

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

Judul karya ilmiah (artikel) : Improving service excellence on passenger ships in Indonesia
 Jumlah Penulis : 5 orang
 Status Pengusul : Penulis ke 3
 Nama Penulis : **Dr.Drs. Nugroho Sumarjiyanto Benedictus Maria, M.Si.**

Identitas Jurnal : a. Nama Jurnal : International Journal of Trade and Global Markets
 Ilmiah : b. Nomor ISSN : 1742-7541 (print) 1742-755X (online)
 : c. Volume, nomor, bulan, tahun : Vol. 12, No. 2, 2019
 : d. Penerbit : Inderscience Publishers
 : e. DOI artikel (jika ada) : 10.1504/IJTGM.2019.100345
 : f. Alamat web jurnal : <https://www.inderscience.com/jhome.php?jcode=ijtgm>
 : g. Terindeks di scimagojr / Thomson Reufer ISI knowledge atau di nasional / terindeks di DOAJ, CABI, Copernicus : Scopus Q-2

Kategori Publikasi Jurnal Ilmiah : Jurnal Ilmiah Internasional /Internasional bereputasi
 (beri ✓ pada kategori yang tepat) Jurnal Ilmiah Nasional Terakreditasi
 Jurnal Ilmiah Nasional/ Nasional terindeks di DOAJ, CABI, Copernicus

Hasil Penilaian *Peer Review* :

Komponen Yang Dinilai	Nilai Reviewer		Nilai Rata-rata
	Reviewer I	Reviewer II	
a. Kelengkapan unsur isi prosiding (10%)	2,7	2,5	2,6
b. Ruang lingkup dan kedalaman pembahasan (30%)	8,1	8	8,05
c. Kecukupan dan kemutakhiran data/informasi dan metodologi (30%)	8,1	8,2	8,15
d. Kelengkapan unsur dan kualitas terbitan/prosiding (30%)	8,1	8,3	8,2
Total = (100%)	27	27	27
Nilai Pengusul =	2,7	2,7	2,7

Reviewer 2



Prof.Dr.Drs. Purbayu Budi Santosa, M.S.
 NIP. 195809271986031019
 Departemen IESP FEB Undip
 Jabatan Fungsional : Guru Besar

Semarang, Oktober 2021
 Reviewer 1



Prof. Drs. Waridin, M.S., Ph.D.
 NIP. 196202121987031024
 Departemen IESP FEB Undip
 Jabatan Fungsional : Guru Besar

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Komponen yang Dinilai	Nilai Maksimal Jurnal Ilmiah					Nilai Akhir yang Diperoleh
	Internasional bereputasi (maks. 40)	Internasional	Nasional Terakreditasi	Nasional Tidak Terakreditasi	Nasional Terindeks DOAJ dll.	
a. Kelengkapan unsur isi artikel (10%)	4					2,7
b. Ruang lingkup dan kedalaman pembahasan (30%)	12					8,1
c. Kecukupan dan kemutakhiran data/informasi dan metodologi (30%)	12					8,1
d. Kelengkapan unsur dan kualitas penerbit (30%)	12					8,1
Total = (100%)	40					27
Kontribusi Pengusul (Penulis Pertama / Anggota Utama) = 10%						2,7

KOMENTAR / ULASAN PEER REVIEW

• Kelengkapan dan kesesuaian unsur	Unsur artikel sesuai ketentuan jurnal, terdiri atas: Title, Abstract, Introduction, Literature Review, Material and Method, Result and Discussion, Conclusion and Recommendation, dan References. Unsur yang ditulis sudah cukup lengkap.
• Ruang lingkup dan kedalaman pembahasan	Ruang lingkup sudah mengikuti substansi jurnal. Cakupan dan kedalaman pembahasan sudah menjawab permasalahan riset, yaitu untuk menganalisis willingness to accept (WTA) dari penumpang kapal laut. 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. Alat analisis yang digunakan adalah sequential mixed methods with ATLAS.ti, data envelopment analysis (DEA) dan WTA, sudah sesuai tujuan riset. Hasil riset sudah memberikan penjelasan yang baik sesuai tujuan.
• Kelengkapan unsur dan kualitas penerbit	Jurnal ini tercatat di Scopus Q2 dengan SJR 0,518 (2020) masih on going. Mutu penerbit baik. Subject area: ekonomi, bisnis, manajemen (sesuai dengan bidang ilmu pengusul).
Indikasi plagiasi	Dengan Turnitin, similarity indeks artikel 12% (internet sources 11%, publications 9%, students papers 7%), 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 27ak

Semarang, 28 Oktober 2021

Reviewer 1

Prof. Drs. Waridin, M.S., Ph.D.
 NIP. 196202121987031024
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Komponen Yang Dinilai	Nilai Maksimal Jurnal Ilmiah					Nilai Akhir Yang Diperoleh
	Internasional bereputasi (maks. 40)	Internasional	Nasional Terakreditasi	Nasional Tidak Terakreditasi	Nasional Terindeks DOAJ dll.	
a. Kelengkapan unsur isi artikel (10%)	4					2,5
b. Ruang lingkup dan kedalaman pembahasan (30%)	12					8
c. Kecukupan dan kemutakhiran data/informasi dan metodologi (30%)	12					8,2
d. Kelengkapan unsur dan kualitas penerbit (30%)	12					8,3
Total = (100%)	40					27
Kontribusi Pengusul (Penulis Pertama / Anggota) 40%/4 x 27						2,7

KOMENTAR/ULASAN PEER REVIEW

• Kelengkapan dan kesesuaian unsur	menuliskan artikel baik dan mengikuti standard penulisan jurnal, yaitu abstract, Introduction, Result and Discussion (IRaD), Conclusion dan Acknowledgement.
• Ruang lingkup dan kedalaman pembahasan	Ruang lingkup dan kedalaman pembahasan sudah sangat baik
• Kecukupan dan Kemutakhiran Data & Metodologi	Kecukupan dan kemutakhiran data maupun metodologinya sudah sangat baik
• Kelengkapan unsur dan kualitas penerbit	Artikel memenuhi standard penulisan dan isi jurnal dan kualitas penerbit sudah sangat baik
Indikasi plagiarasi	Tidak terdapat unsur plagiarasi
• Kesesuaian bidang ilmu	Sudah sesuai dengan bidang ilmunya

Nilai PAK Universitas sejumlah 27ak

Semarang, 27 Oktober 2021

Reviewer 2



Prof.Dr.Drs. Purbayu Budi Santosa, M.S.
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Documents

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

Improving service excellence on passenger ships in Indonesia

(2019) *International Journal of Trade and Global Markets*, 12 (2), pp. 130-145. Cited 1 time.

Abstract

This study aims to 1) analyse ship passengers' profiles and their perceptions of service excellence from sea transportation services; 2) analyse the efficiency of passenger ship routes; and 3) measure willingness to accept (WTA) of ship passengers. This research uses sequential mixed methods with ATLAS.ti, data envelopment analysis (DEA) and WTA as the analytical instruments. The results show that the majority of ship passengers were from low economic groups, who chose sea transportation for their convenience and facilities. DEA calculations show that six ship routes were efficient whereas the other 14 routes were inefficient. WTA of multimodal users reached 14.3%. It can be concluded that the improvement of service excellence for ship passengers is highly dependent on passenger profiles, ship service and facilities, ship efficiency and affordable ticket prices. Copyright © 2019 Inderscience Enterprises Ltd.

Author Keywords

ATLAS.ti; Data envelopment analysis; DEA; Sea transportation; Service excellence; Willingness to accept; WTA

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2019 Vol.12 No.2

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Guest Editor: Dr. Irwan Trinugroho

[Introduction](#)

Pages	Title and author(s)
97-129	The role of entrepreneurial orientation in intervening the relationship between social media usage and performance enhancement of exporter SMEs in Indonesia Yong Dirgiamto; Zarifah Abdullah; Raja Haslinda Raja Mohd. Ali DOI: 10.1504/IJTM.2019.100332
130-145	Improving service excellence on passenger ships in Indonesia Adenantha L. Dewa; Izza Mafruhah; Nugroho S.B. Maria; Mudjahirin Thohir; Indah Susilowati DOI: 10.1504/IJTM.2019.100345
146-167	Palung salt in Bali: strategies for the local product to penetrate global markets Yety Rochwulaningsih; Misri Gozan; Mahfud Effendy; Noor Naelil Masrurroh; Waskito Widi Wardoyo DOI: 10.1504/IJTM.2019.100351
168-186	The meaning of business success: Moslem women entrepreneur in Surakarta Dwi Prasetyani; Khusnul Ashar; Susilo Susilo; Multifiah Multifiah DOI: 10.1504/IJTM.2019.100354
187-198	Expatriate career development: self efficacy, multicultural personality, collective efficacy, and individual expatriate performance Wiji Utami; Diana Sulianti K. Tobing; Hadi Paramu; Slamin DOI: 10.1504/IJTM.2019.100352
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Title: [The role of entrepreneurial orientation in intervening the relationship between social media usage and performance enhancement of exporter SMEs in Indonesia](#)

Authors: Yong Dirgijatmo; Zarifah Abdullah; Raja Haslinda Raja Mohd. Ali

Addresses: Faculty of Economics and Business, Sebelas Maret University, Jl. Ir. Sutami 36 A, Kentingan, Surakarta, 57554, Indonesia ' Tunku Puteri Intan Safinaz School of Accountancy (TISSA), Universiti Utara Malaysia, Sintok, Kedah, 06010, Malaysia ' Tunku Puteri Intan Safinaz School of Accountancy (TISSA), Universiti Utara Malaysia, Sintok, Kedah, 06010, **Malaysia**

Abstract: The purpose of this paper is to investigate whether the entrepreneurial orientation (EO) provides a mediation effect on the relationship between the use of social media and both financial and non financial performance enhancement of exporter SMEs in Indonesia. The EO refers to the three dimensions initiated by Miller (1983), namely Innovation, risk-taking, and pro-activeness. While the use of social media by SMEs related to marketing support, customer relations and information accessibility (Parveen et al., 2016). A quantitative approach is used for 75 exporter SMEs located in Central Java Province, Indonesia. Data is collected through direct interview by 8 surveyors. The findings showed that only innovativeness provides mediation effect on the relationship between social media usage and exporter SMEs performance, both financially and non-financially. The implications of these findings indicate that by creative and innovative design, Indonesian SME products have been accepted and capable to compete in the international market.

Keywords: exporter SMEs; social media; entrepreneurial orientation; firm performance.

DOI: [10.1504/IJTM.2019.100332](#)

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[International Journal of Trade and Global Markets](#) > [2019 Vol.12 No.2](#)

Title: [Improving service excellence on passenger ships in Indonesia](#)

Authors: Adenantha L. Dewa; Izza Mafruhah; Nugroho S.B. Maria; Mudjahirin Thohir; Indah Susilowati

Addresses: Faculty of Economics and Business, Diponegoro University, Semarang, 50241, Indonesia ' Faculty of Economics and Business, SebelasMaret University, 57126, Indonesia ' Faculty of Economics and Business, Diponegoro University, Semarang, 50241, Indonesia ' Faculty of Humanities, Diponegoro University, Semarang, 50241, Indonesia ' Faculty of Economics and Business, Diponegoro University, Semarang, 50241, **Indonesia**

Abstract: This study aims to 1) analyse ship passengers' profiles and their perceptions of service excellence from sea transportation services; 2) analyse the efficiency of passenger ship routes; and 3) measure willingness to accept (WTA) of ship passengers. This research uses sequential mixed methods with ATLAS.ti, data envelopment analysis (DEA) and WTA as the analytical instruments. The results show that the majority of ship passengers were from low economic groups, who chose sea transportation for their convenience and facilities. DEA calculations show that six ship routes were efficient whereas the other 14 routes were inefficient. WTA of multimodal users reached 14.3%. It can be concluded that the improvement of service excellence for ship passengers is highly dependent on passenger profiles, ship service and facilities, ship efficiency and affordable ticket prices.

Keywords: service excellence; sea transportation; WTA; willingness to accept; DEA; data envelopment analysis; ATLAS.ti.

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