



SDI EDITORIAL COMMENTS FORM

EDITORIAL COMMENT'S on revised paper (if any)	Authors' response to editor's comments
<p>1. Please name the questions used in the questionnaire and explain the selection of those particular questions and rejecting the others. Also, the author should provide the sample questionnaire (appendix).</p>	<p>Explanation of Selection and Rejection of Questions The questions in this questionnaire were selected based on service attributes that are significant and relevant to the passenger experience on the Sabuk Nusantara 68 Ship, such as cleanliness, punctuality, safety and staff friendliness. Rejection of other questions was based on considerations that these service attributes might be less relevant or less significant in the context of this research or could be considered too subjective to be assessed by passengers. By using this questionnaire, researchers were able to obtain valuable information about the level of passenger satisfaction with the services provided by Kapal Sabuk Nusantara 68 and identify areas that need to be improved to enhance the overall passenger experience.</p> <div style="text-align: right; margin-right: 50px;"> <ul style="list-style-type: none"> • <input type="checkbox"/> Puas • <input type="checkbox"/> Sangat Puas </div> <p>6. Seberapa puas Anda dengan ketepatan waktu tiba di pelabuhan?</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Sangat Tidak Puas • <input type="checkbox"/> Tidak Puas • <input type="checkbox"/> Cukup Puas • <input type="checkbox"/> Puas • <input type="checkbox"/> Sangat Puas <p>7. Bagaimana penilaian Anda terhadap kondisi kursi/ruang duduk?</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Sangat Tidak Nyaman • <input type="checkbox"/> Tidak Nyaman • <input type="checkbox"/> Cukup Nyaman • <input type="checkbox"/> Nyaman • <input type="checkbox"/> Sangat Nyaman <p>8. Apakah Anda merasa cukup aman dengan fasilitas keselamatan yang ada?</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Sangat Tidak Aman • <input type="checkbox"/> Tidak Aman • <input type="checkbox"/> Cukup Aman • <input type="checkbox"/> Aman • <input type="checkbox"/> Sangat Aman <p>9. Bagaimana penilaian Anda terhadap ketersediaan informasi di atas kapal?</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Sangat Tidak Puas • <input type="checkbox"/> Tidak Puas • <input type="checkbox"/> Cukup Puas • <input type="checkbox"/> Puas • <input type="checkbox"/> Sangat Puas <p>10. Apakah staf kapal ramah dan membantu?</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Sangat Tidak Ramah • <input type="checkbox"/> Tidak Ramah • <input type="checkbox"/> Cukup Ramah • <input type="checkbox"/> Ramah • <input type="checkbox"/> Sangat Ramah <p>Terima kasih atas partisipasi Anda dalam mengisi kuesioner ini. Pendapat Anda sangat berharga untuk meningkatkan kualitas layanan kami.</p>