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The title is presented in an informative, concise, and exciting manner. (Consist of 15-25 words, Times New Roman, 14, Bold)

First Author¹, Second Author²

Institution, email, and country¹
Institution, email, and country²

Received:00-00-2000 | Revision: 00-00-2000 | Accepted:20-00-2000

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Example

ABSTRACT (Times New Roman, 11, Bold)
The abstract contains a brief description about overall article’s, problems and research objectives, research methods, research results, conclusions and suggestions. Abstract consists of 200-250 words. (Times New Roman 12, 1 space, italic)

Keywords: one; two; three (consist of 3-5 words that describe important concepts or variables in the article, to facilitate the searching. Times New Roman 12, italic)

INTRODUCTION (Times New Roman 12, Bold)
The introduction consists of (1) the background of the study, (2) the formulation of the research problem, (3) the purpose of the study, (4) the summary of theoretical studies relating to the problem or phenomenon being studied. The introduction is written in Times New Roman 12, 1 Space, with an indentation of 1 cm at the beginning of a new paragraph. Foreign languages are italicized. Writing abbreviations and acronyms is written in parentheses after its actual extension words. After the first writing the new acronym can be written directly without its extension. For example, Customer Relationship Management (CRM).

LITERATURE REVIEW (Times New Roman 12, 1 space, Bold)
Literature review contains related theories about variables or topics raised in the article. Literature reviews must be containing the results from previous studies related to the research topic. In this section, quantitative research indicators are also used to measure research variables. Literature reviews can also contain research hypotheses, research questions, or propositions. Articles that include figures (charts, pictures, photographs and histograms) must be written in the following format.

Figures in the article must be accompanied by sources, image titles, and sequential image numbers. Writing the figure title is placed below the figure, and the source is written below the figure’s title. The source of the image is written in Times New Roman

¹ email_author@gmail.com
² email_author@gmail.com
font size 10. The format of the image text wrap is "in line with text". Examples of including images are as follows:

Example 1 (Pictures taken from references or other researchers):

![Five Stage Model of the Consumer Purchase Decision Process](source: Kotler and Armstrong (2012))

**Figure 1.** The Five Stage Model of the Consumer Purchase Decision Process

Example 2 (Image created by the author of the article himself):

![Conceptual Framework of the Antecedents of Customer Loyalty](source: Erha Clinic Malang (2017))

**Figure 2.** Conceptual Framework of the Antecedents of Customer Loyalty

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**Table 1.** Erha Clinic Visitor Data for 3 Years

<table>
<thead>
<tr>
<th>Month</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>301</td>
<td>413</td>
<td>465</td>
</tr>
<tr>
<td>February</td>
<td>268</td>
<td>370</td>
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<tr>
<td>March</td>
<td>337</td>
<td>345</td>
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<td>April</td>
<td>364</td>
<td>348</td>
<td>515</td>
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<tr>
<td>May</td>
<td>348</td>
<td>405</td>
<td>489</td>
</tr>
<tr>
<td>June</td>
<td>326</td>
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<td>July</td>
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<tr>
<td>August</td>
<td>361</td>
<td>438</td>
<td>536</td>
</tr>
<tr>
<td>September</td>
<td>352</td>
<td>487</td>
<td>565</td>
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<tr>
<td>October</td>
<td>407</td>
<td>486</td>
<td>543</td>
</tr>
<tr>
<td>November</td>
<td>365</td>
<td>498</td>
<td>574</td>
</tr>
<tr>
<td>December</td>
<td>364</td>
<td>473</td>
<td>539</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,140</td>
<td>5,162</td>
<td>6,165</td>
</tr>
</tbody>
</table>

Source: Erha Clinic Malang (2017)
Tittle of the articles

Mathematical equations written in italics with cambria math letters, size 11, and centered. Writing decimal numbers separated by commas (,) and if more than one use semicolon (;) as separator. Writing explanations of mathematical equations must be in narrative form, not allowed in bullet or numbering form.

Example of writing mathematical equation:

\[
PI = \frac{\sum PV \text{ Kas Bersih}}{\sum PV \text{ Investasi}} \times 100\%
\]

For the information, PI is the profitability index, which is the ratio of the activity of the value of the net present value to the present value of net income with the value of investment expenditure over the life of the investment. Net Cash PV is the present value of net cash, and PV Investment is the present value of a company's investment.

RESEARCH METHOD (Times New Roman 12, 1 space, Bold)

In this section contains the type of research conducted, population and sample research, research locations, data collection methods and data analysis techniques used. If there are figures or tables from the results of the data analysis, then use the provisions that have been explained in the sample figures and tables above.

RESULT AND DISCUSSION (Times New Roman 12, space 1, Bold)

Please provide the results systematically, concisely, and clearly. Next, compare your findings with various literatures, both of which tend to support or contradict. If there is a contradiction, convey the possible cause based on your analysis accompanied by supporting theories or other relevant research results.

CONCLUSION (Times New Roman 12, 1 space, Bold)

Based on the discussion you have made, conclude the finding. The conclusion must answer the research objectives in the introduction. Conclusions must contain clearly the results obtained and written in narrative form (not in bullet form).

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Please use reference managers like Mendeley, Zotero, or Endnote to manage the citation (manual write doesn’t allow), use primary references from journals for a maximum of the last ten years. Use APA Style. The reference must match or synchronize with the citation used in the article. The bibliography is adjusted according to the procedure below and is sorted alphabetically in the APA style (based on the author's last name). Bibliography is written in a hanging format with a distance of 1 cm.

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Hill Companies, Inc.


AUTHOR GUIDELINES MANAJEMEN BISNIS JOURNAL

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5. Published articles don’t always reflect the Editor’s view.

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4. The articles are written on Times New Roman, size 12pt.
5. The size of the space used is 1 space.
6. The indentation used is 1 cm.
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8. Articles writing style must be consistent from the beginning till the end.
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   2. Author's name
   3. Affiliations / Institutions
   4. Email (Correspondent Author / First Author)
   5. Abstract
   6. Keywords
   7. Preliminary
   8. Literature review
   9. Research methods
   10. Results and Discussions
   11. Conclusions
   12. References

Note: All of the article’s content must be written in narrative form, or not allowed to write in bullet points or use bullet and numbering.
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ARTICLE TITLE
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3. Add space after (1 space)

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2. Author’s name using the full name.
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2. The abstract is written using Times New Roman, size 12pt, 1 space, italic.
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5. After the last line of the abstract add one space before writing keywords.

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1. Keywords describe important concepts or variables in the article, to facilitate the searching
2. Keywords are written 1 space below the abstracts.
3. Keywords consist of at least 3 words and a maximum of 5 words.
4. The word "Keywords" must be written in bold.

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1. The contents of the article must be written using Times New Roman, size 12pt, and in justify.
2. The indentation used is 1 cm
3. The chapters that should be in the article are as follows: (a) title, (b) author's name without academic title, affiliation, email, (c) abstract, (d) keywords, (e) introduction, (f) literature review, (g) research methods, (h) result and discussion, (i) conclusions, (j) references. Note: all of the articles must be written in a narrative style, not allowed using bullet and numbering, and not allowed to make sub-chapters
4. Writing terms in other languages or abbreviations in another language are written in italic
5. The contents of the article are written in one column format
6. All figures (charts, pictures, photographs, and histograms) in the article must be accompanied by its source, title, and a sequential number of images. The title is placed below the figure, and the source is written under the figure before the title of the image. The source is written in Times New Roman size 10pt. All figures must be followed by its explanation or description.
7. Tables written in articles must be accompanied by sources, table titles, and sequential table numbers. The title is placed at the top of the table, and the source is written below the table. The source of the table is written in Times New Roman size 10pt. The contents of the table are typed in Times New Roman, size 10pt. No table contents are printed in bold. The format of tables is not permitted in the form of images (in jpg) or screen capture. All tables must be followed by its explanation or description. Writing number in decimals using point (.), not a comma.

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Knowledge management orientation is a multidimensional concept that reflects the tendency of companies to manage information or knowledge that is owned or new to be disseminated, absorbed, and assimilated as new knowledge and used as a reference for corporate policymaking. (Wang, Hult, Ketchen, and Ahmed, 2009).

Second, third, and so on:
a. Indirect quotation
   - 1 author: Aaron (2001)
   - 2 authors: Kotler and Keller (2014)
   - More than two authors: Wang, et al. (2002)
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   - 1 author: (Aaron, 2001)
   - 2 authors: (Kotler and Keller, 2014)
   - More than two authors: (Wang, et al., 2002)

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2. References are written sorted alphabetically by the APA style (based on the author's last name).
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6. The reference wrote in a hanging format with a distance of 1 cm.
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Author's last name, author's first name. Year. Book title. Publisher City. The name of the publisher
Example:

Write a reference which is sourced from the website/internet address
Author's last name, author's first name. Year. Book title. [On line]. Website Address
Example:

Write a reference sourced from the institutional website
Name of institution. Year. Book title. [On line]. From: Website address
Example:

Write a reference sourced from journals
Author's last name, author's first name. Year. Journal Title. Journal Name, Volume, Number, Page.
Example:

Write a reference of more than five people in one book
Author's first name 1, author's first name 1., Author's last name 2, author's first name 2., etc. Year. Book title. Publisher City. The name of the publisher.
Example:
**Two persons**

**Three people**

**Four people**

Write a reference of more than five people in one book
Author's first name 1, author's first name 1., Author's last name 2, author's first name 2., etc. Year. Book title. Publisher City. The name of the publisher
Example:

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Example:

Write a reference of books consisting of many editions
Author's last name 1, author's first name 1. Year. Book title (edition). Publisher City. The name of the publisher
Example:

Write a reference from the book which is the result of the publication of an institution
Name of institution. Year. Book title. Publisher City. The name of the publisher
Example:

Write a reference for the results of the translation
Author's last name, author's first name. Year. Book title. Tr. City Publisher. The name of the publisher
Example:

Write a reference of a thesis / dissertation / paper (unpublished)
Author's last name, author's first name. Year. Thesis/dissertation title. Thesis / dissertation from (institution name)
Example:

Write a reference of documents
Document name. Year. Document title. Publisher City. The name of the publisher
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Write a reference from magazines/newspapers
Author's last name, author's first name. Article Title. Magazine/newspaper name, magazine/newspaper publication date, article page. Publisher City. Publisher Name.
Example: