

KORESPONDENSI JURNAL

Judul Artikel : Customer Path 5A Relations to the Utilization of Dental and Oral Health Services

Nama Jurnal : Jurnal Aisyah: Jurnal Ilmu Kesehatan

Penulis : 1. **Eka Yunila Fatmasari**
2. Dwi Windu Kinanti Arti
3. Wulan Kusumastuti
4. Putri Asmita Wigati
5. Khoerunnisak Khoerunnisak

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Eka Yunila Fatmasari <ekafatmasari@gmail.com>

[jika] Submission Acknowledgement

Editorial Office <jurnal.aisyah@gmail.com>
To: Eka Yunila Fatmasari <ekafatmasari@gmail.com>

Fri, Jul 8, 2022 at 3:51 PM

Dear Eka Yunila Fatmasari:

Your manuscript entitled "Customer Path 5A Relations to the Utilization of Dental and Oral Health Services" has been successfully submitted online and is presently being given full consideration for publication in the Jurnal Aisyah : Jurnal Ilmu Kesehatan.

Your manuscript ID is #JIKA-1271. Please mention this ID in all future correspondence regarding this submission. 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:

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<https://aisyah.journalpress.id/index.php/jika/author/submission/1271>
Username: ekayunila13

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

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[jika] Editor Decision

Editorial Office <jurnal.aisyah@gmail.com>
To: Eka Yunila Fatmasari <ekafatmasari@gmail.com>

Tue, Aug 16, 2022 at 12:19 AM

Dear Eka Yunila Fatmasari and colleagues:

We have reached a decision regarding your submission to the Jurnal Aisyah : Jurnal Ilmu Kesehatan, with entitle "Customer Path 5A Relations to the Utilization of Dental and Oral Health Services".

Hereby, we would like to inform you that your manuscript is declared accepted and is waiting for the schedule to be published in the Jurnal Aisyah: Jurnal Ilmu Kesehatan.

In this regard, please pay Article processing charges (APCs) of IDR 2,100,000 (140USDx15,000). Payment can be transferred to Bank Mandiri.

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After making the payment, please send a proof of transfer along with the Statement Letter Form signed on the stamp (the form can be downloaded here <http://bit.ly/StatementLetter>) via email with the address jurnal.aisyah@gmail.com.

Scheduling Manuscript issuance will be processed immediately after the proof of payment transfer and the completed form statement letter is sent via email.

Your submission ID #JIKA-1271
Please mention this ID in all future correspondence regarding this submission.

There are still a few more processes being passed. Please check your mail Inbox or Spam folder regularly to get further information.
Thank you for your attention and cooperation.

Warmest Regard,

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jurnal.aisyah@gmail.com

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Eka Yunila Fatmasari <ekafatmasari@gmail.com>

[jika] Editor Decision

Eka Yunila Fatmasari <ekafatmasari@gmail.com>
To: Editorial Office <jurnal.aisyah@gmail.com>

Thu, Aug 18, 2022 at 2:43 PM

Dear The Editor of Jurnal Aisyah

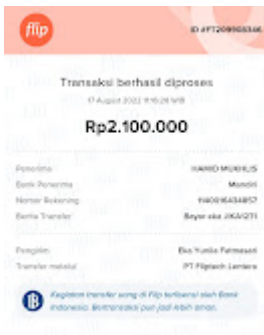
We want to inform you that we have made the payment of our manuscript with entitle " Customer Path 5A Relations to the Utilization of Dental and Oral Health Services " and submission ID #JKA-1271.

Here's the proof of transfer and the statement Letter at the file attachment below.

Thank you for your attention.

warm regards,

Eka Yunila Fatmasari, SKM, M.Kes



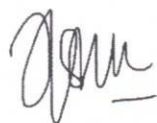


2 attachments**Bukti transfer #FT209908346**
127K **Author Statements_Eka Yunila Fatmasari_FKM Undip.pdf**
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STATEMENT LETTER

Name : Eka Yunila Fatmasari, SKM, M.Kes
Institution : Faculty of Public Health, Universitas Diponegoro
Institution Address : Jl. Prof. Soedarto, S.H, Tembalang, Semarang, Indonesia
Mailing Address : humas[at]live.undip.ac.id
E-mail : ekafatmasari@gmail.com
Mobile Phone : 081353294429
Article Title : **Customer Path 5A Relations to the Utilization of Dental and Oral Health Services**

- Author and co-author has sufficiently participated in the writing of this article so the article can be accountable to the public.
- All of the authors have reviewed the final version of the manuscript and agreed to publish this manuscript.
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- This text is accompanied by copy of ethical clearance statement*
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- The author is willing to pay the cost of the article publication amounted 140 USD,-, if the article has been declared worthy of publication.

Semarang, 17th August 2022

First Author	Co-author (1)	Co-author (2)	Co-Author (3)	Co-author (4)
 (Eka Yunila Fatmasari, SKM, M.Kes)	 (drg. Dwi Windu Kinanti Arti., MMR)	 (Putri Asmita Wigati, SKM, M.Kes)	 (Wulan Kusumastuti, S.H., M.H)	 (Khoerunnisak, S.K.M)

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Fri, Aug 19, 2022 at 5:43 AM

Dear Mrs Eka Yunila Fatmasari and colleagues

We have received the receipt of the APC and statement letter to this email.
Hereby attached Letter of Acceptance article publication. Thank you for choosing Jurnal Aisyah: Jurnal Ilmu Kesehatan as the venue for the dissemination of your research results.

Warmest regard,

[Quoted text hidden]

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ACCEPTANCE CERTIFICATE OF SCIENTIFIC ARTICLE

Date : 18 August 2022

Manuscript Tittle : Customer Path 5A Relations to the Utilization of Dental and Oral Health Services

Name of Author(s) : Eka Yunila Fatmasari, Dwi Windu Kinanti Arti, Wulan Kusumastuti, Putri Asmita Wigati, Khoerunnisak

Dear Mrs. Eka Yunila Fatmasari and colleagues

Thank you very much for your submission to our journal. We are pleased to inform you that your paper (with ID number #JIKA-1271) has been accepted for publication on Jurnal Aisyah: Jurnal Ilmu Kesehatan (JIKA) corresponding to Vol 7 Issue 4, December 2022. This letter is official confirmation of acceptance of your research paper.

Thank you for considering this journal as a venue for your research interests.

Yours sincerely,
Jurnal Aisyah: Jurnal Ilmu Kesehatan



Hamid Mukhlis, M.Psi., Psikolog
Managing Editor



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Customer Path 5A Relations to the Utilization of Dental and Oral Health Services

Eka Yunila Fatmasari^(1*), Dwi Windu Kinanti Arti⁽²⁾, Wulan Kusumastuti⁽³⁾, Putri Asmita Wigati⁽⁴⁾, Khoerunnisak Khoerunnisak⁽⁵⁾

(1) Universitas Diponegoro

(2) Dental and Oral Health Department, Faculty of Dentistry, Universitas Muhammadiyah Semarang

(3) Faculty Of Public Health, Universitas Diponegoro

(4) Faculty of Public Health, Universitas Diponegoro

(5) Faculty of Public Health, Universitas Diponegoro

(*) Corresponding Author

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Abstract

References

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How To Cite

Abstract

The decrease in outpatient visits at The Dental and Oral Hospital at RSGM UNIMUS occurred in 2020. The limited number of human resources, restrictions on community activities due to the pandemic, and unstructured marketing activities became obstacles in bringing in patient candidates. The purpose of this study is to analyze the relationship between the paths of customer behavior towards a brand consisting of awareness, appeal, asking, acting, and advocating for the use of dental and oral health services. This research is an observational quantitative research with a cross-sectional approach. The sample in this study was 100 respondents with an accidental sampling technique. Data were analyzed using the chi-square