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## #46227 Review

[Summary](#) [Review](#) [Editing](#)

### Submission

<b>Authors</b>	Resekiani Mas Bakar, Fitriani Ayu, Lukman Nadjamuddin
<b>Title</b>	Is Service with a Smile Enough to Satisfy Customers? Sincere and Insincere Smiles via Video and Vignette
<b>Section</b>	Articles
<b>Editor</b>	Bayu Sutikno, S.E., Cand.Merc., Ph.D.

### Peer Review

#### Round 1

<b>Review Version</b>	<a href="#">46227-130772-1-RV.DOCX</a> 2019-05-25
<b>Initiated</b>	2019-07-04
<b>Last modified</b>	2020-09-14
<b>Uploaded file</b>	<a href="#">Reviewer A 46227-137758-1-RV.DOCX</a> 2019-07-29
<b>Editor Version</b>	None
<b>Author Version</b>	<a href="#">46227-186520-1-ED.DOCX</a> 2020-09-24

#### Round 2

[FOCUS AND SCOPE](#)

[EDITORIAL BOARD](#)

[ACKNOWLEDGEMENT](#)

[SOP OF MANAGEMENT IN  
MANUSCRIPT](#)

#### AUTHOR LINK

[PUBLICATION ETHICS](#)

[SCREENING FOR PLAGIARISM](#)

[AUTHOR GUIDELINES](#)

[JOURNAL TEMPLATE \(.DOTX\)](#)

[FAQ](#)

#### REVIEWER LINK

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### Round 2

**Review Version** [46227-130772-2-RV.DOCX](#) 2020-09-30  
**Initiated** 2020-09-30  
**Last modified** 2020-10-20  
**Uploaded file** None  
**Editor Version** None  
**Author Version** [46227-186520-2-ED.DOCX](#) 2020-11-12  
[46227-186520-3-ED.PDF](#) 2020-11-12

### Round 3

**Review Version** [46227-130772-3-RV.DOCX](#) 2020-11-25  
**Initiated** 2020-11-25  
**Last modified** 2021-02-23  
**Uploaded file** Reviewer A [46227-196284-1-RV.DOCX](#) 2020-12-15  
Reviewer B [46227-202174-1-RV.DOCX](#) 2021-01-25  
**Editor Version** [46227-202379-1-ED.DOCX](#) 2021-01-27  
[46227-202379-2-ED.PDF](#) 2021-03-01  
[46227-202379-3-ED.DOCX](#) 2021-03-24  
**Author Version** [46227-186520-4-ED.DOCX](#) 2021-01-27  
[46227-186520-5-ED.DOCX](#) 2021-03-21  
[46227-186520-6-ED.DOCX](#) 2021-03-21

### Round 4

**Review Version** [46227-130772-4-RV.DOCX](#) 2021-03-24  
**Initiated** 2021-03-24  
**Last modified** 2021-04-05  
**Uploaded file** Reviewer A [46227-210359-1-RV.DOCX](#) 2021-04-04  
**Editor Version** [46227-202379-4-ED.DOCX](#) 2021-03-24  
[46227-202379-5-ED.DOCX](#) 2021-04-26  
[46227-202379-6-ED.DOCX](#) 2022-08-08

PEER REVIEWERS  
[REVIEWER GUIDELINE & CV](#)  
[GUIDELINE FOR REVIEWING A MANUSCRIPT](#)



### Author

Submissions  
[Active \(1\)](#)  
[Archive \(2\)](#)  
[New Submission](#)

### Round 4

Review Version	46227-130772-4-RV.DOCX	2021-03-24
Initiated		2021-03-24
Last modified		2021-04-05
Uploaded file	Reviewer A 46227-210359-1-RV.DOCX	2021-04-04
Editor Version	46227-202379-4-ED.DOCX	2021-03-24
	46227-202379-5-ED.DOCX	2021-04-26
	46227-202379-6-ED.DOCX	2022-08-08
Author Version	46227-186520-7-ED.DOCX	2022-01-18

### Round 5

Review Version	46227-130772-5-RV.DOCX	2022-08-08
Initiated		2022-08-08
Last modified		2022-09-06
Uploaded file		None

### Editor Decision

Decision	Accept Submission	2022-12-01
Notify Editor	Editor/Author Email Record	2022-12-01
Editor Version	46227-202379-7-ED.DOCX	2022-08-08
Author Version	46227-186520-8-ED.DOCX	2022-12-15 <a href="#">DELETE</a>
Upload Author Version	<input type="button" value="Choose File"/> no file selected	
	<input type="button" value="Upload"/>	



RESEKIANI MAS BAKAR &lt;resekiani\_masbakar@unm.ac.id&gt;

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**[GamalJB] Unsuitable Submission**

3 pesan

**T. Hani Handoko** <gamaijb@gmail.com>

18 Mei 2019 pukul 12.39

Kepada: Resekiani Mas Bakar &lt;resekiani\_masbakar@unm.ac.id&gt;

Resekiani Mas Bakar:

An initial review of "Smile Types Using Vignette or Video: Which One Make Customer More Satisfy?" has made it clear that this submission does not fit within the authoring guideline of GamalJB. Please kindly see the attached file. Also please complete your manuscript with limitation. Then put the table and diagram on the appendices.

Thank you

T. Hani Handoko  
Faculty Economics and Business, Universitas Gadjah Mada  
[gamaijb@gmail.com](mailto:gamaijb@gmail.com)

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Editorial Office  
Gadjah Mada International Journal of Business  
<http://jurnal.ugm.ac.id/gamaijb>

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 **EARLY SCREEN MANUSCRIPT.pdf**  
322K

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**RESEKIANI MAS BAKAR - UNM** <resekiani\_masbakar@unm.ac.id>

19 Mei 2019 pukul 22.07

Kepada: "T. Hani Handoko" &lt;gamaijb@gmail.com&gt;

Thanks for your email. The revision is attached. Thank you  
Sincerely,

Resekiani Mas Bakar

[Kutipan teks disembunyikan]

---

**RESEKIANI MAS BAKAR - UNM** <resekiani\_masbakar@unm.ac.id>

19 Mei 2019 pukul 22.09


Kepada: "T. Hani Handoko" &lt;gamaijb@gmail.com&gt;

Thanks for your email. The revision is attached. Thank you  
Sincerely,

## Resekiani Mas Bakar

[Kutipan teks disembunyikan]

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 **GamalJB\_R1.docx**  
1401K



RESEKIANI MAS BAKAR &lt;resekiani\_masbakar@unm.ac.id&gt;

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## [GamalJB] Submission Acknowledgement

2 pesan

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**T. Hani Handoko** <gamaijb@ugm.ac.id>

25 Mei 2019 pukul 08.32

Kepada: Resekiani Mas Bakar <resekiani\_masbakar@unm.ac.id>

Resekiani Mas Bakar:

Thank you for submitting the manuscript, "Smile Types Using Vignette or Video: Which One Make Customer More Satisfy?" to Gadjah Mada International Journal of Business. With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

Manuscript URL: <https://jurnal.ugm.ac.id/gamaijb/author/submission/46227>

Username: resekianimasbakar

If you have any questions, please contact me. Thank you for considering this journal as a venue for your work.

T. Hani Handoko  
Gadjah Mada International Journal of Business

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Editorial Office  
Gadjah Mada International Journal of Business  
<http://jurnal.ugm.ac.id/gamaijb>

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**RESEKIANI MAS BAKAR - UNM** <resekiani\_masbakar@unm.ac.id>

1 Agustus 2019 pukul 12.15

Kepada: "T. Hani Handoko" <gamaijb@ugm.ac.id>

Dear T. Hani Handoko,

On 25 May 2019, I submitted my article "Smile Types Using Vignette or Video. Which One Make Customer More Satisfy?" at Gadjah Mada International Journal of Business.

Unfortunately, I have not received your feedback or any information that my manuscript is undergoing the review process since I sent the document. I would like to ask your response whether my manuscript is accepted and require the improvement or rejected.

Thank you in advance for your time.

Sincerely,

Resekiani Mas Bakar

[Kutipan teks disembunyikan]



RESEKIANI MAS BAKAR &lt;resekiani\_masbakar@unm.ac.id&gt;

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## [GamalJB] Editor Decision

1 pesan

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**Hani Handoko** <gamaijb@ugm.ac.id>

18 Agustus 2020 pukul 12.49

Kepada: Resekiani Mas Bakar <resekiani\_masbakar@unm.ac.id>

Resekiani Mas Bakar:

We have reached a decision regarding your submission to Gadjah Mada International Journal of Business, "Smile Types Using Vignette or Video: Which One Make Customer More Satisfy?".

Our decision is: Revisions Required

We hope the reviewer comment can help to make your manuscript better. We are looking forward to your response and expect to receive the result no later than (August 25, 2020).

Should you have any inquiries, please contact our administrative staff at [gamaijb@ugm.ac.id](mailto:gamaijb@ugm.ac.id).

Your kind attention and cooperation is highly appreciated.

Thank you  
Sincerely yours  
GamalJB

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Editorial Office  
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<http://jurnal.ugm.ac.id/gamaijb>

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 **A list of Amandement Form.docx**  
1115K



RESEKIANI MAS BAKAR &lt;resekiani\_masbakar@unm.ac.id&gt;

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## [GamalJB] Editor Decision

1 pesan

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**Hani Handoko** <gamaijb@ugm.ac.id>

23 Oktober 2020 pukul 15.23

Kepada: Resekiani Mas Bakar <resekiani\_masbakar@unm.ac.id>

Resekiani Mas Bakar:

We have reached a decision regarding your submission to Gadjah Mada International Journal of Business, "Smile Types Using Vignette or Video: Which One Make Customer More Satisfy?".

Our decision is: Revisions Required

Hopefully, the reviewer's comment(s) can help to make your manuscript better. We are looking forward to your response and expect to receive the result no later than (October 30, 2020).

Should you have any inquiries, please contact our administrative staff at [gamaijb@ugm.ac.id](mailto:gamaijb@ugm.ac.id).

Your kind attention and cooperation is highly appreciated.

Thank you in advance.

Sincerely yours

GamalJB

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**A list of Amandement Form.docx**

1112K





RESEKIANI MAS BAKAR <resekiani\_masbakar@unm.ac.id>

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## [GamaJB] Editor Decision

1 pesan

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**Gajah Mada International Journal of Business** <gamaijb@ugm.ac.id>

13 Januari 2021 pukul 19.50

Kepada: Resekiani Mas Bakar <resekiani\_masbakar@unm.ac.id>

Resekiani Mas Bakar:

We have reached a decision regarding your submission to Gajah Mada International Journal of Business, "Smile Types Using Vignette or Video: Which One Make Customer More Satisfy?".

Our decision is: Revisions Required

Gajah Mada International Journal of Business  
[gamaijb@ugm.ac.id](mailto:gamaijb@ugm.ac.id)

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**46227-196284-1-RV.docx**

19K



RESEKIANI MAS BAKAR <resekiani\_masbakar@unm.ac.id>

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## [GamaIJB] Editor Decision

1 pesan

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**Gajah Mada International Journal of Business** <gamaijb@ugm.ac.id>

27 Januari 2021 pukul 11.45

Kepada: Resekiani Mas Bakar <resekiani\_masbakar@unm.ac.id>

Resekiani Mas Bakar:

We have reached a decision regarding your submission to Gajah Mada International Journal of Business, "Smile Types Using Vignette or Video: Which One Make Customer More Satisfy?".

Our decision is: Revisions Required

Gajah Mada International Journal of Business  
[gamaijb@ugm.ac.id](mailto:gamaijb@ugm.ac.id)

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Editorial Office

Gajah Mada International Journal of Business  
<http://jurnal.ugm.ac.id/gamaijb>



RESEKIANI MAS BAKAR <resekiani\_masbakar@unm.ac.id>

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## [GamaIJB] Revision Required

1 pesan

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**Gajah Mada International Journal of Business** <gamaijb@ugm.ac.id>

23 Februari 2021 pukul 15.30

Kepada: Resekiani Mas Bakar <resekiani\_masbakar@unm.ac.id>, Fitriani Ayu <fitryyap@gmail.com>, Lukman Nadjamuddin <l\_nadjamuddin@yahoo.com>

Dear Author

We have received your revision, but we can't find the amendment table for reviewers that you should make it clear. Please submit, if you have finished it.

Thank you  
Sincerely  
Editorial Assistant

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Editorial Office

Gajah Mada International Journal of Business

<http://jurnal.ugm.ac.id/gamaijb>



**46227-202379-1-ED.docx**

1121K



RESEKIANI MAS BAKAR <resekiani\_masbakar@unm.ac.id>

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## [GamaIJB] Editor Decision

1 pesan

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**Gajah Mada International Journal of Business** <gamaijb@ugm.ac.id>

9 Maret 2021 pukul 09.16

Kepada: Resekiani Mas Bakar <resekiani\_masbakar@unm.ac.id>, Fitriani Ayu <fitryyap@gmail.com>, Lukman Nadjamuddin <l\_nadjamuddin@yahoo.com>

Dear Authors

We hope this email finds you well.

Please upload the responses of reviewers' comments along with the revised manuscript before 23 March 2021.

Thank you

Sincerely

Editorial Assistant

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Editorial Office

Gajah Mada International Journal of Business

<http://jurnal.ugm.ac.id/gamaijb>



**46227-202379-1-ED (3).docx**

1121K



RESEKIANI MAS BAKAR <resekiani\_masbakar@unm.ac.id>

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## [GamaIJB] Revision Request Reminder

1 pesan

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**Gajah Mada International Journal of Business** <gamaijb@ugm.ac.id> 29 September 2021 pukul 09.40  
Kepada: Resekiani Mas Bakar <resekiani\_masbakar@unm.ac.id>, Fitriani Ayu <fitryyap@gmail.com>, Lukman Nadjamuddin <l\_nadjamuddin@yahoo.com>

Resekiani Mas Bakar  
Fitriani Ayu  
Lukman Nadjamuddin

Just a gentle reminder of our request to revise your manuscript, "Smile Types Using Vignette or Video: Which One Make Customer More Satisfy?".

We look forward to getting this revision by 2021-10-07 and would be pleased to receive it as soon as you are able to prepare it.

### NOTE

Please help us to make it easier for reviewers to review your manuscript.

Please:

1. Complete the table of amendments
2. Put a mark (color) on the part that you have revised

Thank You  
Sincerely  
Editorial Office

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Editorial Office

Gajah Mada International Journal of Business

<http://jurnal.ugm.ac.id/gamaijb>



RESEKIANI MAS BAKAR &lt;resekiani\_masbakar@unm.ac.id&gt;

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**[GamalJB] Editor Decision**

2 pesan

**Gadjah Mada International Journal of Business** <gamaijb@ugm.ac.id>

1 Desember 2022 pukul 09.15

Kepada: Resekiani Mas Bakar &lt;resekiani\_masbakar@unm.ac.id&gt;

Cc: Fitriani Ayu &lt;fitryyap@gmail.com&gt;, Lukman Nadjamuddin &lt;l\_nadjamuddin@yahoo.com&gt;

Dear,  
Resekiani Mas Bakar  
Fitriani Ayu  
Lukman Nadjamuddin

On behalf of the Editors, I am writing to inform you that we have reached a decision regarding your submission to Gadjah Mada International Journal of Business, entitled "Is Service with a Smile Enough to Satisfy Customers? Sincere and Insincere Smiles via Video and Vignette".

Our decision is to: Accept Submission

In accordance with the order of articles that have been accepted in the Gadjah Mada International Journal of Business, your articles will be published in the Second Edition (Mei - August 2023; Volume 25 No.2). We request your kind patience before the manuscript get published given that we have other submissions in the line for publication.

We attach the proofread results for your review. You may make minor (grammatical, non-substantive) revisions, and we will proceed to the copy-editing stage.

Furthermore, please send us all of the Authors' short CVs. Please kindly write them in the following format:

Last Name, First name, is .....(position) at/in ..... He/She earned his/her (academic title) (year) in (field of study) from (university), and his/her (academic title) (year) in (field of study) from (university). His/Her research interest(s)..... He/She has a publication in..... (academic journal/peer-reviewed journal).  
Author's contact detail: ... complete address; ... phone number; e-mail:....."

We look forward to your confirmation regarding the final manuscript and your CV. We would be pleased to receive them before 2022-12-16

Gadjah Mada International Journal of Business  
[gamaijb@ugm.ac.id](mailto:gamaijb@ugm.ac.id)

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 **Working copy of Is Service with a Smile Enough to Satisfy Customer (Proofread) - Copy.docx**  
1810K

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**RESEKIANI MAS BAKAR** <resekiani\_masbakar@unm.ac.id>  
Kepada: Gadjah Mada International Journal of Business <gamaijb@ugm.ac.id>

15 Desember 2022 pukul 23.37

Dear Editor of Gadjah Mada International Journal of Business

Thank you for your email. We are glad this article has been accepted. I have attached the CVs of the authors and the last revision of the reviewer's comments. Thank you.

Sincerely yours,  
Resekiani Mas Bakar

[Kutipan teks disembunyikan]

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## 2 lampiran

 **Working copy of Is Service with a Smile Enough to Satisfy Customer (Proofread) - Copy.docx**  
1822K

 **Authors CV.docx**  
13K



RESEKIANI MAS BAKAR &lt;resekiani\_masbakar@unm.ac.id&gt;

## [GamaIJB] PREPRINT - Is Service with a Smile Enough to Satisfy Customers? Sincere and Insincere Smiles via Video and Vignette

4 pesan

GAMA IJB &lt;gamaijb@ugm.ac.id&gt;

13 Maret 2023 pukul 16.46

Kepada: RESEKIANI MAS BAKAR - UNM &lt;resekiani\_masbakar@unm.ac.id&gt;, fitryap@gmail.com, l\_nadjamuddin@yahoo.com

Dear Authors,

We hope this email finds you well.

With this email, we attached the preprint file of your manuscript entitled "Is Service with a Smile Enough to Satisfy Customers? Sincere and Insincere Smiles via Video and Vignette" and the Originality Form.

Please help us to check it carefully before publishing.

Drop us a note should there is something to correct.

We thank you for your cooperation.

Warm regards,

**Gajah Mada International Journal of Business**

Master of Business Administration

Faculty of Economics and Business | Universitas Gadjah Mada |

Jalan Teknika Utara No. 1 Yogyakarta, Indonesia 55281

Telp.: +62 (274) 562222

Web: <http://journal.ugm.ac.id/gamaijb>e-Mail: [gamaijb@ugm.ac.id](mailto:gamaijb@ugm.ac.id)

### 2 lampiran

**Smile Types Using Vignette or Video Which One Make Customer More Satisfy.pdf**

343K

**Statement of Originality and Agreement from Author(s)-2.docx**

1114K

RESEKIANI MAS BAKAR &lt;resekiani\_masbakar@unm.ac.id&gt;

14 Maret 2023 pukul 21.51

Kepada: GAMA IJB &lt;gamaijb@ugm.ac.id&gt;

Dear Editor,



Thank you for this opportunity. I have attached a statement of originality agreement. I only put one note on the third author's name. Thank you

Sincerely,  
Resekiani Mas Bakar

[Kutipan teks disembunyikan]

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## 2 lampiran

 **Statement of Originality and Agreement GAMA IJB Fix.pdf**  
511K

 **Smile Types Using Vignette or Video Which One Make Customer More Satisfy.pdf**  
608K

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**GAMA IJB** <gamaijb@ugm.ac.id>  
Kepada: RESEKIANI MAS BAKAR <resekiani\_masbakar@unm.ac.id>

17 Maret 2023 pukul 09.48

Dear Authors

We hope this email finds you well.

This is a revised file.

We hope no more errors, but if anything else needs to be corrected, let us know.

Thank you for your cooperation.

Warm regards,

**Gajah Mada International Journal of Business**

Master of Business Administration

Faculty of Economics and Business | Universitas Gadjah Mada |

Jalan Teknik Utara No. 1 Yogyakarta, Indonesia 55281

Telp.: +62 (274) 562222

Web: <http://journal.ugm.ac.id/gamaijb>

e-Mail: [gamaijb@ugm.ac.id](mailto:gamaijb@ugm.ac.id)



[Kutipan teks disembunyikan]

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 **Smile Types Using Vignette or Video Which One Make Customer More Satisfy (2).pdf**  
350K

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**RESEKIANI MAS BAKAR** <resekiani\_masbakar@unm.ac.id>  
Kepada: GAMA IJB <gamaijb@ugm.ac.id>

17 Maret 2023 pukul 12.31

This is perfect, thank you so much!

[Kutipan teks disembunyikan]