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Visakhapatnam  
Dt: 22-04-2023

**Acceptance Letter: IJMER**

Dear Author(s) **Ni Made Christine Dwiyanti, Ni Luh Putu Agustini Karta, I Nyoman Gde Prananta Bendesa**

Greetings from IJMER

Since, we are short of time; as such we have requested the Reviewers and Editorial Board Members to provide the review on an urgent basis to your article. We are happy to say that your research article titled “The Relationship Of Internal Marketing To Service Quality With The Mediation Of Employee Job Satisfaction At Ppuri Saron Hotel Seminyak Indonesia” has been accepted and strongly recommended by the Reviewer and Editorial Board Members for **Volume: 12, Issue: 05, May 2023** with ISSN: 2277-7881, JISRAF Impact Factor 8.017 (2023), Index Copernicus Value 5.16 & International Scientific Indexing Value: 2.286, and IJMER is Peer Reviewed Journal and UGC approved Journal: Serial No: 41602(2017) and Registered in Publons Group (Web of Science) and Scopus Review ID: A2B96D3ACF3FEA2A (Final Result Under Process).

  
**K. Victor Babu**  
Editor-in-Chief

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**Social Sciences, Humanities, Commerce & Management, Engineering  
& Technology, Education, Medicine, Sciences, Art & Development Studies, Law  
and other subjects**

## **BUKTI DUKUNG KORESPONDEN ATRIKEL IJMER INDIA**

Judul:

Good afternoon ji

How are you ji

I am waiting for your article to my email ji

Please send ji

Good afternoon Ji..

Yes Ji, this for Mr Putra daughter Ji

Hope it can be publish range month Januari till June, is it possible Ji?

Possible ji



**THE RELATIONSHIP OF INTERNAL MARKETING TO SERVICE QUALITY WITH THE MEDIATION OF  
EMPLOYEE JOB SATISFACTION  
AT PURI SARON HOTEL SEMINYAK INDONESIA**

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**Abstract**

The purpose of this research was to analyze the relationship between job satisfaction to service quality with the the mediation of employee job satisfaction at Puri Saron Seminyak Hotel Bali. This quantitative research was conducted by distributing questionnaires to 74 hotel employees who met the accidental sampling criteria. Path analysis technique was conducted to analyze the relationship between variable X1 (Internal Marketing) to Y2 (Service Quality) with mediating variable Y1 (Job Satisfaction). The findings of this study are that internal marketing has a high effect on job satisfaction and service quality, but job satisfaction does not act as a mediating variable that strengthens the relationship. This research implies that this improvement in service quality will directly minimize customer complaints and improve hotel performance and the image of Puri Saron Hotel. Service provided wholeheartedly, sincerely, and pleasantly is a strong reason for customers to come back. Customer loyalty will ensure the sustainability of Puri Saron Hotel.

**Keywords:** Internal Marketing, Job Satisfaction, Service Quality

**1. INTRODUCTION**

The island of Bali contributes greatly to Indonesian tourism because Bali is a world tourist destination. Various natural potentials, cultural uniqueness, customs (local genius), and social culture captivate tourists. Bali Island has a mainstay potential known as 3S, namely: sun, sand, and sea, so various nicknames for Bali, including The Last Paradise or Tourist Paradise. Bali was named the second most popular destination in the world in 2023 by travel website TripAdvisor (CNN Indonesia, 2023). In the Travelers' Choice Award for Destinations list, Bali only lost to Dubai. Bali beat other major world cities such as London, Rome, and Paris.

The tourism industry is the backbone of Bali's economic development and is Bali's mainstay in filling Regional Original Revenue (GDP). The high number of tourists coming to Bali attracts many both domestic and foreign investors to invest their funds in Bali. Hospitality is one of the service industries that plays an important role in the success of the world of tourism. Even the international standard hotels are competing to build their properties in Bali. The branding strategy of tourism in Bali has been strengthened the image of Bali (Karta, et. al, 2021).

Puri Saron Seminyak Hotel, as one of the four-star hotels in Kuta Seminyak area of Bali, has many competitors. In an endeavor to win the business competition, Puri Saron consistently implements good managerial functions. The main market of Puri Saron Hotel is European and Australian tourists. The characteristics of European and Australian residents color the service principles applied by the management of Puri Saron Hotel. They are ready to pay high prices for the best service.

Good morning mam ji  
Hello Ji,  
Good morning Ji,  
I am finishing the new one,

The last article that I would like to publish in your journal, was accepted by journal in Lampung University.

Okay ji

Good afternoon Ji

Herewith I submit the article that I wish can be published at back issued in IJMER.

Good afternoon ji how are you ji

January 2023 is it ?

This article will be used by Mr Putra's daughter, She miss her work performance report for last semester, so she did not paid for her incentive

March to May of June

Or

May 2023 is it ok ji

If possible May, it will good Ji

Ok, great Ji, thank you very much.

always welcome ji

Please also check the grammatical error, I have checked using AI, but for make sure you can check again.

once i want to read the article and review the article immediate and i will process it soon ji

Mr Putra's brother was pass away yesterday

Is is needed the LOA ?

Letter of Acceptance ?

Now he was on the way to his village in another island of Indonesia

Did you checked the plagiarism ?

okkk

Yes Ji,

The plagiarism not yet Ji

okk ji today i will send the Letter of acceptance ji

Thank you Ji total three authors , including you ji?

The third is my youngest boy

Wow.....its great academic zeal

I just put his name, so that he will start do research, to motivate him

excellent ji.....he curious to do that,

i know you are real academician and scholar

madam ji i want to ask one information ji

Yes Ji

What kind of information?

is it possible to processing the publication fee for Ni Made Christine Dwiyantri? because IJMERC committee will ask to me and otherwise no issue i can bare it , because of your goodness and kindness only .... thank you ji

Yes Ji,

I am asking Pak Putra pay,

And He will be paid

On his pleasure

Or you can kick out my son name, so it will fair.

We both will pay Ji.

no no ji

My son not need yet Ji...

you and son is my total concern ji because both are my family members

no no this is good for him

Yes Ji,

i am happy to wave the fee for son and you madam because you are our board member and i am encouraging the son and he is the young generation

no issue for you and son

thank you for you understanding and i will prepare the LoA soon

Good night ji

Thank you Ji 🙏

Ji.. I forgot to final check the references. Give me more time, tomorrow I will finalize 🙏

Okay ji

Ji, Ibu Cristine asking for the payment.

Where she must transfer the money? Give me your bank account.

We will pay by credit card

Dear Author

Greetings from IJMER

After depositing the amount in this Account, kindly inform through email the details.

The Details of Account:

Name of the Account: K.Victor Babu

Name of the Bank: State Bank of India

A/c No: 30024797492

IFSC Code: SBIN0000772

Place of the Bank: Andhra University Campus Branch, Visakhapatnam, Andhra Pradesh

Editor

IJMER

IFSC Code: SBIN0000772

· Swift Code: SBININBB123

Hello Ji, this article was the final one, thank you Ji

Okay ji

Good afternoon mam ji

If possible you can proceed the payment through Western union money transfer

KOPPULA VICTOR BABU

India

Otherwise no problem ji

Have a nice day ji

Mrs Cristine is processing Ji.

Okk

After she successful transfer she will send the evident to me

Okay ji

I tell her to pay by credit card or direct bank transfer

Okkk ji

Hello Ji,

Mrs Christine just transfer the money to your bank account amount 175\$ Ji

Hopefully the publication process can be continued🙏🙏

Surely ji and thanks ji

Already started the process ji even pay or not,no problem but you and son are there, that's why process is started ji

Thank you for your parental concern towards me

Hopefully very soon i will finish the process ji

Thank you Ji🙏

I am always remembering and gratitude towards your kindness and effection ji

Yes Ji,

Thank you🙏

Good evening madam ji

I have received publication fee just ji

I need small information ji April month 2023 is it ok for publication ?

I am waiting for your reply ji

April or Mei its OK

Okay ji

These are the published article and certificate of publication ji

after your conformation i will publish it in the website

pl check it once by tomarrow and inform me ji

Good morning Ji, overall are good. only in this part I wrote the H2, H3, H4 with tab, but in H1 only 2 characters. Please revise,; otherwise, it's OK Ji. Thank you very much

Okay ji

Good morning Ji, please let me know if the article has been published, because we must write down the URL for our KPI report. Thank you

Good morning ji

Today or Monday surely ji

this is the final one ji

Thank you Ji🙏

Good morning mam ji

Tomorrow I will update in website ji

Yes Ji

Thank you very much🙏

Updated ji

Please check our website ji

Thank you ji

Thank you Ji

<https://ijmer.in/pdf/editorial-board/Dr.Ni%20Luh%20Putu%20Agustini%20Karta.pdf>

Good morning madam ji

Happy Christmas to you and your family members all madam ji

May God bless you with good health and happiness always ji

Thank you ji

Good morning Ji,

Thank you for the article already published

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How is the family members?

Hope the all are very well on God Grace.

Ji, could you please share my google scholar link, hope your students will cite my article to increase my citation index. Thank you Ji

Good morning madam ji how are you and our family members all

I hope everyone and everything is fine by god's grace

Always welcome ji

Fine madam ji

Surely ji

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