LEMBAR
HASIL PENILAIAN SEJAWAT SEBIDANG ATAU *PEER REVIEW*
KARYA ILMIAH : JURNAL ILMIAH

Judul karya ilmiah (artikel)   :   Model of Port Management to improve the Service Quality for Passengers
Jumlah Penulis   :   5 orang
Status Pengusul   :   Penulis ke 3
Nama Penulis   :   **Dr.Drs. Nugroho Sumarjiyanto Benedictus Maria, M.Si.**

Identitas Jurnal	:	a.	Nama Jurnal	:	Quality - Access to Success
Ilmiah	:	b.	Nomor ISSN	:	p-ISSN 1582-2559; e-ISSN 2668-4861; ISSN-L 2668-4861
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	:	e.	DOI artikel (jika ada)	:	
	:	f.	Alamat web jurnal	:	https://www.calitatea.ro/en/
	:	g.	Terindeks di scimagojr / Thomson Reufer ISI knowledge atau di nasional / terindeks di DOAJ, CABi, Copernicus	:	Scopus Q-3

Kategori Publikasi Jurnal Ilmiah :   [√] Jurnal Ilmiah Internasional /Internasional bereputasi
(beri ✓ pada kategori yang tepat)   [ ] Jurnal Ilmiah Nasional Terakreditasi
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	Reviewer I	Reviewer II	
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b. Ruang lingkup dan kedalaman pembahasan (30%)	7,65	7,6	7,625
c. Kecukupan dan kemutahiran data/informasi dan metodologi (30%)	7,65	7,6	7,625
d. Kelengkapan unsur dan kualitas terbitan (30%)	7,65	7,6	7,625
Total = (100%)	25,5	25,5	25,5
Nilai Pengusul =	2,55	2,55	2,55

Semarang,   Oktober 2021
Reviewer 2   Reviewer 1

Prof.Dr.Drs. Purbayu Budi Santosa, M.S.   Prof. Drs. Waridin, M.S., Ph.D.
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a. Kelengkapan unsur isi artikel (10%)	4					2,55
b. Ruang lingkup dan kedalaman pembahasan (30%)	12					7,65
c. Kecukupan dan kemutahiran data/informasi dan metodologi (30%)	12					7,65
d. Kelengkapan unsur dan kualitas penerbit (30%)	12					7,65
Total = (100%)	**40**					25,5
Kontribusi Pengusul (Penulis Pertama / Anggota Utama) = 10%						2,55
KOMENTAR / ULASAN PEER REVIEW						
• Kelengkapan dan kesesuaian unsur	Artikel terdiri atas unsur: Title, Abstract, Introduction, Literature Review, Research Method, Result and Discussion, Conclusion and Suggestion, dan References. Unsur yang ditulis cukup lengkap.					
• Ruang lingkup dan kedalaman pembahasan	Ruang lingkup sudah mengikuti substansi jurnal. Cakupan dan kedalaman pembahasan sudah menjawab permasalahan riset, yaitu menganalisis permintaan penumpang terhadap layanan kapal laut (hubungan antar aktor di dalam pengelolaan pelabuhan). Artikel sudah didukung referensi yang cukup baik dan relevan.					
• Kecukupan dan kemutakhiran data dan metodologi	Kecukupan dan kemutakhiran data/ informasi sudah baik. Metodologi sesuai tujuan bahasan dan sudah diuraikan cukup jelas. Data riset berasal dari survei penumpang di Pelabuhan Tanjung Emas Semarang. Alat analisis yang digunakan adalah sequential mixed method (kuantitatif dan kualitatif), sudah sesuai tujuan riset. Hasil riset memberikan penjelasan yang baik sesuai tujuan.					
• Kelengkapan unsur dan kualitas penerbit	Jurnal ini masih terindeks di Scopus, meskipun ada kecenderungan mutunya yang semakin turun. Subject area : business, management, accounting (sesuai dengan bidang ilmu pengusul).					
Indikasi plagiasi	Dengan Turnitin, similarity indeks artikel ini 3% (internet sources 1%, publications 3%, students papers 0%), exclude matches off. Tidak ditemukan adanya indikasi plagiasi.					
• Kesesuaian bidang ilmu	Substansi artikel dan subject area jurnal sudah sesuai bidang ilmu pengusul (yaitu ilmu ekonomi).					

Nilai PAK Universitas sejumlah 25,5 ak

Semarang,   2021

Reviewer 1

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d. Kelengkapan unsur dan kualitas penerbit (30%)	12					7,6
Total = (100%)	**40**					25,5
Kontribusi Pengusul (Penulis ~~Pertama~~ / Anggota) 40%/4 x 25,5 =						2,55
KOMENTAR / ULASAN PEER REVIEW						
• Kelengkapan dan kesesuaian unsur	Kelengkapan dan kesesuaian unsur dari jurnal sudah sangat memadai					
• Ruang lingkup dan kedalaman pembahasan	Ruang lingkup dan kedalaman pembahasan sudah sangat baik					
• Kecukupan dan Kemutakhiran Data & Metodologi	Kecukupan dan kemutakhiran data/informasi, dan Metodologi sesuai tujuan bahasan dan sudah diuraikan cukup baik.					
• Kelengkapan unsur dan kualitas penerbit	Kelengkapan unsur dan kualitas penerbit sangat baik. Artikel memenuhi standard penulisan dan isi jurnal					
Indikasi plagiasi	Tidak terdapat					
• Kesesuaian bidang ilmu	Sesuai dengan bidang yang didalaminya					

Nilai PAK Universitas sejumlah 25,5 ak

Semarang, 25 Oktober 2021

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Scopus

Documents

Dewa, A.L., Mafruhah, I., Maria, N.S.B., Thohir, M., Susilowati, I.

Model of port management to improve the service quality for passengers
(2019) *Quality - Access to Success*, 20 (173), pp. 32-36. Cited 1 time.

Abstract
This research aims are to analyze the demand for service quality by analyzing the relationship among actors in the port and the port management model to create excellent service for passengers. This research was conducted in Tanjung Emas Port in Semarang, one of the biggest seaports in Indonesia. The actors involved in the port management consist of port management, port filed officer, entrepreneur, ticket agent and passengers. The method used is the sequential mixed method, which combines qualitative and quantitative methods in sequence. Furthermore, the data analysis was done by using the software of atlas.ti, combined with stakeholder analysis and triangle analysis with in-depth interview and Focus Group Discussion (FGD). The results show that the some aspects obtain more concern from respondents about improving port quality such as port eligibility, facilities and comfortability, accessibility, and port security. © 2019, SRAC - Romanian Society for Quality. All rights reserved.

Author Keywords
Port management; Service quality; Stakeholder analysis

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CONTENTS
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Integrated Quality Model for Flexible Quality Management System

Zakarya A. ALZAMIL

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Abstract

Quality management is a crucial issue for most of the businesses to attain continuous improvement that leads to achieving the organization's mission. There have been many quality management approaches that have been proposed in the literature, however, most of them are slow and have rigid processes when moving from one cycle to another within the management structure to achieve the organization's mission. This paper proposes an efficient and flexible quality management model that integrates a software engineering development model within the Deming's quality model.

The Boehm's software development spiral model is adopted with slight modification, such that within the organization's internal process, the final product or target is achieving the organization's mission. In this model, the process is performed in a spiral fashion, in which, for each cycle the organization gets closer to achieving its mission. The proposed model consists of three quality process levels with the flexibility to add or reduce managemental levels depending on the organization's hierarchy.

A case study of educational quality management system is presented to illustrate the proposed quality model. The case study has shown that, the proposed model can help the organization in managing its processes efficiently and flexibly at different managemental levels to achieve its mission. As most organizations are reluctant in adopting some of the quality models because of their rigidity, the proposed quality management model may help organizations in implementing an efficient and flexible quality management model.

Keywords: quality management; quality model; quality process improvement; Deming cycle; spiral model; software engineering process.

1. Introduction

Quality aims at defining, managing, and controlling the business's processes to achieve its goals by meeting the customer requirement and gaining its satisfaction. The term quality has been defined by ISO (ISO, 1994) as "the totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs". In addition, the term process is defined in ISO (ISO, 1994) as a set of inter-related resources and activities which transform inputs into outputs. The focus and concerns on quality has been brought into attention many years ago back to late eighteenth and early nineteenth centuries, where initiatives were undertaken in several companies and more attention was given to scientific management (Bhuiyan and Baghel, 2005). After then, many quality models have been proposed, and different approaches have been investigated to employ new techniques and methods into the business processes to improve the quality and productivity of such companies. Among the earliest proposed quality models is Deming's continuous improvement model (Deming, 1950), which is presented as a quality improvement cycle; plan, do, check, and act, which has been abbreviated as PDCA. Deming has improved this model by expanding the check phase to include analysis, in which he changed the model to plan, do, study, act PDSA (Moen and Norman, 2010). Such model aims at continuing the quality improvement that increases successes and reduce failures (Bhuiyan and Baghel, 2005). The Deming's cycle has evolved through the years and has been used as a base for many quality management models (Bhuiyan and Baghel, 2005). Although the quality models have been, originally, proposed for controlling and managing manufacturing processes, process quality management and improvement have been a focal point at different business's sectors and domains such as management, finance, education, and software development.

This paper proposes an efficient and flexible quality management model that integrates a software engineering quality model (Boehm, 1988) within the Deming's quality cycle model (Deming, 1950). This paper is organized as follows; the related work is presented in the next section, then, the proposed quality model is presented, in the fourth section, a case study of the proposed model is illustrated, finally the conclusions are presented in the fifth section.

2. Related Work

There are many quality assurance and improvement models that have been presented in the literatures (Shewart, 1939; Deming, 1950; Juran, 1951; Ishikawa, 1985; Lillrank and Kano, 1989; Kaplan and Norton, 1996; Raisinghani et al., 2005; ISO, 2008). Total Quality Control (TQC) is considered to be the oldest quality model that was based on the statistical approach introduced by Shewart (Shewart, 1939). This model was further investigated and more quality models were introduced such as (Deming, 1950; Juran, 1951; Ishikawa, 1985), in which most of the later developed quality models are based on these original quality models. The Total Quality Management (TQM) has appeared in which the quality should be managed not only controlled (Martinez-Lorente, Dewhurst, and Dale, 1998). A process-based quality management system approach based on ISO standard is proposed to enhance customer satisfaction by meeting customer requirements, in which the customer's

Mathematical Modeling of the Analysis of Medical Services at the "Prevention" Stage through Quality Indicators

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Abstract

The study has compiled an expanded set of indicators describing the quality of medical services at the "prevention" stage. For the stage of risk optimization, "prevention" of medical services is considered as a factor of reliability and capacity of information describing the loss of usefulness and efficiency of medical services. A correlation criterion has been formulated to improve the relationship among the indicators of the "prevention" stage in the medical service delivery system through the functions of quality and given feedback.

Keywords: *mathematical modeling; indicators of the quality of medical services; prevention; inverse relationship of functional qualities.*

1. Introduction

Provision of medical services of high quality raises many controversial questions today. The current state of the medical services provision does not conform to world standards always and everywhere. Therefore, it is required to review the existing requirements and bring them into line with the principles and standards of developed countries.

Along with the quality improvement, the evaluation of its parameters contributes to the regulation and improvement of accountability mechanisms in the diagnosis of patients and helps personnel define the areas of optimal medical care.

The ability to monitor the quality of medical services is an integral part of their efficiency assessment.

The concept of the "quality of medical services" is very complex. Aside from monitoring compliance with standards, it assesses the compliance of the quality of medical services with expectations and needs of consumers, as well as a continuous update of information on services offered by competitors.

The World Health Organization (WHO) defines the quality of medical care as "the exact (according to standards) implementation of various types of medical intervention that are considered safe and affordable for a given society, and can also have positive impact on mortality, morbidity, disability and improper nutrition" (Quality of medical care, 1999).

As can be seen from the above, the terms of the quality of medical services and medical care are closely related. The quality of medical care is a multidimensional and multifaceted category. In other words, the quality of medical care can be assessed by determining the quality of medical services (Kochkina, Krasilnikova and Shishkin, 2015).

Definition of the medical care quality by the WHO is the most appropriate today. The key words in this definition of the medical care quality are "according to standards." It is clear that standardization in medicine should be of paramount importance for public administration of the quality of the relevant field (Kalinichenko, 2015).

The so-called quality indicators are a separate point in assessing the quality of medical services (care), which allow identifying possible problems and opportunities to improve the quality of patient care or the very treatment (Cleary and McNeil, 1988).

Most indicators are measured as a percentage – a ratio of the number of objects that satisfy certain properties to the total number of objects under consideration (Danko et al., 2016; Tsenina et al., 2016).

There is also a qualitative indicator, the denominator of which is the single object under consideration, which may or may not have a property evaluated through the qualitative indicator. The possible values of the qualitative indicator are "Yes" or "No".

Some indicators have the measured numerical characteristics of objects (for example, the number of days spent in a hospital by patients) rather than the number of objects in the numerator or denominator. The content of such an indicator is the numerical characteristic of a set of objects (for example, the average length of stay of patients in a hospital).

The goal of this work is to improve the system of indicators of the medical services quality at the "prevention" stage, as well as to detail and optimize the interrelations among the quality indicators of this stage.

2. Characteristics of indicators of the medical services quality at the "prevention" stage

Qualitative indicators do not reflect the quantitative evaluation of the quality level but still provide useful information required for the quality management system of the medical institution. These indicators allow identifying possible problems

The Role of Service Quality in Predisposition for Portuguese Online Commerce

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Abstract

The study of the quality of a service represents an area of study of vast interest and knowledge. Many academics have developed studies around quality systems, quality information and quality of service. At the same time, electronic commerce has assumed a strong predominance in the choice of consumers in different sectors of activity. Therefore, it is clear the need of companies operating in this environment, in addition to addressing new business models and taking advantage of the great benefits offered by this new digital age, include in their strategies the needs and expectations of their customers, managing to build a reliable image. The theoretical framework was designed to study the factors that influence trust and predisposition among online consumers, analyzing their buying behavior. Based on the literature, a research model was developed, which one looked for to answer these questions. In specific, we intent to understand the relations between service quality, system quality and quality information; satisfaction and trust. From the analysis of these data, it was concluded that service quality, information, system quality and satisfaction showed a strong relation with trust. In an interdisciplinary perspective, this study contributes to a better theoretical understanding of trust in online commerce and helps to identify the characteristics that make part of its construction by consumers, providing relevant data that can help them to define the best marketing strategies. Implications for future research are also presented.

Keywords: information quality; relational marketing; online commerce; service quality; trust.

1. Introduction

Technological change is the major cause of most of the changes that have taken place, from cultural, social, political, economic, personal and even psychological changes, all of them worldwide. With a "*globalized economy that causes successive changes in the market, the places not only need to adopt instruments of reaction and rapid response to these changes but also to adapt to the new ways and styles chosen by their citizens, in order to maintain their vitality and attractiveness*" (Sousa & Rocha, 2019: 190). The environment and the relationships that are built in it ceased to occur only in physical space, happening also in a space without defined location: the virtual space. The development of technology has brought with it many positive aspects: the global communication that is fundamental today; the democratization of knowledge throughout the world, which has become possible through the connections that the information systems have acquired; the medicine that has witnessed great evolutions; the world that has become a small village where everyone is connected, and an endless number of other advantages. This scenario also allowed society itself, on an economic level, to attend to numerous developments as the business community began to take advantage of them, particularly in the commercial sector.

Since the 20th century trade has undergone great changes and faced new challenges, which are reflected in the economy of the country. In a short space of time, commerce in the city has passed from the fairs to the hypermarkets, to the shopping centers, and now it has spread through the digital media, ceasing to belong to a place. This global transformation has forced companies to adapt to this new era and create new strategies so that their communication, dissemination and

differentiation translate into benefits for their business, such as customer satisfaction and loyalty and, of course, the growth of sales and prosperity of companies (Atulkar & Kesari, 2017; Ferreira et al., 2018).

It is true that the evolution of technology has brought new business opportunities, but on the other hand also brought about changes in the behavior of society, specifically its consumers, and therefore it becomes imperative to study and understand their behavior so that it can combine strategies that are consistent with these new behaviors.

Although this technological evolution has brought great opportunities, there is a factor that has come to haunt the perception that consumers have about shopping online: the trust. The case of Edward Snowden in 2013, the constant news of "information leaks" and "scams" or the application of the General Data Protection Regulation in 2018, are situations that more or less influence consumer opinion about the digital media and the trust they have about it. A lot of information runs behind the screens without anyone giving in to it, creating a void between the consumer and the seller, out of his control, which in a way makes you think two, three, or even more times before filling your details and click on "make payment". The great objective of the sellers will then be to reduce this time as much as possible, and for this it is important to first understand what factors will influence their trust, which will be related to their predisposition to this type of trade. As Ba and Pavlou (2002) explain, trust can be a development engine for online commerce, but lack of it can lead to its failure.

Online commerce has brought with it the advantage of consumers get in at any time, researching alternatives, compare products and prices (Pallant, Danaher, Sands & Danaher, 2017). According to the Global Online Consumer Report 2017 of