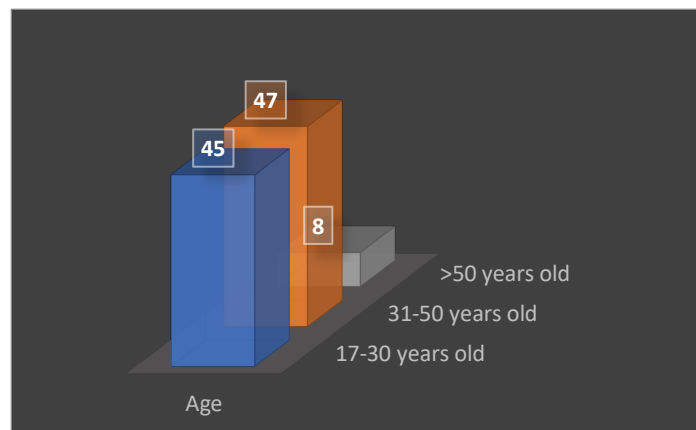
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258 Moreover, the questions in the questionnaire are based on indicators of satisfaction level
 259 that are influenced by personal experiences during their visit in South Africa. The questionnaire
 260 items were measured on a 5-point scale ranging from Strongly Disagree (1) to Strongly Agree
 261 (5) to with a middle point (3) to show Neutral response. The respondents' demographics are as
 262 presented in following figures.
 263



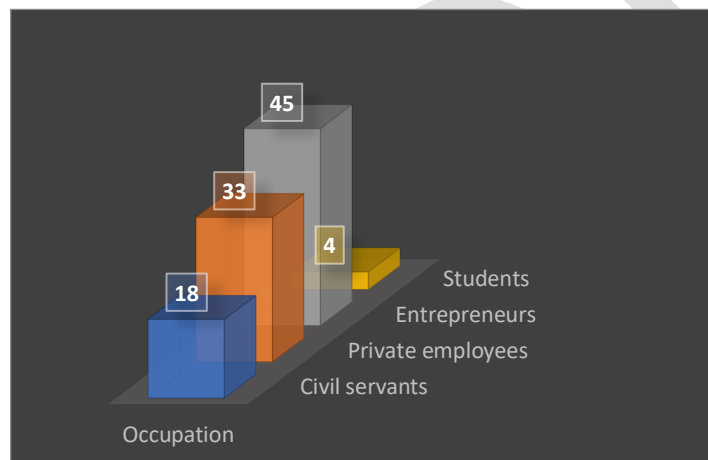
264 **Figure 2. Respondent's characteristics based on gender**

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267 **Figure 3. Respondent's characteristics based on age group**

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270 **Figure 4. Respondent's characteristics based on occupation**

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274

275 **Results**276 ***Analysis for survey response index***

277 Based on the Likert's scale which ranges from (1= strongly disagree (SD), 2= disagree (D), 3=
 278 neutral (N), 4= Agree (A), and 5= strongly agree (SA)), the mean score of the variables was
 279 analysed for each variable. In this research questionnaire, the number of respondents' answers
 280 does not start from number 0, but from numbers 1 to 5. Therefore, the index number generated
 281 will start from numbers 20 to 100 with a range of 80. In this study, the three-box method was
 282 used, then the range of 80 will be divided by 3 and will produce a range of 26.67. This range
 283 will be used as the basis for determining the index of consumer perceptions of the variables
 284 used in this study (Parasuraman et al., 1998), as 73.36 – 100 will be categorized as **High**,
 285 whereas 46.68 – 73.35 will be categorized as **Medium**, and 20.00 – 46.67 categorized as **Low**.
 286

287 ***Index of Respondents' Responses to tangible dimension***

288 Tangible evidence shows the location's ability to show its existence to external parties. The
 289 condition of equipment, buildings and physical equipment is a form of tangible evidence of the
 290 possibility of the high quality of service provided by a hotel. This study uses 4 tangible
 291 questionnaire items to measure consumer perceptions of physical evidence from the Hotels in
 292 South Africa. The following table is respondent's responses to tangible variable.
 293
 294

Table 1 Index of Respondents' Responses Regarding Tangible dimension

No	Indicator	Score					Freq	Index	Results
		SA	A	N	D	SD			
1	The building and interior of the South African Hotels are nice and attractive	29	61	10	0	0	419	83.8	High
2	South African Hotels are clean and comfortable	35	53	11	1	0	401	84.4	High
3	The facilities offered by the Hotels are complete and as expected	29	59	9	3	0	414	82.8	High
4	The employees and staffs of the South African Hotels look clean, neat and attractive	30	57	12	1	0	416	83.2	High
	Total						1671		
	Mean						417.75	83.55	High

295 **Processed data, 2021**

296

297 Respondents' responses as shown in Table 1 show that most of the respondents responded that
 298 there was a fairly high agreement on the tangible evidence owned by the hotels in South Africa,
 299 with a high index value of 83.55. This means that the respondent's response shows a fairly good
 300 acknowledgment of the condition of the physical evidence (tangibility) of the hotels. This is
 301 supported by the condition of the physical facilities owned by the hotel in the form of a high
 302 assessment of the condition of equipment, building conditions, and facilities. Some of the
 303 reasons expressed by respondents for their positive assessment of the hotel's buildings and
 304 interiors are related to the hotel model that appears different from other hotels, namely showing
 305 a beautiful environment full of plants and trees and the beach view it displays because it has a
 306 building above the sea. However, several respondents stated that the condition of the hotel was
 307 less visible because there was no renovation of the damage and no new innovations were
 308 displayed. The cleanliness and comfort of the hotel were also perceived positively by

309 respondents where many of them considered that the convenience of the location could be
 310 shown by the cleanliness of the hotel. With regard to hotel facilities, many respondents said that
 311 these hotels have complete facilities that are not inferior to other hotels they have stayed in
 312 before in another countries. The neat appearance of hotel employees shows that hotel employees
 313 can look clean and tidy. This is indicated by the use of clean clothes and always looks neat and
 314 attractive.

315

316 *Respondent's Response Index Regarding Reliability*

317 Reliability indicates the company's ability to provide prompt, accurate, and satisfying service.
 318 This study uses a 3-item reliability questionnaire to measure consumer perceptions of service
 319 reliability during their stay at the South African Hotels.

320

321

Table 2 Respondents' Response Index Regarding Reliability

No	Indicator	Score					Freq	Score	Results
		SA	A	N	SD	D			
1	The receptionist at the hotels is fast in serving guests	16	66	16	1	1	395	79	High
2	The service procedure or registration for guests of the Hotels is not complicated	16	58	22	3	1	385	77	High
3	The services provided by the Hotels have met expectations/satisfying	19	55	20	6	0	387	77.4	High
	Total						1167		
	Mean						389	77.8	High

322 Processed data, 2021

323

324 Respondents' responses as shown in table 2 show that most of the respondents agreed with the
 325 aspect of reliability or reliability of the services provided by the hotels in South Africa, with a
 326 high index value of 77.4. This means that respondents get reliable service by South African
 327 hotels. Such conditions are supported by the existence of fast and precise service procedures,
 328 serious attention, satisfying service and uncomplicated service. Some of the reasons expressed
 329 by respondents regarding the speed of the receptionist in service include the time required which
 330 is not more than 5 minutes so that guests do not wait too long in service and wait to be served.

331

332 *Respondents' Response Index Regarding Responsiveness*

333 Responsiveness is the provision of services to guests quickly and responsively. This study uses
 334 a 3-item responsiveness questionnaire to measure consumer perceptions of the responsiveness
 335 of South African hotel employees. The following table 3 is the respondent's reaction on
 336 responsiveness.

337

338

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345
346**Table 3 Respondents' Response Index Regarding Responsiveness**

No	Indicator	Score					Freq	Score	Results
		SA	A	N	SD	D			
1	The employees and staff of the South African Hotels are responsive to guest complaints	26	41	23	9	1	382	76.4	High
2	The employees and staff of the South African Hotels are always ready to help guests/guests	24	35	33	7	1	374	74.8	High
3	The employees and staff of the South African Hotels are quick to solve problems	28	38	27	7	0	387	77.4	High
	Total						1143		High
	Mean						381	76.2	High

Processed data, 2021

347

348 Respondents' responses as shown in table 3 show that most of the respondents gave a large
 349 agree response to the responsiveness of the services provided by the South African hotels with
 350 a high index value of 76.2. This means that consumers give a good assessment of the
 351 responsiveness of the South African hotels. This is indicated by the attitude of employees who
 352 do not discriminate between every consumer, solving every problem is done appropriately and
 353 decisively and solving every consumer need is responsively anticipated and without delay. The
 354 readiness of hotel employees can also be seen from their agility and speed when consumers
 355 need help from employees for guest service and requests, besides that employees can try to
 356 solve problems related to performance mismatches or benefits from existing facilities in the
 357 hotel.

358

359 *Respondents' Responses Index Regarding Assurance*

360 Assurance shows the knowledge, courtesy and trustworthiness of service providers. This study
 361 uses a 3-item assurance questionnaire to measure consumer perceptions of the guarantee
 362 provided by the South African hotels to its guests. The results of the response to assurance can
 363 be described in table 4 as follows:

364

365

Table 4 Respondents' Responses Regarding Assurance

No	Indicator	Score					Freq	Score	Results
		SA	A	N	D	SA			
1	The employees and staff of the hotels in South Africa are friendly in serving guests / guests	61	36	2	0	1	456	91.2	High
2	The employees and staff of the hotels in South Africa have extensive knowledge	73	23	3	1	0	469	93.6	High

3	Hotels in South Africa guarantee the safety of guests who stay	68	29	0	2	1	461	92.2	High
	Total						1385		
	Mean						461.67	92.33	High

Processed data, 2021

Respondents' responses as shown in table 4 show that most of the respondents gave a large agreement response to the assurance variable provided by Hotels in South Africa, with a high index value of 92.33. This means that respondents assess the existence of a good guarantee provided by the Hotels in South Africa. This is supported by the presence of friendly employees in providing services, the ability of staffs and employees in their knowledge and providing a sense of security for hotel visitors. The friendliness aspect can be seen from the facial expressions of hotel employees in listening to or responding to requests from guests, so that guests feel respected by hotel employees. On the experience side, employees are considered to have quite good experience in serving and meeting guests' needs. Last but not least, the security and safety of hotel visitors and the belongings brought by hotel visitors can be well guaranteed.

Respondents' Responses Index Regarding Empathy

Empathy describes a statement of concern and concern for consumers individually. This study uses a 3-item empathy questionnaire to measure consumer perceptions of the attention given by the Hotels in South Africa.

Table 5 Respondents' Responses Regarding Empathy

No	Indicator	Score					Freq	Score	Results
		SA	A	N	D	SA			
1	24-hour service is available for guests staying at South African Hotel	74	23	1	2	0	469	93.8	High
2	The employees and staff of the Hotels in South Africa understand the wishes of guests / guests	63	34	2	1	0	459	91.8	High
3	The employees and staff of the Hotel in South Africa are able to communicate well	69	28	2	0	1	463	92.8	High
	Total						1392		
	Mean						464	92.8	High

Processed data, 2021

Respondents' responses as in table 5 show that most of the respondents gave a very agree response to the care and attention of the employees and staff of the Hotels in South Africa in delivering services they provide, with a high index value of 92.8. This is supported by the presence of good attention from the hotel individually to guests. The hotel's attention is shown by the existence of 24-hour service for hotel stays when there is an emergency or needed visitor need, hotel employees provide 24-hour manpower. Hotel employees with a high sense of empathy for each guest and accompanied by good communication skills, so that consumer requests can be responded to properly.

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Respondent Response Index Regarding Satisfaction

Satisfaction is a feeling of pleasure or disappointment felt by consumers after comparing the perceived service with the expected service. Hotels are required to provide the best service so that consumers feel satisfied with the service. Guests will feel satisfied when what they want or expect is fulfilled, and conversely guests will feel disappointed if what they expect does not match what they want.

Table 6 Respondent Response Index Regarding Satisfaction

No	Indicator	Score					Freq	Score	Results
		SA	A	N	D	SA			
1	I feel comfortable when the employees of the Hotel in South Africa provide services	67	31	0	2	0	463	92.6	High
2	I feel confident about the services provided by the South African Hotel	64	34	0	2	0	460	92	High
3	I am always interested in returning to stay at the hotel in South Africa	78	19	1	1	1	472	94.4	High
4	I am satisfied with the attention and service provided by the employees of the South African hotels	64	34	0	2	0	460	92	High
	Total						1855		
	Mean						463.75	92.75	High

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Processed data, 2021

Respondents' responses as in table 6 above show that most of the respondents gave a high satisfaction response to the quality of service provided by the South African Hotel, with a high index value of 92.75. This shows that the quality of service provided by the hotel to Indonesian guests is good and provides satisfaction to consumers who stay at the hotels in South Africa.

Analysis of multiple regressions

Multiple linear regression was employed in this study in order to corroborate the hypothesis about the effect of the service quality dimensions (tangible, reliability, responsiveness, assurance, and empathy) partially and simultaneously on the variable of guest satisfaction at the South African Hotels.

Table 7 Results of Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.750	1.220		1.434	.155
TOTALX1	.032	.054	.037	.600	.550
TOTALX2	.129	.062	.125	2.079	.040
TOTALX3	.082	.048	.108	1.704	.092
TOTALX4	.336	.088	.283	3.826	.000
TOTALX5	.658	.095	.524	6.934	.000

a. Dependent Variable: TOTALY

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The regression equation that can be formulated from these calculations as follows:

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$$Y = 1.750 + 0.032 X_1 + 0.129 X_2 + 0.082 X_3 + 0.336 X_4 + 0.658 X_5 + e$$

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The regression equation can be elaborated in details as follows:

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- Y is the guests' satisfaction (independent variable).

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- The constant value is 1.750.

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- The regression coefficient of the tangible variable (X1) has a positive tendency in its effect on guest's satisfaction.

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- The coefficient of the reliability variable (X2) has a positive tendency in its influence on guest's satisfaction.

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- Regression coefficient of responsiveness variable (X3) has a positive tendency in its effect on guest's satisfaction.

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- The regression coefficient of the assurance variable (X4) has a positive tendency in its influence on guest's satisfaction.

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- The regression coefficient of the empathy variable (X5) has a positive tendency in its influence on guest's satisfaction.

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From the results of the multiple regression coefficients described in the description above, hypothesis testing will be carried out partially or simultaneously. To understand the meaning of regression model partially for every variable, it can be achieved by using the t test as follows.

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- Tangible (X1)

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The t value for the tangible variable is 0.600 with a significance of $0.550 > 0.05$. As the value is above 0.05, it indicates that physical evidence has an insignificant impact on guest's satisfaction. The direction of the positive regression coefficient means that physical evidence has a positive and insignificant effect on guests' satisfaction. The better the physical evidence that exists in the hotels will affect guests' satisfaction but does not have a big impact, on the contrary, the less good the physical evidence in the hotels will affect guests' satisfaction.

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- Reliability (X2)

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The t value for the reliability variable is 2.079 with a significance of $0.040 < 0.05$. As the value below 0.05, then it suggests that reliability has a substantial impact on guests' satisfaction. The direction of the positive regression coefficient means that reliability has a positive and significant effect on guests' satisfaction. The higher the reliability of the services provided, the higher the guests' satisfaction, on the contrary, the lower the reliability of the services provided, the lower the guests' satisfaction.

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- Responsiveness (X3)

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The t value for the responsiveness variable is 1.704 with a value of $0.092 > 0.05$. As the value above 0.05, it shows that responsiveness does not have a significant influence on guests' satisfaction. The direction of the positive regression coefficient means that responsiveness has a positive and insignificant effect on guests' satisfaction. The higher the responsiveness that exists in the hotels will affect guests' satisfaction but does not have a big impact, on the contrary the less good responsiveness that exists in the hotels will affect guests' satisfaction.

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- Assurance (X4)

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The test results obtained the value of t for the assurance variable shows the value of $t = 3.826$ with a value of $0.000 < 0.05$. As the value under 0.05, it suggests that assurance has an important consequence on hotel guests' satisfaction. The direction of the positive regression coefficient means that the guarantee has a significant positive effect on guests' satisfaction. The greater the guarantee provided by the hotels, the higher the

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467 guests' satisfaction, on the contrary, the lower the guarantee provided by hotels in South
 468 Africa, the lower the guests' satisfaction.

- 469 • **Empathy (X5)**

470 The test results obtained the t value for the empathy showing the t value = 6.934 with
 471 a value of 0.000 <0.05. As the value under 0.05, it means that empathy has a
 472 substantial impact on guest's satisfaction. The direction of the positive regression
 473 coefficient means that empathy has a significant positive effect on guest's satisfaction.
 474 The greater the empathy showed by the hotels, the higher the guest's satisfaction, on
 475 the contrary, the lower the empathy expressed by the hotels, the lower the guests'
 476 satisfaction will be.

477
 478 Moreover, results of the simultaneous regression can be seen in Table 8 below:

479
 480 **Table 8 F Test**
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	238.484	5	47.697	48.593	.000 ^b
	Residual	92.266	94	.982		
	Total	330.750	99			

a. Dependent Variable: TOTALY

b. Predictors: (Constant), TOTALX5, TOTALX1, TOTALX2, TOTALX3, TOTALX4

481 The results of statistical calculations showed the calculated F value = 48.593 with a significance
 482 of 0.000 <0.05. With a significance value below 0.05, it shows that all the variables have a
 483 significant and positive influence toward guests' satisfaction.

484 **Coefficient of Determination**

485 The coefficient of determination is used to determine how much influence the independent
 486 variables have on the dependent variable. The value of the coefficient of determination is
 487 determined by the value of R square.

488
 489
 490 **Table 9 Coefficient of Determination**

491 **Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.849 ^a	.721	.706	.991

a. Predictors: (Constant), TOTALX5, TOTALX1, TOTALX2, TOTALX3, TOTALX4

492 The results of the regression calculation can be seen that the coefficient of determination (R²)
 493 obtained is 0.721. This means that 72.1% of guest satisfaction is influenced by empathy,
 494 assurance, responsiveness, reliability, and tangibility, while the remaining 27.9% of guests'
 495 satisfaction level is shaped by other factors not investigated in this research.

496 **Discussion**

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 498 This research' purposes are to explore the effect of service quality with its five
 499 dimensions on guest satisfaction during their stay at hotels in South Africa. In general, this
 500 study shows that the results of service quality are satisfying. The results of the descriptive
 501 analysis show that the quality of service provided by the hotels in South Africa is generally
 502 good. This can be shown from the number of high satisfaction responses from respondents to
 503 the conditions of each research variable. El-Adly (2019) argues that service quality can be
 504

505 interpreted as an effort to fulfil guest needs and desires as well as the accuracy of delivery in
506 balancing guest expectations. Based on the expert opinion, the hotel hopes to be able to
507 balance guest expectations and provide satisfaction to guests through good service quality.
508 From the results of the study, it was found that the service quality variable in its five
509 dimensions has three dimensions that have a positive and significant influence on guest
510 satisfaction while the other two dimensions have a positive and insignificant effect. Based on
511 the F-test that was carried out, the results showed that the quality of service with its five
512 dimensions had a significant and positive impact on guest' satisfaction. This is because by
513 providing quality services, it will create satisfaction in guests. Based on the results of the
514 coefficient of determination test, the result is 72.1%, which means that the service quality
515 with tangible, reliability, responsiveness, assurance, and empathy dimensions has an
516 influence of 72.1% on guest satisfaction and the remaining 27.9% is influenced by factors
517 that were not investigated in this study.

518 The results showed that the physical appearance variable had a positive and
519 insignificant effect on satisfaction. This is in accordance with the opinion of Ju et al. (2019)
520 and Kuhzady et al., (2020), because a form of service cannot be seen, cannot be smelled and
521 cannot be touched, the aspect of physical appearance becomes important as a measure of
522 service. Good physical evidence will affect guest perception. The results of this study are in
523 line with research conducted by Knutson et al. (2009), namely service quality has a positive
524 effect on service quality, especially in the dimensions of physical appearance. Slightly
525 different from the results of research conducted by Kusumaningrum and Wachyuni (2020)
526 which results that the effect of physical evidence has a positive and significant effect on
527 satisfaction. Based on respondents' answers to this research questionnaire, it can be seen that
528 the highest indicator affecting guest satisfaction is the building and interior of the South
529 African hotel are good and attractive. These results provide empirical evidence that physical
530 evidence from service providers is shown by the appearance of the hotel which is different
531 from other hotels that display cottages buildings that describe ethnic traditional ornaments
532 and houses in South Africa which can be seen from the upper part of the cottages building.
533 In terms of the hotel environment, it looks beautiful and clean because the hotel staff always
534 cleans it all the time to make guests feel comfortable. In addition, employees as service
535 providers also appear neat, clean and polite. It can be seen from the clothes used are office
536 uniforms which will certainly give satisfaction to guests but the effect is not too big or
537 insignificant because the location of this hotel is very strategic and has its own charm,
538 although many of the physical appearances have been damaged and there has been no
539 improvement. and new innovations that have been shown in the past few years by the hotels
540 themselves, but guests still choose these hotels as a place to stay.

541 The results showed that the reliability variable had a positive and significant effect on
542 guest's satisfaction. The results of this study are in line with research conducted by Ugwuanyi
543 et al. (2021), namely the reliability variable has a positive influence on guest satisfaction and
544 research conducted by Lam et al. (2021) namely the reliability variable has a positive and
545 significant effect on guest satisfaction. In contrast to the results of research conducted by
546 Saragih and Jonathan (2019), the reliability variable has no significant effect on guest
547 satisfaction. Based on respondents' answers to this research questionnaire, it can be seen that
548 the highest indicator that affects guest satisfaction is the receptionist at South African hotels
549 who is fast in serving guests. These results provide empirical evidence that the reliability of
550 service providers is indicated by reliability in the form of the receptionist's speed in serving
551 guests who want to check in or check out which does not take a long time, only takes less
552 than five minutes. This is because the procedure applied by the hotel is not complicated and
553 only requires a guest identity card if guests want to use the services of the Hotels in South

554 Africa. The reliability of employees in serving guests will be considered in shaping guest's
555 satisfaction.

556 The results showed that the responsiveness variable had a positive and insignificant
557 effect on guest satisfaction. The results of this study are in line with research conducted by
558 Ju et al. (2019), namely the reliability variable has a positive influence on guest satisfaction.
559 The results of this study are not in line with research conducted by El-Adly (2019) and Wu
560 and Gao (2019), namely the reliability variable has a positive and significant effect on guest
561 satisfaction. Based on respondents' answers to this research questionnaire, it can be seen that
562 the highest indicator affecting guest satisfaction is that the employees and staff of the South
563 African hotels are responsive to guest complaints. These results provide empirical evidence
564 that the responsiveness of service providers is indicated by the willingness of employees to
565 help guests when in the hotel environment such as helping to bring guest goods, being
566 responsive to complaints felt by guests and solving problems experienced by guests. Fast and
567 precise will have an influence on the formation of guest satisfaction but the impact is not too
568 big. The impact caused by the responsiveness variable is not significant or not too large
569 because most guests who stay want to relax with their families, and the guests have no
570 complaints about the facilities and others provided by the hotel, so the responsiveness variable
571 is not too felt by guests who stay at the Hotels in South Africa.

572 The results showed that the guarantee variable had a positive and significant effect on
573 satisfaction. The results of this study are in line with research conducted by Ju et al. (2019),
574 namely the guarantee variable has a positive influence on guest satisfaction. Likewise, with
575 the research conducted by Wachyuni and Kusumaningrum (2020) and Bogale et al. (2021),
576 namely the guarantee variable has a positive and significant effect on guest satisfaction. Based
577 on respondents' answers to this research questionnaire, it can be seen that the highest indicator
578 affecting guest satisfaction is that the employees and staff of the Hotels in South Africa have
579 extensive knowledge. These results provide empirical evidence that guarantees from service
580 providers will provide an increase in guest satisfaction (Flavián et al., 2019). This is shown
581 by the friendliness of employees in serving guests by always giving a smile, greeting and
582 always asking the needs desired by guests, employees who have extensive knowledge about
583 hospitality, especially regarding the South African hotels itself related to the number of
584 rooms, types provided, prices, facilities offered to guests and furthermore, guest safety is
585 guaranteed with 24-hour security from security and local police.

586 **The results showed that the empathy variable had a positive and significant influence**
587 **on guest satisfaction. The results of this study are in line with research conducted by Ju et al.**
588 **(2019), namely the empathy variable has a positive influence on guest satisfaction. Similar**
589 **with the research conducted by Ugwuanyi et al. (2021), namely the empathy has a positive**
590 **and significant effect on guest satisfaction.** Based on the respondents' answers to this research
591 questionnaire, it can be seen that the highest indicator affecting guest satisfaction is the
592 availability of 24-hour service for guests staying at the hotels in South Africa. These results
593 provide empirical evidence that there is attention from hotels as lodging service providers in
594 the form of attention given to guests by constantly asking guests' needs, the existence of 24-
595 hour service provided to guests who need assistance, the ability of employees to communicate
596 with guests politely and using a soft tone, not arguing with guests, and apologizing if an error
597 occurs in the service. The ability to meet guest needs and understanding each guest's condition
598 will increase the positive view of each guests towards the hotel. This in turn will provide
599 higher guests' familiarity, satisfaction, and higher possibility of revisiting these hotels in the
600 near future (Park et al., 2019; Vada et al., 2019).

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604 **Conclusion**

605 This research results reveal that Indonesian guests are satisfied with the service provided
 606 by the hotels in South Africa. All of the dimensions of service quality as asserted by
 607 Parasuraman et al. (1988) have significant impact on the guest's satisfaction which eventually
 608 led to their intention to stay at the hotel in their coming vacation (Vada et al., 2019). Also, this
 609 research answers the calls for an investigation as proposed by Ugwunyi et al. (2021) and
 610 Knutson et al. (2009) in understanding the international guests' satisfaction in tourism
 611 destination perspective, vice versa. This study contributes an empirical basis in strategic aspect
 612 for managing foreign tourists/hotel guests' satisfaction from abroad perspective. To conclude,
 613 hotels in South Africa have implemented such good marketing strategies in order to retain their
 614 international guests. The local tourist attractions coupled with the hotels' excellent service
 615 unquestionably will be a value added for Indonesian tourists/guests in spending their holiday
 616 abroad. **For further research within the field, it is recommended to explore other relevant**
 617 **variables to service quality other than those five dimensions. Also, in order to grasp the lived**
 618 **experience of the international guest during their stay in particular country, a qualitative**
 619 **approach is encouraged to be taken in the near future.**

620

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627

628

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748 [perjalanan-internasional-tetapi?page=all](https://travel.kompas.com/read/2020/11/14/070700527/afrika-selatan-sudah-buka-perjalanan-internasional-tetapi?page=all) [retrieved January 30 2021].
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ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>

Editorial suggestions

6 messages

GTG Editorial Office <gtg.uoradea@yahoo.com>
Reply-To: GTG Editorial Office <gtg.uoradea@yahoo.com>
To: "ikhwan.maulana@unm.ac.id" <ikhwan.maulana@unm.ac.id>

13 January 2022 at 14:28

Dear Author,

the editorial committee of the journal analyzed your article entitle "*I CAN'T GET NO SATISFACTION: EXPLORING INDONESIA GUESTS' SATISFACTION AND SERVICE QUALITY IN SOUTH AFRICAN HOTELS*" and developed a series of suggestions for it to reach its full potential.

You can find the suggestions in the attached document.

Please adjust/modify the paper according to all these suggestions and then resend the revised version of your manuscript to us by **January 31**. If you do not have enough time to review the manuscript by the indicated date and you want an extension, please contact us.

Best regards,

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania



GTG_361_2021_-_HAERUDDIN_I.M. - Editorial comments.docx
82K

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

13 January 2022 at 21:15

Dear Editorial Committee of GeoJournal of Tourism and Geosites,

How are you?

Thank you for your email, suggestions, and the opportunity to improve our article publication. We will get back to you as soon as it is possible.

Warm regards,

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.

Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

[Quoted text hidden]

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

23 January 2022 at 16:27

Dear Editorial Committee,

How are you?

I hope this email finds you well.

Attached is the revised manuscript as per your suggestion.

Thank you for the opportunity to develop it and point out some significant improvement points on our manuscript.

Should you have any questions, please do not hesitate to contact me.

Warm regards,

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.

Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

On Thu, 13 Jan 2022 at 14:28, GTG Editorial Office <gtg.uoradea@yahoo.com> wrote:

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GTG Editorial Office <gtg.uoradea@yahoo.com>
Reply-To: GTG Editorial Office <gtg.uoradea@yahoo.com>
To: "ikhwan.maulana UNM" <ikhwan.maulana@unm.ac.id>

24 January 2022 at 15:54

Dear Author,

we received the manuscript. A final check will be made in the editorial office and as soon as we have the final version we will announce you.

Best regards,

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania

[Quoted text hidden]

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

24 January 2022 at 16:54

Dear Editorial Committee,

Thank you for your prompt reply.

We are looking forward to hearing such a positive outcome from you.

Warm regards,

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.

Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

[Quoted text hidden]

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>

30 January 2022 at 19:06

To: Uhud Darmawan Natsir <uhud.darmawan.natsir@gmail.com>, uhud.darmawan@unm.ac.id

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.

Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

----- Forwarded message -----

From: **GTG Editorial Office** <gtg.uoradea@yahoo.com>

Date: Mon, 24 Jan 2022 at 15:55

Subject: Re: Editorial suggestions

To: ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>

Dear Author,

we recieved the manuscript. A final check will be made in the editorial office and as soon as we have the final version we will announce you. At the moment, if you can finalise the payment for the publication fee, then it will be much appreciated.

[Quoted text hidden]

[Quoted text hidden]



ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>

Accepted article

10 messages

GTG Editorial Office <gtg.uoradea@yahoo.com>

4 February 2022 at 15:05

Reply-To: GTG Editorial Office <gtg.uoradea@yahoo.com>

To: "ikhwan.maulana@unm.ac.id" <ikhwan.maulana@unm.ac.id>

Dear Author,

1. We hereby notify you that your paper "*I CAN'T GET NO SATISFACTION: EXPLORING INDONESIA GUESTS' SATISFACTION AND SERVICE QUALITY IN SOUTH AFRICAN HOTELS*" has been accepted to be published in GeoJournal of Tourism and Geosites. Please find attached the Acceptance Letter.

The paper is expected to be published in GTG Journal in supplement issue at 2/2022 (which will appear on June 30, 2022).

2. Following the acceptance, you must pay the processing fee: 390 euro / paper (the bank transfer costs are your responsibility; no other fees are charged in addition to the processing fee).

Please send us your payment confirmation by email. We are not able to offer any other type of payment proof except what you received from the Bank.

Only after the confirmation (payment proof) is received, the article will be published online first and then in the printed volume.

For billing, please send us the details as follows:

If processing fees will be paid by an institution / company / association, please send us the following:

- the name of the entity;
- the exact address (number, street, city, country);
- tax identification number.

If processing fees will be paid by a physical person, please send us the following:

- the name of the person;
- the exact address (number, street, city, country);
- personal identification code / passport number.

Please note that without the billing information, we will not be able to issue you the invoice based on which payment will be made, therefore we will not be able to publish your manuscript.

3. Please stay in contact with us because, if necessary, we will ask for some other minor technical corrections for your manuscript in order to be published. We will let you know.

Best regards,

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania

 **GTG_361_2021 - HAERUDDIN I.M. - Acceptance Letter.pdf**
145K

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

4 February 2022 at 17:47

Dear Editorial Committee,

How are you?

Thank you for your email and the great news. We do really appreciate it.

In regard to the article payment, it will be paid by an individual person whose details are as follows.

- **Name: M. Ikhwan Maulana Haeruddin**
- **Address: Komp. UNM Blok F1 no 5, Makassar, South Sulawesi, Indonesia, 90222.**
- **Identification Number (Driving License): 1905-8011-000379**

Also, in terms of the publication schedule, could you please put our article in the regular issue (2022 Issue 2, Volume 41 perhaps), instead of the supplement issue?

We are looking forward to hear your confirmation in this regard.

Warm regards,

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.

Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

[Quoted text hidden]

GTG Editorial Office <gtg.uoradea@yahoo.com>
Reply-To: GTG Editorial Office <gtg.uoradea@yahoo.com>
To: "ikhwan.maulana UNM" <ikhwan.maulana@unm.ac.id>

5 February 2022 at 01:34

Dear Author,

please find attached the invoice for your accepted article. Payment will be made by bank transfer to the account indicated on the invoice. Please specify at the time of payment, the number of invoices you pay (319).

At the same time, don't forget that the bank transfer costs are your responsibility!

The deadline for payment of the invoice is up to 30 days from its issuance!

Best regards,

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania

[Quoted text hidden]

 **No.319_GTG_361_2021 - HAERUDDIN I.M. - Invoice.pdf**
626K

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

5 February 2022 at 10:42

Dear Editorial Committee,

Thank you for your email.

In terms of the publication schedule, can we ask you a favor before we make a payment?

Could you please put our article in the regular issue (2022 Issue 2, Volume 41 perhaps), instead of the supplement issue?

We are looking forward to hearing from you.

Warm regards,

M. Ikhwan Maulana Haeruddin

S.E., MHRMgt., PhD.

Associate Professor

Department of Management

Faculty of Economics and Business

Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

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GTG Editorial Office <gtg.uoradea@yahoo.com>
Reply-To: GTG Editorial Office <gtg.uoradea@yahoo.com>
To: "ikhwan.maulana UNM" <ikhwan.maulana@unm.ac.id>

5 February 2022 at 23:40

Dear Author,

unfortunately the places for publication in issues 1 and 2/2022 are all sold out. In regular issues there are places only on 3 and 4/2022. But, supplement issues have the same regime and will be indexed in Scopus as well as regular issues. We do this annually to facilitate the publication of articles as quickly as possible and to give as many authors as possible the opportunity to publish in GTG Journal.

Best regards,

Editorial Committee

GeoJournal of Tourism and Geosites

University of Oradea, Romania

[Quoted text hidden]

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

15 February 2022 at 13:07

Dear Editorial Committee,

How are you?

I hope you are fine.

Attached are the article processing payment receipt.

Please confirm as soon as you receive the payment, as the Bank said it would take 2-3 days to appear in your bank account.

Should you have any questions, please do not hesitate to contact me.

Warm regards,

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.

Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

aplikasi setoran/transfer/kliring/inkaso
deposit/transfer/clearing/collection form

mandiri

kepada: PT Bank Mandiri (Persero) Tbk tanggal: 15/12/2022

harap dilakukan transaksi berikut please do this transaction:
 setoran deposit TT RTGS SKNBI sknbi kliring-inkaso clearing-collection Bank Draft bank draft

harap ditulis dengan huruf cetak please fill in with black letters

VALIDASI
validation
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PENGAYARAN ARTIKEL JURNAL
TANGGAL EFEKTIF 15/12/2022
20

PENERIMA (wajib diisi)
beneficiary
Status kependudukan resident status
Nama ASOL AH A K G G A A F I E T U S M I S B A
Nomor rekening account number K0138TRLEURCRT0020158802
Bank CAUCA TRANSILVANIA S.A.
Alamat & telp penerima beneficiary address & phone no
Jenis & Nomor Identitas ID type & number SWIFT: STKZ024

TUJUAN TRANSAKSI
purpose of transaction (wajib diisi)
 Tabungan / investasi savings / investment Pembayaran payment Biaya hidup personal expenses
 Bisnis business purpose Pembelian barang / jasa purchase of goods / services Donasi / amal donation

BERITA TRANSAKSI
transaction remarks PEMAYARAN ARTIKEL JURNAL

PENGRIM (wajib diisi)
applicant
 nasabah customer non nasabah walk in customer (WIC)
 NIK/ Paspor (WNA) / NPWP (Perusahaan) ID number 73711376180001

Informasi pengirim
applicant information
 perorangan individual perusahaan company pemerintah government
 Status kependudukan resident status penduduk resident bukan penduduk non-resident
 Nama IKHWAN MAULANA HAERUDDIN
 Alamat & nomor telepon address & telephone number KAMPUS UNM DEK F1/S UNIVERSITAS INDONESIA

METODE TRANSAKSI (wajib diisi)
method of transaction
 Tunai cash Debet rekening: debit account: 012001010140002 cek/bilyet giro cheque

Bank Tertarik drawee bank	No. cek/BG cheque number	Valuta currency	Nominal amount

Jumlah setoran/transfer/kliring/inkaso deposit/transfer/clearing/collection amount
 Terbilang in words 390 (three hundreds ninety Euro)

SUMBER DANA TRANSAKSI (wajib diisi)
source of fund
 Gaji / penghasilan salary / income Tabungan / hasil investasi savings / investment Warisan inheritance Dana pemerintah Government Funds
 Hibah / hadiah Grants / gifts Penjualan aset sale of assets Hasil usaha business proceed Sumbangan contribution

BIAYA TRANSAKSI
transaction fee
 Tunai cash Debet rekening: debit account: _____

Biaya bank koresponden correspondent charge
 Pengirim applicant Penerima beneficiary Lainnya others _____

diisi oleh Bank filled out by the Bank

Jumlah transfer amount of transfer	
Komisi commission	
Biaya Pengiriman transfer fee (SWIFT/RTGS/SKNBI)	
Biaya Koresponden correspondent charge	
Sub Total	
Kurs rate	
Total	

Pemohon dengan ini menyetujui syarat-syarat dan ketentuan yang tercantum dibalik formulir aplikasi ini
 the applicant hereby accepts all terms and conditions stated on the reverse side of this transaction form

Pengesahan Bank bank authentication Tanda tangan pemohon applicant's signature
 Name name

diisi apabila pembawa formulir bukan Pengirim filled out if the bearer of this form is not the applicant

Nama name
 Alamat & nomor telepon address & telephone number
 NIK/ Paspor (WNA) ID number

FBI/11/2021

aplikasi setoran/transfer/kliring/inkaso
deposit/transfer/clearing/collection form

mandiri

kepada **PT Bank Mandiri (Persero) Tbk**
tanggal date **15/2/2022**
harap dilakukan transaksi berikut please do this transaction:
transaksi transaction setoran deposit TT RTGS SKNBI Kliring-inkaso clearing-collection Bank Draft bank draft

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09-17402-0001794-07 EUP 390.00 CR
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PENGAYARAN ARTIKEL JURNAL
TANGGAL EFEKTIF 15/02/2022
LUNAS

harap ditulis dengan huruf cetak please fill in with black letters

PENERIMA (wajib diisi) beneficiary
Status kependudukan resident status penduduk resident bukan penduduk non-resident
Nama name **ASOCIATI A.de Geografie Turism S. SPA**
Nomor rekening account number **R0438TRLEURCRT0020158802**
Bank bank **BAUCA TRANSILVANIA S.A.**
Alamat & telp penerima beneficiary address & phone no **location No. BRD. 265 BIVARCI. Romania**
Jenis & Nomor identitas ID type & number **SWIFT: ATRKRO22**

TUJUAN TRANSAKSI purpose of transaction (wajib diisi) Tabungan / investasi savings / investment Pembayaran payment Biaya hidup personal expenses Bisnis business purpose Pembelian barang / jasa purchase of goods / services Donasi / amal donation

BERITA TRANSAKSI transaction remarks **PENGAYARAN ARTIKEL JURNAL**

diisi oleh Bank filled out by the Bank
Jumlah transfer amount of transfer
Komisi commission
Biaya Pengiriman transfer fee (SWIFT/RTGS/SKNBI)
Biaya Koresponden correspondent charge
Sub Total
Kurs rate
Total

Pemohon dengan ini menyetujui syarat-syarat dan ketentuan yang tercantum dibalik formulir aplikasi ini the applicant hereby accepts all terms and conditions stated on the reverse side of this transaction form

Pengesahan Bank bank's authorization
Tanda tangan pemohon applicant's signature
Name name

PENGIRIM (wajib diisi) applicant
NIK/ Paspor (WNA) / NPWP (Perusahaan) ID number **75711361180001**
Informasi pengirim applicant information
Status kependudukan resident status perorangan individual perusahaan company pemerintah government
Nama name **M. IKHWAN MAULANA H**
Alamat & nomor telepon address & telephone number **komplek Blok TVS Universitas Indonesia**

METODE TRANSAKSI (wajib diisi) Method of transaction
 tunai cash debit rekening debit account cek/bilyet giro cheque

Bank Tertarik drawee bank
No. cek/BG cheque number
Valuta currency
Nominal amount

Jumlah setoran/transfer/kliring/inkaso deposit/transfer/clearing/collection amount
Terbilang in words **390 (three hundreds ninety Euro)**

SUMBER DANA TRANSAKSI (wajib diisi) source of fund
 Gaji / penghasilan salary / income Tabungan / hasil investasi savings / investment Warisan inheritance Dana pemerintah Government Funds
 Hibah / hadiah Grants / gifts Penjualan aset sale of assets Hasil usaha business proceed Sumbangan contribution

BIAYA TRANSAKSI transaction fee
 Tunai cash Debit rekening debit account

Biaya bank koresponden correspondent charge
 Pengirim applicant Penerima beneficiary Lainnya others

diisi apabila pembawa formulir bukan Pengirim filled out if the bearer of this form is not the applicant
Nama name
Alamat & nomor telepon address & telephone number
NIK/ Paspor (WNA) ID number

aplikasi setoran/transfer/kliring/inkaso
deposit/transfer/clearing/collection form

kepada **PT Bank Mandiri (Persero) Tbk**
tanggal date **15/2/2022**
harap dilakukan transaksi berikut please do this transaction:
transaksi transaction setoran deposit TT RTGS SKNBI Kliring-inkaso clearing-collection Bank Draft bank draft

VALIDASI validation
17402 1740256 1740210 35 09 15/02/2022 10:34:42 AM
152-00-1102402-9 M IKHWAN MAULANA H IDR 6.855.180.00
09-17402-0001794-07 EUP 390.00 CR
15.00 1.00000000 16.419.00000000
PENGAYARAN ARTIKEL JURNAL
TANGGAL EFEKTIF 15/02/2022
LUNAS

harap ditulis dengan huruf cetak please fill in with black letters

PENERIMA (wajib diisi) beneficiary
Status kependudukan resident status penduduk resident bukan penduduk non-resident
Nama name **ASOCIATI A.de Geografie Turism S. SPA**
Nomor rekening account number **R0438TRLEURCRT0020158802**
Bank bank **BAUCA TRANSILVANIA S.A.**
Alamat & telp penerima beneficiary address & phone no **location No. BRD. 265 BIVARCI. Romania**
Jenis & Nomor identitas ID type & number **SWIFT: ATRKRO22**

TUJUAN TRANSAKSI purpose of transaction (wajib diisi) Tabungan / investasi savings / investment Pembayaran payment Biaya hidup personal expenses Bisnis business purpose Pembelian barang / jasa purchase of goods / services Donasi / amal donation

BERITA TRANSAKSI transaction remarks **PENGAYARAN ARTIKEL JURNAL**

diisi oleh Bank filled out by the Bank
Jumlah transfer amount of transfer
Komisi commission
Biaya Pengiriman transfer fee (SWIFT/RTGS/SKNBI)
Biaya Koresponden correspondent charge
Sub Total
Kurs rate
Total

Pemohon dengan ini menyetujui syarat-syarat dan ketentuan yang tercantum dibalik formulir aplikasi ini the applicant hereby accepts all terms and conditions stated on the reverse side of this transaction form

Pengesahan Bank bank's authorization
Tanda tangan pemohon applicant's signature
Name name
Alamat address

PENGIRIM (wajib diisi) applicant
NIK/ Paspor (WNA) / NPWP (Perusahaan) ID number
Informasi pengirim applicant information
Status kependudukan resident status
Nama name
Alamat & nomor telepon address & telephone number

METODE TRANSAKSI (wajib diisi) Method of transaction
 tunai cash debit rekening debit account

Bank Tertarik drawee bank
No. cek/BG cheque number
Valuta currency
Nominal amount

Jumlah setoran/transfer/kliring/inkaso deposit/transfer/clearing/collection amount
Terbilang in words

SUMBER DANA TRANSAKSI (wajib diisi) source of fund
 Gaji / penghasilan salary / income
 Hibah / hadiah Grants / gifts

BIAYA TRANSAKSI transaction fee
 Tunai cash

Biaya bank koresponden correspondent charge
 Pengirim applicant

diisi apabila pembawa formulir bukan Pengirim filled out if the bearer of this form is not the applicant
Nama name
Alamat address

mandiri

PENGIRIM (wajib diisi)
applicant

nasabah customer non nasabah walk in customer (WIC)

Draft
traft
NIK/ Paspor (WNA) / NPWP (Perusahaan) 7574326489001
ID number

Informasi pengirim
applicant information

perorangan individual perusahaan company pemerintah government

Status kependudukan
resident status

penduduk resident bukan penduduk non-resident

AM 433
00.00
Nama name
ikhwana maulana ikhwana
Alamat & nomor telepon address & telephone number
KAMPUNG BLOK F/5 Makassar, Indonesia

METODE TRANSAKSI (wajib diisi)
method of transaction

tunai cash debet rekening: 1520011029029 cek/bilyet giro cheque

Bank Tertarik drawee bank	No. cek/BG cheque number	Valuta currency	Nominal amount

Jumlah setoran/transfer/kliring/inkaso
deposit/transfer/clearing/collection amount

Terbilang in words
390 (Three hundreds ninety Euro)

SUMBER DANA TRANSAKSI (wajib diisi)
source of fund

Gaji / penghasilan salary / income Tabungan / hasil investasi savings / investment Warisan inheritance Dana pemerintah Government Funds

Hibah / hadiah Grants / gifts Penjualan aset sale of assets Hasil usaha business proceed Sumbangan contribution

BIAYA TRANSAKSI
transaction fee

Tunai cash Debet rekening:

Biaya bank koresponden correspondent charge

Pengirim applicant Penerima beneficiary Lainnya others

to be filled out if the bearer of this form is not the applicant

[Quoted text hidden]

GTG Editorial Office <gtg.uoradea@yahoo.com>
Reply-To: GTG Editorial Office <gtg.uoradea@yahoo.com>
To: "ikhwana.maulana UNM" <ikhwana.maulana@unm.ac.id>

15 February 2022 at 14:13

Dear Author,

we recieved your document! We want to thank you again for choosing our journal as a place to publish your work.

As for the publication of your manuscript, it must first go through the editing, a process that aims to prepare it for online publication; maybe during this process you will need to make some small changes. We will let you know!

Best regards,

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania

[Quoted text hidden]

ikhwana.maulana UNM <ikhwana.maulana@unm.ac.id>

15 February 2022 at 14:36

To: GTG Editorial Office <gtg.uoradea@yahoo.com>

Dear GTG Editorial Committee,

Thank you for confirming.

I would like to apologize because I just checked the receipt and apparently the bank officer forgot to mention the number of invoices (**0319**) within the receipt.

Just make sure you will receive the payment on behalf of my name (M. Ikhwan Maulana Haeruddin) when you checked your bank account.

Once again, i do really apologize for the inconvenience caused.

Warm regards,

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.

Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

[Quoted text hidden]

ikhwan.maulana UNM <ikhwan.maulana@unm.ac.id>
To: GTG Editorial Office <gtg.uoradea@yahoo.com>

17 March 2022 at 23:41

Dear Editorial Committee,

How are you?

I hope this email finds you well.

I would like to confirm the publication schedule of my article.

Can you advise me when it will be published?

We are looking forward to hearing from you.

Warm regards,

M. Ikhwan Maulana Haeruddin
S.E., MHRMgt., PhD.

Associate Professor
Department of Management
Faculty of Economics and Business
Universitas Negeri Makassar

Tel | +62 411 889464

Email | ikhwan.maulana@unm.ac.id

Web | <http://www.sinta.ristekdikti.go.id/authors/detail?id=49900&view=overview>

[Quoted text hidden]

GTG Editorial Office <gtg.uoradea@yahoo.com>
Reply-To: GTG Editorial Office <gtg.uoradea@yahoo.com>
To: "ikhwan.maulana UNM" <ikhwan.maulana@unm.ac.id>

18 March 2022 at 03:30

Dear Author,

the article will be published around June 30.

Best regards,

Editorial Committee
GeoJournal of Tourism and Geosites
University of Oradea, Romania

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