



## MANUSCRIPT EVALUATION FORM

Title : VALUE CREATION ON CRM: EVIDENCE OF EMPLOYEE COMPETENCE IN BIRD'S GROUP SERVICED APARTMENTS IN INDONESIA

No.	Subject of Criteria	Weight (W)	Score (S)	W x S
1	Abstract a) Contain 240-260 words b) Fully explaining manuscript content	10	4	40
2	Introduction a) Explaining the research significancies b) Relevancy to bibliographical coverage c) Up to dated current content	20	5	120
3	Material and Methods a) Material and methods appropriateness to research purposes and coverage b) Sufficient analysis methods covering the problem discussed	25	6	150
4	Result and Discussion a) Clear result explanation and description b) Trusted analytical process and sufficient support of relevant information	25	5	125
5	Conclusion a) Explaining general results of research b) Connecting to Cultural Heritage theme	10	6	60
6	References a) Relevancy to the theme script b) Up to date (not more than 10 years) c) 60% references based on primary sources	10	4	40
	TOTAL	100		535

Note : - Grading of criteria score = 1, 2, 3, 5, 6, 7 ( 1 = the least, 7 = good)  
- Passing grade of article is  $\geq 500$  with no score of 3 in any subject of criteria

Evaluation result (please choose one of them) :

- a. Improved and completed by author and recorection/rereviewed by peer reviewer.
- b. Go through publication.

Bandung., November 10<sup>th</sup> ,2015  
Reviewer,