

BUKTI KORESPONDENSI

ARTIKEL JURNAL INTERNATIONAL BEREPUTASI

Judul Artikel : The Effect of Ergonomic Aspects on Customers' Convenience at Restaurant in Surabaya

Jurnal : Journal of Quality Assurance in Hospitality & Tourism, Vol. 21(1), pp. 31 – 49, 2020

Penulis : Herry Christian Palit, Monika Kristanti, Yoel Wibowo

No.	Perihal	Tanggal
1	Proses submit dan decision artikel	24 Januari – 20 Desember 2018
2	Bukti konfirmasi review pertama	29 April 2018
3	Bukti konfirmasi review kedua	27 Agustus 2018
4	Bukti konfirmasi submit revisi kedua	10 September 2018
5	Bukti konfirmasi review ketiga	15 Oktober 2018
6	Bukti konfirmasi submit & hasil revisi review ketiga	16 November 2018
7	Bukti konfirmasi accepted artikel	20 Desember 2018

Bukti 1.

**Proses submit dan decision artikel
(24 Januari – 20 Desember 2018)**


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ACTION	STATUS	ID	TITLE	SUBMITTED	DECISIONED
	ADM: Qiu, Hanqin	WQAH-2018-0005.R3	THE EFFECT OF ERGONOMIC ASPECTS ON CUSTOMERS' CONVENIENCE AT RESTAURANT IN SURABAYA	16-Nov-2018	20-Dec-2018
	<ul style="list-style-type: none"> Accept (20-Dec-2018) 				
	<i>Archiving completed on 19-Apr-2019</i> view decision letter ✉ Contact Journal		<i>Files Archived</i>		

ACTION	STATUS	ID	TITLE	SUBMITTED	DECISIONED
a revision has been submitted (WQAH-2018-0005.R3)	ADM: Qiu, Hanqin <ul style="list-style-type: none"> Conditional Accept (15-Oct-2018) a revision has been submitted <i>Archiving completed on 19-Apr-2019</i> view decision letter ✉ Contact Journal	WQAH-2018-0005.R2	The Effect of Ergonomic Aspects on Customers' Convenience at Restaurant in Surabaya <i>Files Archived ?</i>	10-Sep-2018	15-Oct-2018
a revision has been submitted (WQAH-2018-0005.R2)	ADM: Qiu, Hanqin <ul style="list-style-type: none"> Minor Revision (27-Aug-2018) a revision has been submitted <i>Archiving completed on 19-Apr-2019</i> view decision letter ✉ Contact Journal	WQAH-2018-0005.R1	The Effect of Ergonomic Aspects on Customers' Convenience at Restaurant in Surabaya <i>Files Archived ?</i>	08-Jun-2018	27-Aug-2018
a revision has been submitted (WQAH-2018-0005.R1)	ADM: Qiu, Hanqin <ul style="list-style-type: none"> Major Revision (29-Apr-2018) a revision has been submitted <i>Archiving completed on 19-Apr-2019</i> view decision letter ✉ Contact Journal	WQAH-2018-0005	ERGONOMIC ASPECTS' INFLUENCE ON CUSTOMERS' CONVENIENCE AT RESTAURANT IN SURABAYA <i>Files Archived ?</i>	24-Jan-2018	29-Apr-2018

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Bukti 2.

Bukti konfirmasi review pertama

(29 April 2018)

Journal of Quality Assurance in Hospitality & Tourism

Decision Letter (WQAH-2018-0005)

From: hanqin.zhang.qiu@polyu.edu.hk

To: herry@petra.ac.id

CC:

Subject: Journal of Quality Assurance in Hospitality & Tourism - Decision on Manuscript ID WQAH-2018-0005

Body: 29-Apr-2018

Dear Mr Palit:

Your manuscript entitled "ERGONOMIC ASPECTS' INFLUENCE ON CUSTOMERS' CONVENIENCE AT RESTAURANT IN SURABAYA", which you submitted to Journal of Quality Assurance in Hospitality & Tourism, has been reviewed. The reviewer comments are included at the bottom of this letter.

The reviewer(s) would like to see some revisions made to your manuscript before publication. Therefore, I invite you to respond to the reviewer(s)' comments and revise your manuscript.

When you revise your manuscript please highlight the changes you make in the manuscript by using the track changes mode in MS Word or by using bold or coloured text.

To start the revision, please click on the link below:

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https://mc.manuscriptcentral.com/jqaht?URL_MASK=478f41d0421646c4ab44a62c56005c67

This will direct you to the first page of your revised manuscript. Please enter your responses to the comments made by the reviewer(s) in the space provided. You can use this space to document any changes you made to the original manuscript. Please be as specific as possible in your response to the reviewer(s).

This link will remain active until you have submitted your revised manuscript. If you begin a revision and intend to finish it at a later time, please note that your draft will appear in the "Revised Manuscripts in Draft" queue in your Author Centre.

IMPORTANT: Your original files are available to you when you upload your revised manuscript. Please delete any redundant files before completing the submission.

Because we are trying to facilitate timely publication of manuscripts submitted to Journal of Quality Assurance in Hospitality & Tourism, your revised manuscript should be uploaded by 10-Jun-2018. If it is not possible for you to submit your revision by this date, we may have to consider your paper as a new submission.

Once again, thank you for submitting your manuscript to Journal of Quality Assurance in Hospitality & Tourism and I look forward to receiving your revision.

Sincerely,
Professor Hanqin Qiu
Editor in Chief, Journal of Quality Assurance in Hospitality & Tourism
hanqin.zhang.qiu@polyu.edu.hk

Reviewer(s)' Comments to Author:

Reviewer: 1

Comments to the Author

1. Originality:

Study has a relatively original premise. Ergonomics was discussed in the previous literature but there is room for more studies on this topic.

2. Relationship to Literature:

Literature review is very weak.

You should not discuss methodology and specific location where you collected the data in intro section. Intro should focus on the background of the study and objectives.

Please do not use bullet points and lists in the literature. Instead try to use paragraph form.

You have missed a lot of relevant studies in your literature review. I would suggest that you work more on this part and cite most recent papers.

Hypotheses are not really developed based on the previous literature. You need much stronger hypothesis development.

3. Methodology:

Could you further explain your sampling method?

Please provide where you got your measurements from.

What does this mean "From the early test for both customers' validity and reliability towards 30 respondents, two invalid indicators were detected, which stated that the restaurant was free from unpleasant smell and the customers felt secure while doing activities in the restaurant."

PLS is not the same as SEM. Regression paths cannot be tested with CFA.

Methodology needs a lot of work. You need to further explain sampling, measurements, procedures and data analysis.

4. Results:

Discussion should be separate from results section. Please report CFA results appropriately. I would suggest using one of the textbooks (e.g. Hair et al 2010) that gives a template for CFA results reporting. In the current form results are not appropriately reported. What were model fit indices? Please use SEM to test hypotheses.

5. Implications for research, practice and/or society:

In the current form study has limited implications. Data analysis needs to be strengthened as well as literature review.

6. Quality of Communication

Title should be changed a bit (e.g. the effect of ergonomic aspects on customer convenience...)

Manuscript requires serious editing. Even abstract has a lot of problems. You do not collect customers. Please send manuscript to a professional editor. It would improve it a lot.

Reviewer: 2

Comments to the Author

The study proposed a model centered on restaurants for examining the effect of ergonomic aspects on convenience. Please review my comments below.

Introduction: The authors do not provide a strong theoretical argument for the need of the study. The introduction section must be proposed with a stronger theoretical argument.


Review of the Literature: The literature review was presented adequately but the sections for hypotheses development is not strong enough to justify the proposed hypotheses. Extend this section, this will present a stronger argument to justify the hypotheses.

Research Methodology: This section just mentions that the authors used SEM and CFA and the sample size. In my opinion, the sample size is not statistically large enough to test those hypotheses, especially when the authors tested 29 measurement variables, at least 150 valid respondents will be adequate. No specific design has been formally introduced and explained as appropriate for this type of study (two-step process). No correlation matrix and no convergent and discriminant validity was provided. Additionally, the model fit indexes were not reported. The authors must provide these basic statistical reports.

Discussion: Conclusions' section must be extended and incorporated a discussion section as well. Limitations and implication for theory and practice must be recognized in the study. The contribution of the paper to industry and body of knowledge is weak and require the authors to show how this paper deserve merit to be considered for industry practitioners. The authors are suggested to develop an implication's section for theory and practice. The study is not strong enough to be accepted as its current form. Major changes must be done to consider the study for acceptance. Without these major changes, I do not feel comfortable accepting the study.

Overall clarity: Minor grammatical and punctuation errors should be fixed. The overall paper has good readability and clarity.

Date Sent: 29-Apr-2018

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Bukti 3.

Bukti konfirmasi review kedua

(27 Agustus 2018)

Journal of Quality Assurance in Hospitality & Tourism

Decision Letter (WQAH-2018-0005.R1)

From: hanqin.zhang.qiu@polyu.edu.hk

To: herry@petra.ac.id

CC:

Subject: Journal of Quality Assurance in Hospitality & Tourism - Decision on Manuscript ID WQAH-2018-0005.R1

Body: 27-Aug-2018

Dear Mr Palit:

Your manuscript entitled "The Effect of Ergonomic Aspects on Customers' Convenience at Restaurant in Surabaya", which you submitted to Journal of Quality Assurance in Hospitality & Tourism, has been reviewed. The reviewer comments are included at the bottom of this letter.

The reviews are in general favourable and suggest that, subject to minor revisions, your paper could be suitable for publication. Please consider these suggestions, and I look forward to receiving your revision.

When you revise your manuscript please highlight the changes you make in the manuscript by using the track changes mode in MS Word or by using bold or coloured text.

To start the revision, please click on the link below:

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This link will remain active until you have submitted your revised manuscript. If you begin a revision and intend to finish it at a later time, please note that your draft will appear in the "Revised Manuscripts in Draft" queue in your Author Centre.

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Because we are trying to facilitate timely publication of manuscripts submitted to Journal of Quality Assurance in Hospitality & Tourism, your revised manuscript should be uploaded by 08-Oct-2018. If it is not possible for you to submit your revision by this date, we may have to consider your paper as a new submission.

Once again, thank you for submitting your manuscript to Journal of Quality Assurance in Hospitality & Tourism and I look forward to receiving your revision.

Sincerely,
Professor Hanqin Qiu
Editor in Chief, Journal of Quality Assurance in Hospitality & Tourism
hanqin.zhang.qiu@polyu.edu.hk

Reviewer(s)' Comments to Author:

Reviewer: 1

Comments to the Author

I am glad you addressed my comment and improved the study in different areas. I feel this updated version has improved substantially. I recommend the study for acceptance in its current form.

Reviewer: 2

Comments to the Author

1. Originality:

As mentioned before, study has relatively original content.

2. Relationship to Literature:

What does this mean "The conformity between direct measurement and ergonomic standards shows that 52.38% of the ergonomic standards of this restaurant have already fulfilled."?

Literature review is still very weak.

3. Methodology:

Methodology is much better.

Objective method should be more clarified. What kind of direct measurements and observations were used? Aren't observations also subjective?

100 respondents is a very small number for a survey with 27 items. You should try to have 10 respondents per item.

As mentioned before try to use SEM as well and report those results.

4. Results:

Results are still very confusing. Please follow one of the templates to report results.


5. Implications for research, practice and/or society:

Implications are written better.

6. Quality of Communication

Manuscript still needs serious editing.

Date Sent: 27-Aug-2018

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Bukti 4.

**Bukti konfirmasi submit revisi kedua
(10 September 2018)**

Journal of Quality Assurance in Hospitality & Tourism

Preview (WQAH-2018-0005.R3)

From: hmhanqin@polyu.edu.hk

To: herry@petra.ac.id

CC:

Subject: Journal of Quality Assurance in Hospitality & Tourism - Manuscript ID WQAH-2018-0005.R2 has been submitted online

Body: 10-Sep-2018

Dear Mr Palit:

Your manuscript entitled "The Effect of Ergonomic Aspects on Customers' Convenience at Restaurant in Surabaya" has been successfully submitted online and is presently being given full consideration for publication in Journal of Quality Assurance in Hospitality & Tourism.

Your manuscript ID is WQAH-2018-0005.R2.


Please mention the above manuscript ID in all future correspondence or when calling the office for questions. If there are any changes in your street address or e-mail address, please log in to Manuscript Central at <https://mc.manuscriptcentral.com/jqaht> and edit your user information as appropriate.

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Thank you for submitting your manuscript to Journal of Quality Assurance in Hospitality & Tourism.

Sincerely,
Journal of Quality Assurance in Hospitality & Tourism Editorial Office

Date Sent: 10-Sep-2018

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Bukti 5.

**Bukti konfirmasi review ketiga
(15 Oktober 2018)**

Journal of Quality Assurance in Hospitality & Tourism

Decision Letter (WQAH-2018-0005.R2)

From: hanqin.zhang.qiu@polyu.edu.hk

To: herry@petra.ac.id

CC:

Subject: Journal of Quality Assurance in Hospitality & Tourism - Decision on Manuscript ID WQAH-2018-0005.R2

Body: 15-Oct-2018

Dear Mr Palit,

Thank you for resubmitting your paper to Journal of Quality Assurance in Hospitality & Tourism.

I am delighted to inform you that your paper has now been accepted by the Journal of Quality Assurance in Hospitality & Tourism, subject to revision along the lines suggested below, and the reviewer comments at the end of this letter.

I would be grateful if you could now provide a final paper following (Journal) guidelines, with a Title page containing authors affiliation and e-mail address (page 1), followed by Abstract and Key Words (page 2), and full text, all in the same document. Only tables and figures are to be included as a separate document.

To provide your final version, please click on the link below:

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This link will remain active until you have submitted your revised manuscript. If you begin a revision and intend to finish it at a later time, please note that your draft will appear in the "Revised Manuscripts in Draft" queue in your Author Centre.

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Please delete any redundant files before completing the submission.

Because we aim for the timely publication of manuscripts submitted to Journal of Quality Assurance in Hospitality & Tourism, please upload your revised manuscript as soon as possible and before 26-Nov-2018.

Once again, thank you for submitting your manuscript to Journal of Quality Assurance in Hospitality & Tourism and I look forward to receiving your revision.

Sincerely,

Professor Hanqin Qiu

Editor in Chief, Journal of Quality Assurance in Hospitality & Tourism

hanqin.zhang.qiu@polyu.edu.hk

Reviewer(s)' Comments to Author:

Reviewer: 1

Comments to the Author

Manuscript has been improved.

Literature review is in better shape.

Still some editing is needed since there a lot of strange sentences.

Date Sent: 15-Oct-2018

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Bukti 6.

**Bukti konfirmasi submit & hasil revisi review ketiga
(16 November 2018)**

Journal of Quality Assurance in Hospitality & Tourism

Preview (WQAH-2018-0005.R3)

From: hmhanqin@polyu.edu.hk

To: herry@petra.ac.id

CC:

Subject: Journal of Quality Assurance in Hospitality & Tourism - Manuscript ID WQAH-2018-0005.R3 has been submitted online

Body: 16-Nov-2018

Dear Mr Palit:

Your manuscript entitled "THE EFFECT OF ERGONOMIC ASPECTS ON CUSTOMERS' CONVENIENCE AT RESTAURANT IN SURABAYA" has been successfully submitted online and is presently being given full consideration for publication in Journal of Quality Assurance in Hospitality & Tourism.

Your manuscript ID is WQAH-2018-0005.R3.


Please mention the above manuscript ID in all future correspondence or when calling the office for questions. If there are any changes in your street address or e-mail address, please log in to Manuscript Central at <https://mc.manuscriptcentral.com/jqaht> and edit your user information as appropriate.

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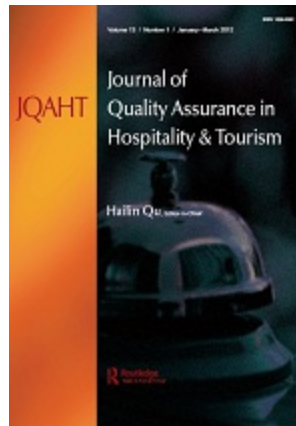
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Sincerely,
Journal of Quality Assurance in Hospitality & Tourism Editorial Office

Date Sent: 16-Nov-2018

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The Effect of Ergonomic Aspects on Customers' Convenience at Restaurant in Surabaya

Journal:	<i>Journal of Quality Assurance in Hospitality & Tourism</i>
Manuscript ID	WQAH-2018-0005.R3
Manuscript Type:	Case Study
Keywords (pick from the list OR enter your own):	visual display, customers' convenience, ergonomic aspects, anthropometric, environmental ergonomic
Abstract:	<p>This research aims to reveal whether ergonomic aspects indeed possess any influence towards restaurant customers' convenience. These ergonomic aspects comprise visual display, anthropometric, and environmental ergonomic which indicator were identified from an extensive literature review. The research employed subjective and objective method measurement. Data from the subjective method were collected using questionnaire from 100 customers in a restaurant in Surabaya, then PLS-SEM were performed to investigate the effect of ergonomic aspects toward restaurant customers' convenience. Meanwhile, the data from objective method were collected from direct observation or measurement. The results reveal that both anthropometric and environmental ergonomic possess positive significant effect on the customers' convenience, despite being not applicable on visual display aspect. The conformity between direct measurement and ergonomic standards shows that 52.38% of the ergonomic standards of this restaurant have already fulfilled. The implications of this present study are also concluded in this paper.</p>

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THE EFFECT OF ERGONOMIC ASPECTS ON CUSTOMERS’
CONVENIENCE AT RESTAURANT IN SURABAYA

Abstract: This research aims to reveal whether ergonomic aspects indeed possess any influence towards restaurant customers’ convenience. These ergonomic aspects comprise visual display, anthropometric, and environmental ergonomic which indicators were identified from an extensive literature review. The research employed subjective and objective method measurement. Data from the subjective method were collected using questionnaire from 100 customers in a restaurant in Surabaya, then PLS-SEM were performed to investigate the effect of ergonomic aspects toward restaurant customers’ convenience. Meanwhile, the data from objective method were collected from direct observation or measurement. The results reveal that both anthropometric and environmental ergonomic possess positive significant effect on the customers’ convenience, despite being not applicable on visual display aspect. The conformity between direct measurement and ergonomic standards shows that 52.38% of the ergonomic standards of this restaurant have already fulfilled. The implications of this present study are also concluded in this paper.

Keywords: ergonomic aspects, visual display, anthropometric, environmental ergonomic, customers’ convenience

INTRODUCTION

According to International Ergonomic Association (IEA), ergonomic (human factors) can be defined as “the scientific discipline concerned with the understanding of interactions among humans and other elements of a system,.... in order to optimize human’s well-being and overall system performance”. Furthermore, it is also mentioned that “ergonomic encourages a holistic approach involving physical, cognitive, social, organizational, environmental, and other relevant factors” (IEA, n.d). For instance, the goal of ergonomic is to create jobs, systems or products safe, effective, efficient, health, satisfying, convenience, and even enjoyable for human being (Wilson, 1995; Kroemer, 2017).

So far, there have yet to be found any research related to the effect of the ergonomic aspects towards customers' convenience or any related with customers in restaurant. Several studies in ergonomic at various countries are focused on the investigation of work-related health and musculoskeletal disorder in restaurant workers (Chyuan et al., 2004; Dempsey & Filiaggi, 2006; Hwang et al., 2011; Gentzler & Smither, 2012; Ilban, 2013; Xu & Cheng, 2014; Subramaniam & Murugesan, 2015; Nanyan & Charrada, 2016; Salleh et al., 2017). Besides, all these studies do not employ multivariate analysis for their data analysis.

In restaurants, ergonomic aspects for customer are closely related with the restaurant's atmosphere (Kotler et al., 2003; Sulek & Hensley, 2004; Heung & Gu, 2012; Jang et al., 2012). Kotler et al. (2003) mentioned that a restaurant's atmosphere adopting an ambience created in order to support customer satisfaction had become an essential factor for a customer in deciding a dining place; besides price, quality, and service. Heung & Gu (2012) stated that restaurant's atmosphere possessed a positive impact towards customer's satisfaction and behavioral intentions. Sulek & Hensley (2004) proposed that a dining atmosphere should be considered in order to provide a dining experience. Another study by Jang et al. (2012) found that restaurant's atmosphere affected customer's positive emotions. Restaurant's atmosphere is captured through the stimulation of five human senses, namely: sight, sound, scent, touch, and taste. Some indicators being used in restaurant's atmosphere are interior & exterior design, table setting, decorations, music, lighting, scent of the restaurant, seating arrangement, facility layout, furniture, colors, restaurant's cleanliness, and cleanliness of server's uniform (Sulek & Hensley, 2004; Heung & Gu, 2012; Jang et al., 2012).

The main difference between ergonomic and restaurant's atmosphere is in their attributes or indicators. The indicators of ergonomic are more technical, specific and measurable. Furthermore, the study in ergonomic should involve both subjective and objective measurement methods simultaneously in the data analysis. Both methods can be used in laboratory and field studies, although only objective measurement in the field can be naturalistic and non-interfering with human behavior (Wilson, 1995).

From ergonomic perspective, the indicators of restaurant’s atmosphere mentioned before are related to environmental ergonomic, anthropometric, and visual display.

Based on the previous studies, it can be seen that the measurement from customer’s perspective is related to customer satisfaction, behavior intentions, dining experience, and customer’s positive emotion. Provided still no research specifically investigating on customer’s convenience in restaurant from ergonomic perspective, a room for a research in this area is therefore available. This research is aimed to reveal whether ergonomic aspects involving environmental ergonomic, anthropometric, and visual display possess any effect towards the customers’ convenience.

LITERATURE REVIEW AND HYPOTHESIS

Ergonomic and customer’s convenience

Ergonomic is the application of scientific principles, methods, and data drawn from various disciplines towards the development of engineered systems in which people play significant roles (Kroemer, 2017). In other words, ergonomic focuses on the way to fit a particular work (equipment, tools, methods, as well as working environment and organization) by the capability, ability, and limitation of human (Manuaba, 2007).

Convenience is one of the factors being a benchmark on whether a research regarding ergonomic is considered successful. The following will be several definitions of convenience, as seen from ergonomic and health studies perspective: according to Kolcaba (2003), convenience is a condition where human’s individual and holistic (physical, psychological, and spiritual) basic needs have been fulfilled. Sanders & Mc Cormick (1993) defined convenience as a feeling dependent on the human bearing that circumstance. Furthermore, it is also explained that the convenience towards a product is depended on both the physical function of the product itself as well as from each of individual’s perception. Based on the mentioned definitions, it can be concluded that convenience is someone’s perception towards his or her surrounding circumstance or environment (involving utilized or surrounding objects) either physically, psychologically, or spiritually.

Human assesses their environment based on the stimulus going into themselves through six senses, delivered by nerves afterwards, then processed by brain to finally produce an assessment. Not only biological-physical problem is involved, but also feeling. Sound, illumination, smell, temperature, and many other stimulants are absorbed simultaneously prior being processed by brain. Brain itself will provide a relative judgement on whether a particular circumstance is either convenience or not (Satwiko, 2009).

According to Kelley (1958), customers do not purchase service or goods by a mere consideration towards cost, but also by considering convenience, satisfaction, and service; these are the main value influencing customers' decision in shopping. The feeling of convenience felt by the customers will contribute in positive and continuous synergy in goods and service transactions. This means that convenience indeed becomes one of the important factors considered by the customers in performing a transaction.

In this research, the measurement towards restaurants' customers are merely reviewed from both physical and psychological aspects. Physical convenience is felt as a condition in which human's body is free from any pain or sickness, as well as having no handicap in performing any activity. Meanwhile, psychological convenience is felt as a condition in which human's mind is free from any concern or fear, uncertainty, insecurity, tense, and other unpleasant negative feelings (Kolcaba, 2003).

Ergonomic and its aspects

Branches or domains of specialization within ergonomic are physical ergonomic, environmental ergonomic, cognitive ergonomic, and organizational ergonomic. Ergonomic aspects related with customers' convenience in a restaurant comprise physical and environmental ergonomic; therefore, this research is focused on measuring those aspects.

Physical ergonomic

Physical Ergonomic is an ergonomic study involving human anatomy, anthropometric, physiological, workplace layout, posture and movement (including musculoskeletal), biomechanics, display and other elements related with human's physical activities (Chakabarti, 2005; Kroemer, 2017). Physical ergonomic aspects being investigated in this research are visual display and antropometric.

About 80% of the information input to the human's brain is originated from visual stimuli. Moreover, according to Kroemer (2017), font size has became one of the factors influencing how fast human's eyes are able to receive an information within a visual display planning. One of the fields analyzing font size is typography. Typography itself refers to a set of font characteristics. There are several font characteristics, such as ratio between font width and height (stroke width), font type, and font height. Another factor should be considered in designing the visual display is the information itself. The information of visual display should be informative, concise, clear, readable, eye-catching, and proportional between font size and pictures (Sanders & McCormick, 1993; Freivalds & Niebel, 2014). Any failure in visual display ergonomic design may cause inconvenience towards the eyes, and the eyes themselves tend to be accomodating (Kroemer, 2017).

Based on the explanation, the first hypothesis from this research is therefore:

H₁ : Visual display aspect has a positive effect towards restaurant customers' convenience

Anthropometric is originated from the word "anthro", which means human, and "metrics", which means a measurement. Anthropometric is a study specialized in measuring human's body in order to formulate size differences between each of either individuals or groups (Panero & Zelnik, 2003). In a dining area, anthropometric study is required not only on table and chair conformity towards users' anthropometric dimension, but also on space between chairs and space between tables. Furthermore, Panero & Zelnik (2003) have also provided anthropometric data towards dimension of furnitures, space between tables and chairs, and other dimension within a restaurant's dining area.

Basically, standardized measurement of the space between tables and chairs in a table set is related to each other. This can be observed directly in restaurants, in which the forementioned 'space between tables' also refers to the chairs attached to that table. Both of the space between tables and chairs attached to the table functions not only as the moving space belong to the customers whenever he/she needs to go inside or outside that table set, but also as the area for the server in addressing the customers.

If the design of a product, a facility, and tools have already corresponded with the anthropometric data from their users, then the users may perform their activities comfortably in a long period of time (Panero & Zelnik, 2003). Previous ergonomic researches towards restaurants employees has showed the appearance of musculoskeletal disorder felt among them, especially on those working on the kitchen (Xu & Cheng, 2014; Subramaniam & Murugesan, 2015; Nanyan & Charrada, 2016). Both facilities and equipments' failure in corresponding with the employees' anthropometric data has greatly contributed in the disorder. During the earlier stage, inconvenience was the mere symptom. On the later stages, the inconvenience triggered health disturbance, in which the musculoskeletal disorder is the dominant symptom.

Based on the elaboration, the second hypothesis of this research can therefore be concluded:

H₂ : Anthropometric aspect has a positive effect on restaurant customers' convenience

Environmental ergonomic

Environmental Ergonomic is an ergonomic study investigating the relation between humans and their limitations within a physical working environment, which covers illumination (lighting), sound, climate, air circulation, and vibration. Environmental ergonomic affect human's health, convenience, ability, and willingness to perform (Sanders & McCormick, 1993; Kroemer, 2017). In this research, physical working environment being investigated comprises air circulation, climate, illumination, and sound.

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Air circulation allows fresh air to go into the building in a desired amount. Kroemer (2017) distinguishes air circulation into two: natural (enabled by installing each of fixed and temporary ventilation in amount of 5% from the total room size), and mechanical (enabled by using fan or air conditioner support). It is obvious to know that almost all restaurants prefer to use mechanical air circulation by air conditioner.

Climate is the combination of air temperature, humidity, air movement and radiation. However, air temperature and humidity play the most important role of climate (Kroemer, 2017). Air temperature and humidity affect people’s comfortability in a room, also affect well-being and performance. Humidity means the amount of water contained within the air, measured by relative humidity in percentage. In tropical area, recommendation of ergonomic standard for comfortable room temperature is 23 – 26 °C, with 40 – 60% of humidity.

Illumination refers to the amount of light in a working platform needed to run an activity effectively (Kroemer, 2017). A decent illumination enables an individual to see his or her working objects clearly and quickly. Too much intensity in illumination triggers glare, which is an effect caused by absorbing excessive amount of light. In general, the suitable illumination levels of ergonomic standard in dining area is 150 – 200 lux.

Sound is heard whenever ears are detecting a difference in pressure, mechanical compression, or longitudinal wave creeping through a particular medium. In general, the permissible sound level that is safe for human should not exceed 85 dB. There are two kinds of sound, pleasant and unpleasant sound or noise (Kroemer, 2017). One example of pleasant sound in a restaurant is music. Previous researches has pointed that music significantly influence restaurants’ customers. According to North et al. (2003), music influences restaurant customer’s spending. Wilson (2003) investigated that music had a significant effect towards customer’s purchase intentions in a restaurant.

Based on the elaboration towards the effects of physical working components towards someone's convenience in performing an activity, the third hypothesis of this research is therefore:

H₃ : Environmental ergonomic aspect has a positive effect on restaurant customers' convenience

Figure 1 illustrates conceptual model suggestion from a research investigating the relation between latent variables (constructs).

Please insert Figure 1 in here

Figure 1 Research Conceptual Model

RESEARCH METHOD

The Instrument

There are two kinds of data collection methods in ergonomic methodology: direct observation (or direct measurement or objective method) and indirect observation (also referred as subjective method). While objective method refers to the collection of information on subject performance either directly by the observers themselves or from objective recordings, comprise quantitative and qualitative data; subjective method refers to the collection of information from subjects about their interpretations of what they are doing, feeling or thinking, or other associated individuals who are not the observer (Wilson, 1995).

In this research, questionnaire was utilized as part of the subjective method. The questionnaire was developed based on the literature review. It was divided into two parts. The first part of the questionnaire consisted of demographic questions. The second part examined the respondents' perception of visual display, anthropometric, environmental ergonomic, and customers' convenience in the restaurant. The perception of respondents was measured by 27 indicators (Appendix 1). The visual display's indicators were adapted from Sanders & McCormick (1993), Freivalds & Niebel (2014) and Kroemer (2017). The anthropometric's indicators were adopted from Panero & Zelnik (2003). The environmental ergonomic's indicators were

adopted from Sanders & McCormick (1993) and Kroemer (2017), and the customers' convenience indicators were adapted from Kolcaba (2003). The level of agreement with given statements was assessed using a fivepoint Likert-type scale, with anchors "strongly disagree" as 1 and "strongly agree" as 5.

Objective method was conducted through direct observation (measurement) on the restaurant's dining area towards the indicators (21 indicators) found on the each aspect, in which some of them required particular tools. The result was then compared with the ergonomic standard of each indicator, in terms of their conformity, as explained in the previous part of this research. Letters typography dimension measurement related with both visual display and anthropometric dimension measurement were measured by using anthropometer measuring set. Other tools, such as Heat Index WBGT Meter and Luxmeter were also utilized to measure the air temperature and humidity, as well as light intensity, respectively.

Data analysis

The questionnaires were distributed in one of the famous restaurants located at Northern Surabaya. A judgemental sampling method was utilized to collect data. The criteria being used in selecting the sample involved: respondents were at least 17-year-old and older; and they had visited the restaurant within the last three months (Kristanti et al., 2016).

Since the population was infinite, the number of sample was calculated by using unknown population formula (Sugiyono, 2010). The calculation of the sample used $\alpha = 5\%$ ($Z = 1.96$) and margin of error = 10% that result in minimum sample of 96 respondents. In this research, 100 respondents were asked to complete the questionnaire. This research used PLS-SEM due to its insensitivity towards the sample size considerations. Its estimation approach handled both very small and very large samples. PLS-SEM was particularly useful in generating estimates even with very small samples, which was as low as 30 samples or less (Hair et al., 2010). In addition, PLS-SEM achieved high levels of statistical power even if the sample size was relatively small, for example, 100 samples only. PLS-SEM was also robust when

applied to highly skewed data (Hair et al., 2011). In this research, the data was not normally distributed as they had $p\text{-value} < .05$.

Moreover, Hair et al. (2011) pointed out that a variety of PLS-SEM application had been developed in recent years. It could be used for (1) confirmatory analysis to empirically test a construct's measurement model; (2) impact-performance matrix analysis; (3) response-based segmentation techniques; (4) guidelines for analyzing moderating effects; (5) non-linear effects; and (6) hierarchical component models. These enhancements expanded PLS-SEM's usefulness as a research tool in marketing and social science.

There were several steps in using PLS-SEM. First, by assessing measurement model (outer model) including convergent validity, discriminant validity, and composite reliability. The measurement model was conducted to ensure that the indicators, along with their constructs, were valid and reliable upon used as the measurement. Second, by analyzing the inner model or path analysis. Inner model analysis was performed to ensure that the structural model was both robust and accurate (Hair et al., 2010). A rule of thumb for factor loading was that standardized loading estimates should be .5 or higher, and ideally .7 or higher. In this research, the standardized loading estimates used .6 or higher. An AVE of .5 or higher was a good rule of thumb suggesting adequate convergence. The rule of thumb for reliability was that .7 or higher (Hair et al., 2010).

RESULTS

Demographic profile of the respondents

Most of the respondents were 17-25 year-old (48%); female (58%); possessing bachelor degree as their final education (59%); and already working (65%) as professionals, entrepreneurs, and government officials. In relation with the customers' behavior, most of them visiting once in three months (67%), staying for more than 1-2 hours there (82%), spending IDR 50,000 – IDR 100,000 per pax on each visit, going along friends or lovers (64%), and enjoying pop music at most (43%) (Kristanti, et al, 2016).

The measurement model (outer model)

a. Convergent validity

Convergent validity model were determined based on the loading factor value of each indicator towards their constructs. Based on the counting towards each loading factor, it was revealed that each of the indicator showed 3 from 27 earlier indicators of having loading value of $\leq .60$. They included the height of ordering counter/cashier being considered as convenience for the customers (a6), concise menu (vd5), and readable signage upon being read from outside of the restaurant (vd10), thus those three indicators were eliminated. Post recounting process, 24 valid indicators were found to be valid (loading factor $\geq .60$), as displayed on Tabel 1 (the shaded area).

Please insert Table 1 in here

Table 1. Loading factor value and cross loading value from 24 indicators

Convergent validity can also be seen from the Average Variance Extracted (AVE) value. Based on the AVE value displayed on Tabel 2, it was found that AVE on each construct was $\geq .50$. Therefore, all construct could be considered valid.

Please insert Table 2 in here

Table 2. Construct Mean, Standard Deviation, AVE, and Composite Reliability

b. Discriminant validity

The next model validity measurement was through discriminant validity. Discriminant validity was evaluated by comparing whether the loading value from each indicator within their construct is greater than their cross loading values (Table 1). Table 1 points that loading factor value from each indicator were greater than their cross loading value, therefore concluding that all of the constructs had been considered valid.

c. Composite reliability

The reliability of the research's structural model could be observed from its composite reliability value. As seen in Table 2, composite reliability value from each construct was $\geq .8$. As the reliability criteria was considered good if only the score had reached $\geq .7$, then the model reliability could be concluded as good.

Path analysis (Inner model) and hypothesis test

Evaluation towards the inner value model was conducted by observing the coefficient of determination (R^2). Figure 2 revealed that R^2 were in amount of .707, indicating that the structural model of this research possessed a good goodness-fit. It means that the customers' convenience variability able to be explained by visual display, anthropometric, and environmental ergonomic was in amount of 70.7 %.

Please insert Figure 2 in here

Figure 2 PLS Path Model of this research

(Source: output from SmartPLS software)

Result of the hypothesis testing is displayed on Table 3. As displayed on Table 3, anthropometric aspect (H_1) and environmental ergonomic (H_2) had a positive effect on customers' convenience with significance value of $\alpha = 5\%$. Visual display aspect (H_3) had a positive effect despite being insignificant. Therefore, both anthropometric and environmental ergonomic aspects had a positive effect significantly on the customers' convenience, in which the environmental ergonomic itself contributed the most, as seen from its coefficient value of 0.566.

Please insert Table 3 in here

Table 3. Path analysis and hypothesis test

DISCUSSION AND CONCLUSION

Visual display aspect analysis

Table 1 showed that from all of the eight visual display indicators, eye-catching colors on menu (vd3) became the most self explanatory indicator towards visual

display variable (loading value = .792). This implied that eye-catching colors used on the menu board had significant impact on the restaurant visual display aspect. In this restaurant, the colors on the menu board were indeed eye-catching, yet the letters were blurry and unreadable, therefore causing a difficulty upon respondents in catching the information within.

According to the suggestions provided by the respondents, there were a lot of weaknesses within the restaurant visual display aspect, which mostly were related with the menu. The followings were the compilations of the customers' complaints, in relation to the menu problem.

First, the restaurant utilized two devices to display the menu: menu board and menu display (in iPads). While menu board contained lists of foods and beverages, menu display provided presentation pictures toward foods and beverages being sold (some of it were not equipped by proper naming) without any remark regarding the taste, ingredients, and many other related items. This prolonged customers' time in making order as they had to see the menu board first then compared it with the menu display, therefore requiring cashiers' assistance in the decision-making process. The second problem is related with the adopted counter-system as well as the menu limitation, which forcing the customers to perform standing queue for an extended long period of time. Third, font size used on the menu board was smaller than typography measurement standard, therefore causing difficulty in customers' ability to read it. Due to insignificant menu function, customers should occasionally ask the cashier upon deciding their preferences.

In relation to the signboard, a lot of the respondents agreed and were being neutral towards the statement saying "The restaurant signboard can be easily spotted and informative as well". Nevertheless, based on the observation, the restaurant signboard was not functioning optimally in delivering information towards the customers. Whenever the customers went into the restaurant, they were greeted by a greeter, who referred them to the ordering counter, by priorly asking about the amount of guest as well as the desired sitting area (indoor or outdoor). By the greeter's assistance, customers were not required to search nor even see the ordering counter signboard.

Toilet signboard was also less functioning as the customers who had never visited the restaurant would prefer asking to the employee regarding the location of the toilet.

Based on the comparison conducted between the eight indicators towards visual display ergonomic standards (Sanders & McCormick, 1993; Freivalds & Niebel, 2014; and Kroemer, 2017), there were five corresponding indicators, while three others were yet to correspond (vd4, vd6, and vd7). This implied that visual display aspect in the restaurant was actually decent enough, in which 62.5% of the total visual display indicator had corresponded with the ergonomic standards. Despite of high agreement level found in the ergonomic standards, this aspect did not possess significant influence towards the customers' convenience. Nevertheless, this does not mean that visual display aspect deserves no attention from the owner. From the interview towards the customers, they indeed mentioned that both menu and signboard had been important for them. In reality, effectivity on both menu and signboard was found to be very low, as the customers tended to perform a direct approach by asking towards the restaurant's staff (cashier or greeter). This is the reason why the visual display aspect possessed no significant influence towards the customers' convenience.

Anthropometric aspect analysis

Anthropometric aspect possessed positive influence towards customers' convenience. The statement was supported by Panero & Zelnik (2003), who argued that someone might perform his or her activities comfortably in an extended period of time if the product, facility, and equipment had already met his or her anthropometric data.

In relation with anthropometric aspect, the space between tables (a3) and chairs (a4) were two most self explanatory indicators towards anthropometric variable. The space between tables had loading value of .824, while the loading value of the space between chairs was of .803.

Inside the dining area, there were spots pointing to the overly close space between tables. Indoor area tended to have overly tight space on both between tables and chairs, not only on the space between medium bench table with box table next to it, but also on the space between the standard tables. In outdoor area, space between

tables was relatively more distant except on the space between sofa tables, space between long bench tables and barrel tables, and the space between barrel tables and box tables.

Tables' height, width, and the shape of the chairs were also contributed significantly in explaining anthropometric, as they also possessed high loading value. Based on the result, there were found many incompatibilities on the measurement towards seven types of tables and chairs in the restaurant, one of them was on medium bench tables and chairs.

According to the measurement conducted by comparing anthropometric data standards, medium bench chairs were 1.8 cm and the tables were 3.8 cm higher than the standard. Customers were feeling discomfort as they felt that the tables were higher than the chairs. Several visitors of this restaurant had delivered several complaints regarding the chairs available within the indoor area, which possessed no back rest / back support, therefore triggering weariness upon being used for a period of time. Overly short tables had also triggered the inconvenience, as they force the users to consume the meals in bending position.

According to the comparison between those five indicators towards the anthropometric data standards, there was found no match (0%) with the anthropometric data standards. Despite the anthropometric aspect possessed significant influence towards the customers' convenience, in reality, still a lot of facilities were yet to meet the anthropometric data standardization, therefore requiring the owner to pay more attention to it.

Environmental ergonomic aspect analysis

Anthropometric aspects possessed positive influence towards customers' convenience, as relevantly. This statement went relevantly with the arguments delivered by several ergonomic experts, who claimed that environmental ergonomic affected human's health, convenience, ability, and willingness to perform an activity (Sanders & McCormick, 1993; Kroemer, 2017).

Upon seen from the environmental ergonomic aspect, the most self explanatory indicator was the air circulation (ventilation) inside the restaurant, which helped the

customers feeling comfortable (el2) with loading value of .843. As explained, the restaurant area was divided into two: indoor and outdoor. Air conditioners were used on the indoor area, while fans were used on the outdoor. According to the respondents, indoor area was prioritized as it was both cooler and fresher than the outdoor area, despite having been equipped with fans. Several other respondents argued that the outdoor area was actually being more private than the indoor and had been selected by smoking customers; nevertheless, a hot temperature pushed some of these respondents to sit indoor.

According to the comparison between eight indicators towards environmental ergonomic standards (Kroemer, 2017), six of eight indicators had conformed. In other words, it can be concluded that the restaurant had already fulfilled 75% of the environment ergonomic standard. Environmental ergonomic, as the most influential ergonomic aspects (as seen from its coefficient value), also possessed the highest conformity level among the other ergonomic aspects. The owner, therefore, were actually required to maintain (improve, if possible) the conformity between these aspect indicators towards the ergonomic standards in order to provide its customers' convenience.

Customers' convenience analysis

From the perspective of the customers' convenience, kk2 indicator (stating that the customers are feeling relaxed) was the most self-explanatory indicator towards customers' convenience aspect. Nevertheless, the loading value from both kk1 and kk3 were found to be beyond .85; therefore, those three customers' convenience indicators also required attention from the restaurant owner.

Conclusion

This research concludes that both environmental ergonomic and anthropometric are having significant positive influence towards customers' convenience aspect, while on the same time, visual display aspect is insignificant. Therefore, restaurant owner are required to prioritize both environmental ergonomic and anthropometric

indicators, especially on the indicators having a high loading value towards both ergonomic aspects.

The ergonomic aspects analysis on the whole indicators (21 indicators) had objectively showed that the 11 indicators conformed with the ergonomic standards, while the remaining 10 did not. Thus, it is around 52.38% of the ergonomic standards have already fulfilled by this restaurant.

The structural model of this research has a good goodness-fit with the R^2 value of .707. It can be concluded that the visual display, anthropometric, and environmental ergonomic aspects may elaborate the variability of the customers' convenience in amount of 70.7%.

IMPLICATIONS

This part of the research elaborates the implications as seen from the theory and managerial development perspective suitable for the practitioners.

Theoretical implications

As seen from the theory perspective, the main contribution from this research is that restaurants' ergonomic aspects, involving anthropometric and environmental ergonomic, possess impacts towards their customers' convenience both physically and psychologically. This research reconfirms ergonomic experts' arguments who have proposed that one of the aims of ergonomic study is to provide convenience towards users, through the result of structural model testing, in which the ergonomic aspects adopted in this research may elaborate the high level on the customers' convenience variability (in amount of 70.7%).

Other contributions from this research is reflected from the adopted indicators, which pay respect towards the customers' capability, ability, and limitation; therefore causing no troubles in the customers' convenience and health. Furthermore, the adopted indicators have technical / engineering as well as specific and measurable traits, therefore enabling a measurement and analysis by using subjective and

objective approach methods. It is obvious that the result of the analysis can be created to be more comprehensive by joining both approaches.

This research provides several suggestions and solutions for multidisciplinary problem analysis. Multidisciplinary analysis can be functioned as an alternative approach in social and humanistic researches' problem solving. As naturally any problem involving human are complex, then multidisciplinary analysis can be one of the promising alternatives.

Managerial implications

Important contribution from this research towards the practitioners and restaurant owners involving the use of ergonomic aspects to maintain and improve customers' convenience. Practitioners and restaurant owners are suggested to focus not only on the restaurant concept (service type, dishes on the menu, dining room decoration and ambience, food style, serving style, food presentation, food smell, and many others), but also towards ergonomic aspects within the management. Precise combination between restaurant's concept and ergonomic aspects may provide convenience among the customers. As an example, if a restaurant considers itself as a fast food restaurant, then its tables' and chairs' height and space need to be adjusted according to the ergonomic standard, despite still no soft cushion provided as its management does not expect the customers to stay for too long. If that restaurant adopts coloured lamp to provide a particular ambience towards the customers, then the management is still required to pay attention towards an appropriate lighting intensity (lux) to prevent any disorder in the customers' sight. Therefore, determining priority on the ergonomic indicators becomes an important consideration, for the sake of the customers' convenience.

In addition, due to engineering/technical, measurable, and specific traits of the ergonomic indicators, any improvement effort committed by the owner and / the management can be more specific and clear; therefore assisting them on the decision making.

LIMITATION DAN FUTURE RESEARCH

As happened in every research, this research has several limitations that can be addressed in future work. First, the findings of this study was limited to one service setting or one restaurant. Further research using more restaurants is needed to establish the generalizability of the findings. Nevertheless, restaurants becoming the following research subjects are suggested to be the ones having a similiar concept, in order to prevent bias on the research due to the lack of data homogeneity.

This study was conducted using a limited number of sample. Therefore, the following researches are suggested to adopt bigger sample. Bigger sample from more restaurants having a similiar concept may increase the significance level from influence of the visual display aspect.

This research has also only adopted questionnaire and direct measurement for the ergonomic aspects. In the future research, it is suggested to utilize interview to the customers to gain more insight for the customers' convenience, in order to produce a more precise result.

Last, this research only views the customers' convenience through ergonomic aspects. The next researches are suggested to include other factors such as dimensions on service quality, as it was found that there were still 29.3 % of the convenience variability caused by other factors, other than the ergonomic aspects. Furthermore, structural model development from this research can also be conducted by considering whether ergonomic aspects possess a direct relationship towards customers' satisfaction or requires customers' convenience as its mediator variable. This is based on the aim of the ergonomic study, which also focuses on the users' satisfaction (Wilson, 1995; Manuaba, 2007; Kroemer, 2017).

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Please insert Appendix 1 in here

Appendix 1 – Indicators of ergonomic aspects

Figure 1 Research Conceptual Model

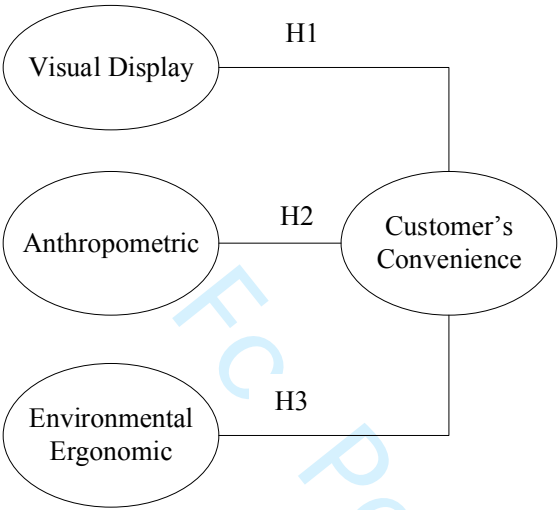


Table 1. Loading factor value and cross loading value from 24 indicators

Coding	Anthropometric	Environmental ergonomic	Customers' convenience	Visual Display
a1	.718	.426	.473	.336
a2	.755	.577	.534	.399
a3	.842	.559	.589	.522
a4	.803	.510	.572	.481
a5	.749	.506	.559	.409
el1	.542	.736	.574	.407
el2	.631	.843	.712	.490
el3	.593	.821	.647	.535
el4	.409	.751	.593	.612
el5	.369	.697	.529	.493
el6	.418	.751	.577	.488
el7	.524	.795	.675	.660
el8	.587	.760	.653	.638
kk1	.644	.731	.886	.547
kk2	.650	.765	.926	.564
kk3	.606	.680	.880	.592
vd1	.325	.470	.452	.696
vd2	.279	.418	.297	.683
vd3	.458	.639	.571	.792
vd4	.407	.442	.449	.686
vd6	.435	.505	.430	.747
vd7	.515	.529	.519	.739
vd8	.306	.429	.334	.644
vd9	.373	.498	.429	.673

Table 2. Construct Mean, Standard Deviation, AVE, and Composite Reliability

Construct	Mean	SD	AVE	Composite Reliability
Anthropometric	3.456	.043	.600	.882
Environmental ergonomic	3.661	.059	.594	.921
Customers' convenience	3.617	.060	.805	.925
Visual Display	3.546	.125	.503	.890

Table 3. Path analysis and hypothesis test

Hypothesis	Path	Original Sample	T Statistics	Result
H ₁	Anthropometric → Customers' convenience	.288**	3.536	Accepted
H ₂	Environmental ergonomic → Customers' convenience	.566**	6.261	Accepted
H ₃	Visual Display → Customers' convenience	.072	.959	Rejected

** $p < .05$.

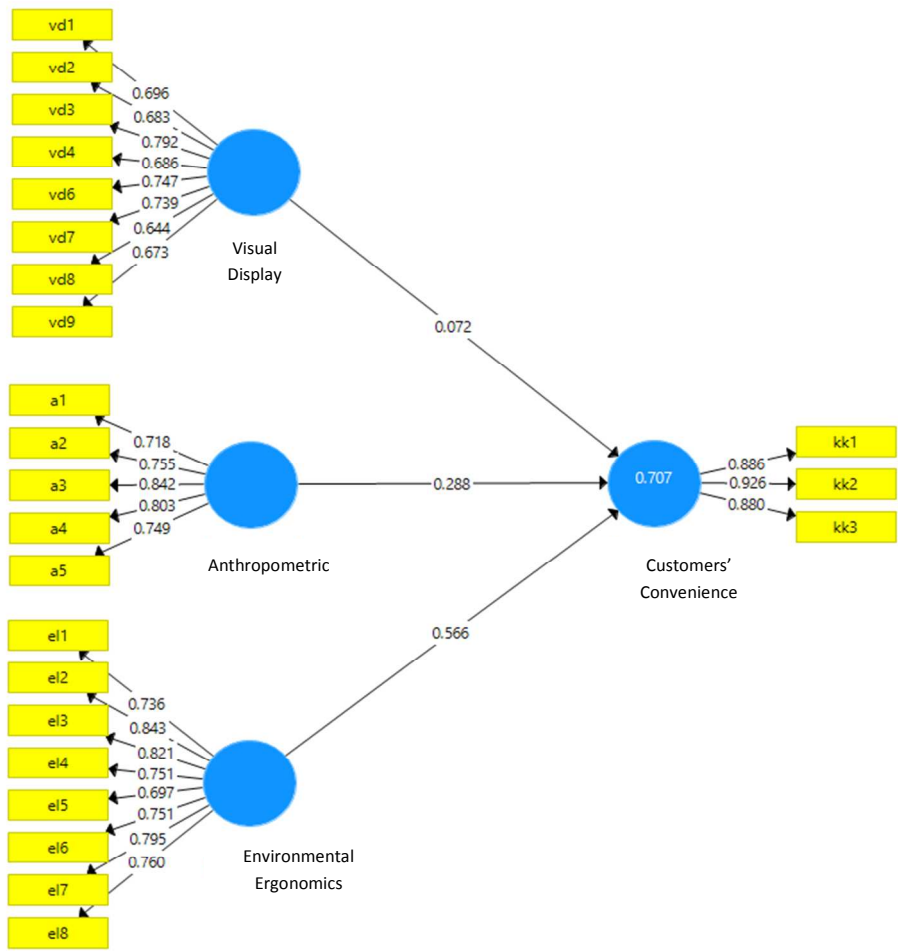


Figure 2 PLS Path Model of this research
(source: output from SmartPLS software)

Appendix 1 – Indicators of ergonomic aspects

Aspects	Indicators	Coding
Visual Display	Pictures are able to explain foods and beverages within the menu book.	vd1
	Pictures and fonts size on the menu are proportional.	vd2
	Color adopted on the menu are eye-catching.	vd3
	Contents of the menu are informative.	vd4
	Contents of the menu are concise.	vd5
	Contents of the menu are clear.	vd6
	Contents of the menu are readable.	vd7
	Signboards (toilet, ordering and cashiering counters, etc.) are readable.	vd8
	Signboards (toilet, ordering and cashiering counters, etc.) are informative.	vd9
	Signage can easily be spotted and read from outside of the restaurant.	vd10
Anthropometric	Tables width provides a discretion for the customers in moving while dining.	a1
	Tables and chairs height are proportional, therefore the customers are able to sit for a longer time.	a2
	The space between tables enables the customers to move around decently.	a3
	The space between chairs in a table is not overly close.	a4
	The shape of the chairs enables the customers to sit comfortably for a longer time.	a5
	The height of the ordering and cashiering counter are comfortable for the customers.	a6
Environmental Ergonomic	The room temperature makes the customers enjoying the restaurant comfortably.	el1
	The air circulation inside the restaurant makes the customers enjoying the restaurant comfortably.	el2
	Humidity inside the restaurant is normal.	el3
	Illumination inside the restaurant causes not too much glare.	el4

Customers’
Convenience

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4	Illumination inside the restaurant causes not too	
5	much shadow.	e15
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7	Sunlight getting into the restaurant causes not too	
8	much shadow.	e16
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11	The genre of music played makes the customers	e17
12	enjoying the restaurant comfortably.	
13		
14	Music volume is neither too loud nor to low.	e18
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16	Customers are feeling relaxed inside the restaurant.	kk1
17	Customers are feeling happy in performing	kk2
18	activities inside the restaurant.	
19	Customers are not having any difficulty in	kk3
20	performing activities inside the restaurant.	
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Bukti konfirmasi accepted artikel

(20 Desember 2018)

Journal of Quality Assurance in Hospitality & Tourism

Decision Letter (WQAH-2018-0005.R3)

From: hanqin.zhang.qiu@polyu.edu.hk

To: herry@petra.ac.id

CC:

Subject: Journal of Quality Assurance in Hospitality & Tourism - Decision on Manuscript ID WQAH-2018-0005.R3

Body: 20-Dec-2018

Dear Mr Palit:

Ref: THE EFFECT OF ERGONOMIC ASPECTS ON CUSTOMERS' CONVENIENCE AT RESTAURANT IN SURABAYA

Our reviewers have now considered your paper and have recommended publication in Journal of Quality Assurance in Hospitality & Tourism. We are pleased to accept your paper in its current form which will now be forwarded to the publisher for copy editing and typesetting.


You will receive proofs for checking, and instructions for transfer of copyright in due course.

The publisher also requests that proofs are checked through the publisher's tracking system and returned within 48 hours of receipt.

Thank you for your contribution to Journal of Quality Assurance in Hospitality & Tourism and we look forward to receiving further submissions from you.

Sincerely,
Professor Hanqin Qiu
Editor in Chief, Journal of Quality Assurance in Hospitality & Tourism
hanqin.zhang.qiu@polyu.edu.hk

Date Sent: 20-Dec-2018

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