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17 December 2021

LETTER OF REVIEWER

To whom this may concern,

Lamatinulu Ahmad has reviewed the manuscript titled; "***THE INFORMATION SYSTEM RESOURCES TECHNOLOGY TO BANK CUSTOMERS: CASE OF INDONESIA***" for CALITATEA QUALITY ACCESS TO SUCCESS (<http://www.calitatea.ro/en/>).

We appreciate his contribution to the quality of the work that we publish.

Kind regards.

Prof. Dr. İsmail Hakkı MİRİCİ

A handwritten signature in blue ink, appearing to read 'İsmail Hakkı Mirici', is written over a light blue rectangular stamp or background.

Editor-in-Chief
CALITATEA QUALITY ACCESS TO SUCCESS
<http://www.calitatea.ro/en/>



Lamatinulu Ahmad <lamatinulu@gmail.com>

[QAS] Article Review Request

1 message

Ismail Hakki Mirici, <hakkimirici@gmail.com>
To: Lamatinulu Lamatinulu <lamatinulu@gmail.com>

Thu, Dec 2, 2021 at 11:36 PM

Dear Lamatinulu

I believe that you would serve as an excellent reviewer of the manuscript, "THE INFORMATION SYSTEM RESOURCES TECHNOLOGY TO BANK CUSTOMERS: CASE OF INDONESIA," which has been submitted to Quality - Access to Success. The submission's abstract is inserted below, and I hope that you will consider undertaking this important task for us.

Please log into the journal web site by 2021-12-30 to indicate whether you will undertake the review or not, as well as to access the submission and to record your review and recommendation. The web site is <https://submission.calitatea.ro/index.php/QAS>

The review itself is due 2021-12-30.

If you do not have your username and password for the journal's web site, you can use this link to reset your password (which will then be emailed to you along with your username). <https://submission.calitatea.ro/index.php/QAS/login/lostPassword>

Submission URL: <https://submission.calitatea.ro/index.php/QAS/reviewer/submission?submissionId=249>

Thank you for considering this request.

Ismail Hakki Mirici,
hakkimirici@gmail.com

"THE INFORMATION SYSTEM RESOURCES TECHNOLOGY TO BANK CUSTOMERS: CASE OF INDONESIA"

This study aims to test Information Resource Technology on bank customers, either directly or indirectly, on bank customer loyalty. The sample in the research of Bank Mandiri customers was 210, using purposive sampling technique. The analysis method used to test the hypothesis in this study was regression and single test to test the intervening variables. The results showed that Information Resource Technology has a direct effect on customer satisfaction, service quality has a direct effect on bank customer satisfaction, information technology has a direct effect on bank customer loyalty, service quality has a direct effect on bank customer loyalty, customer satisfaction has a direct effect on customer loyalty, the effect of Information resource technology has an indirect effect on Customer Loyalty through Customer Satisfaction, and Service Quality has an indirect effect on Customer Loyalty through the Bank's Customer Satisfaction. The results of further research show that customer satisfaction can mediate the effect of Information Resources Technology.

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