**TITLE (TNR, font: 14pt bold, spacing 1)**

**Author's Full Name1\*, Author's Full Name 2, Author's Full Name 3, etc**

Institution Address (TNR, font: 11pt)

*E-mail* (11pt, *italic*) (TNR, font: 11pt)

***ABSTRACT (12pt, bold, italic)***

***Purpose:*** *This research aims to determine… (information why this research need to be done),* ***Methods:*** *type of research and how data collected,* ***Analysis data:*** *type of analysis, such as anova, correlation etc.,* ***Result and discussions:*** *the result report and the information about the findings,* ***Conclusion:*** *if there any further information that need to be done for better result. (Absract in English, all in 1 paragraph, max. 250 words, 11pt, italic)*

***Keywords (bold, italic)****: (11pt, italic)*

1. INTRODUCTION (TNR, 12 Bold)

The introduction includes background on issues or problems, urgency and rationalization of service activities. The activity objectives and problem-solving plans are presented in this section. A review of the relevant literature and an analysis of the specific situation for the service is included in this section. (TNR, 12pt font, spacing 1.15).

2. METHOD

Materials and methods of community service must be explained in detail in this section so that it is possible for the author to repeat this service. The materials or materials used are not specified separately, but must be integrated with community service procedures. If the service uses proprietary products (such as patents) for comparison, the product in question must be written in a standard name or written trademark in brackets if it is deemed to help clarify the reader's understanding, but the condition is that it must obtain written permission from the owner of the product before publication. The model, type, brand, and manufacturer of the equipment used in the service must be explained. The method of community service must be clear so that it is possible for other writers to repeat it. Systematics The writing is ordered as follows: materials, methods and procedures for implementing community service that are applied. This system is not rigid, it can be adapted to the characteristics of the scientific field. For example, for agribusiness services where there is no laboratory analysis, there is no need for laboratory analysis. On the other hand, other subsections can be added as needed. (TNR, 12pt font, spacing 1.15).

3. RESULTS AND DISCUSSION

This section presents the results with a clear description. Results can be supplemented with tables, graphs (pictures), and/or charts. The discussion section describes the results of processing data or information, interpreting the findings logically, linking them to relevant reference sources, and the implications of the findings (TNR, 12pt font, spacing 1.15).

3.1 Subsection 1

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3.2 Subsection 2

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4. CONCLUSION

The conclusion explains what is expected in the Introduction section, as well as conclusions from the Results and Discussion section. Conclusions can also be added to the development plan for the implementation of future service.

# REFERENCE

Gerson, R.F. (2004). Measuring Customer Satisfaction*.*Jakarta: PPM.

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Hafeez, S., & Hasnu, S. (2010), “Customer satisfaction for cellular phone in Pakistan: A case study of Mobilink”, Business and Economics Research Journal, Vol.1 No.(3), pp. 35-44.

Hafeez, S. and Muhammad, B. (2012), “The Impact of Service Quality, Customer Satisfaction and Loyalty Programs on Customer’s Loyalty: Evidence from Banking Sector of Pakistan”, International Journal of Business and Social Science ,Vol.3 No.16, pp. 200-209.

Heriyadi, Listiana, E. dan Lay, Y.N. (2018). An Analysis of the Influence of Service Quality, Personal Selling and Complaint Handling and Trust on Customer Retention (Survey of Bank Harda International Savings Customers, Pontianak Branch). Volume 7 Number 2.

Kotler.P. (2008). Marketing Principles 2. Twelfth Edition. Jakarta : Erlangga.

The main references used in the research are national / international journals and proceedings. All references should be up-to-date (up-to-date) with scientific developments and written using APA Style.

Notes :

• Manuscripts/papers are written in a ready-made DOC format and are ready to print according to the provided template

• The length of the manuscript/paper is about 6–10 pages and typed 1 space