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Incorporating Servqual-QFD with Taguchi Design for optimizing service quality design

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Incorporating Servqual-QFD with Taguchi Design for optimizing service quality design

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Abstract. Deploying good service design in service companies has been updated issue in improving customer satisfaction, especially based on the level of service quality measured by Parasuraman's SERVQUAL. Many researchers have been proposing methods in designing the service, and some of them are based on engineering viewpoint, especially by implementing the QFD method or even using robust Taguchi method. The QFD method would found the qualitative solution by generating the "how's", while Taguchi method gives more quantitative calculation in optimizing best solution. However, incorporating both QFD and Taguchi has been done in this paper and yields better design process. The purposes of this research is to evaluate the incorporated methods by implemented it to a case study, then analyze the result and see the robustness of those methods to customer perception of service quality. Started by measuring service attributes using SERVQUAL and find the improvement with QFD, the deployment of QFD solution then generated by defining Taguchi factors levels and calculating the Signal-to-noise ratio in its orthogonal array, and optimized Taguchi response then found. A case study was given for designing service in local bank. Afterward, the service design obtained from previous analysis was then evaluated and shows that it was still meet the customer satisfaction. Incorporating QFD and Taguchi has performed well and can be adopted and developed for another research for evaluating the robustness of result.

1. Introduction

Since firstly proposed by [1], Service Quality (SERVQUAL) has been applied for evaluating the quality level of services, and as reference for improving the service design. Based on the 5 dimensional customer attributes, the SERVQUAL measures the 5 gaps, including the customer gap i.e. the difference between customer expectation and perception. Attributes with large negative gaps represents some dissatisfactions and lead to the opportunity for improving them. However, many researches evaluate the effectiveness of SERVQUAL related to large amount of variables in questionnaire, and also their likert scale that is considered difficult to interpret [2]. Some papers proposed modifications of SERVQUAL by developing similar procedures or dimensions for particular service, such as DINESERV [3] for evaluating restaurant service, SERVPERF [4] for omitting the customer expectation rather than calculate its different with the perception, and HEDPERF [5] for evaluating education service.

Considering the customer gaps in SERVQUAL, the improvement should accommodate all those negative gaps, especially the larger ones. The researchers often qualitatively generate the improvement plans according to the gaps and then implement them, see [6], and [7]. A well-known tool for



generating those plans is Quality Function Deployment (QFD), as used by [8] and [9]. QFD would produce the “hows”, i.e. solutions related to the negative gaps in SERVQUAL called “whats”, then by subjectively weighting and associating between hows and whats, priority in implementing the improvement would be found.

Once the prioritized improvement plans implemented, they should fulfill and satisfy the customers, and reduce the negative SERVQUAL gaps. However, there’s no guarantee that the prioritized plans produced by QFD would robustly satisfying the customers because the customer can only accept what the QFD hows determined, which has qualitatively generated and subjectively weighted. Customers don’t have a chance to select which plans they prefer to implement, so those plans can’t be reliably satisfying over time and fall to un-optimized deployment. [10] and [11] proposed the Taguchi method in selecting best combination in the QFD hows for designing the deployed service for customer by determining additional plans levels, similar to factors in experimental design method

Incorporating Taguchi with SERVQUAL and QFD has not been discussed before, this paper proposed new approach in increasing robustness of service design through Taguchi method. The framework is started from identifying the variables, calculating the gaps, generating the improvement plans through QFD, and then applying Taguchi method for optimizing the plans into service design. A case study has been conducted and the deployed service design is obtained, and related analysis is performed for evaluating this framework.

2. Literature review

2.1. SERVQUAL-QFD

The Parasuramans’s SERVQUAL [1] has been popular method in evaluating the quality of service. There are 5 gaps as the main idea in this analysis, represent unsatisfactory of customer and inconvenience managed service, see figure 1. One of SERVQUAL advantage adopted in this research is the gap analysis for measuring the customer satisfaction, i.e. the difference between expectation and perception of customers. The negative gap shows the unsatisfactory of customers, and the positive ones represent fulfillment of their expectation. All negative gaps considered to be improved, with the scope of 5 dimensions, i.e. tangible, empathy, reliability, responsiveness, and assurance.

The incorporated QFD takes place to generate improvement plans due to negative gaps which called what, see [12] The improvement plan (hows) then associated with the whats followed by calculating weight of prioritized plan. Solutions for customer gaps refer to the highest priority represented by highest relative weight. All this analysis could be done in a tools called House of Quality, see figure 2.

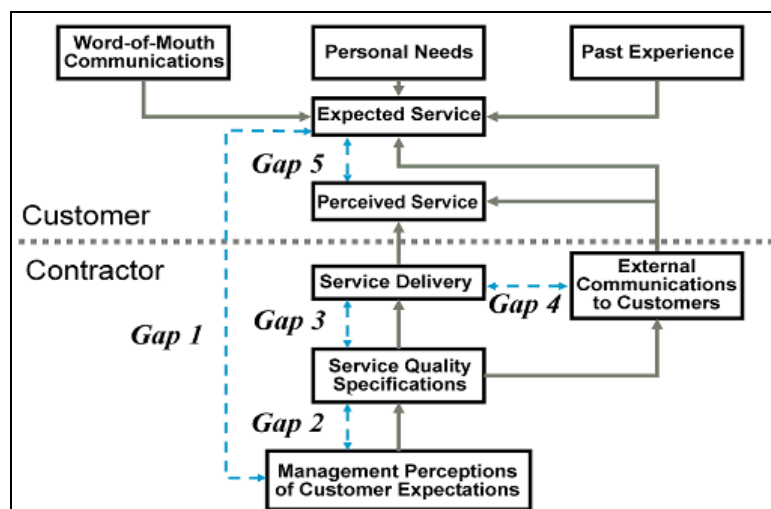


Figure 1. SERVQUAL gaps (taken from [1])

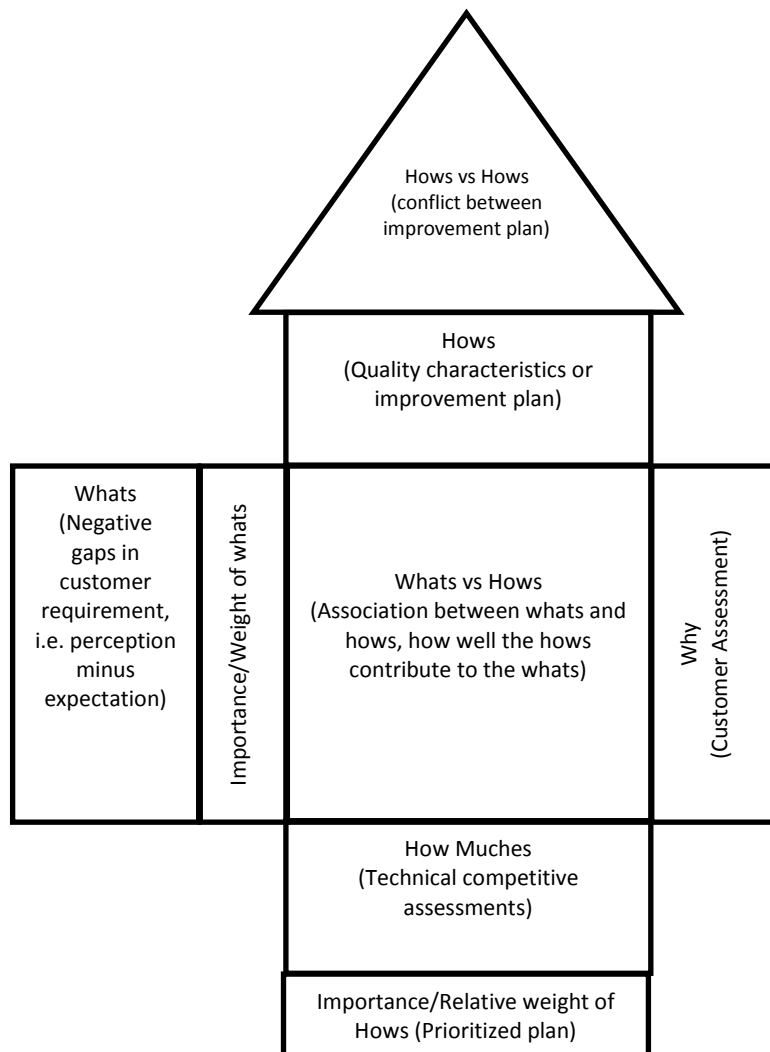


Figure 2. House of Quality in QFD

2.2. Taguchi Method

The Taguchi method usually applied in hard engineering for finding the best experiment factor combinations that optimize the response, see [13] and [14], and its development as in [15], [16] and [17]. First step, researchers determine the factors to be optimized including their levels. Following by conducting experiment refer to orthogonal array design. By calculating averages for each factor level and rank the difference between each of them, Taguchi could find the optimal level combination that optimize the interested response transformed in term of signal-to-noise ratio (SNR), considering the objective of optimization as follows:

- Signal-to-noise ratio for larger the better
- Signal-to-noise ratio for nominal the best
- Signal-to-noise ratio for smaller the better

Only larger the better signal-to-noise ratio would be used in this paper, since the objective in Taguchi was maximized customer response. Formula of signal-to-noise ratio for larger the better shown in (1)

$$SNR = -10 \log \left[\frac{1}{n} \sum_{i=1}^n \frac{1}{y_i^2} \right] \quad (1)$$

In this research, the Taguchi method would be used for designing robust service determined before by SERVQUAL-QFD. [11] has successfully applied Taguchi in designing retail service, but the factors and also their levels was determined qualitatively by brainstorming the customers, so the subjective consideration still dominates them. One needs to conduct the Taguchi pre-determined process in selecting factors and levels especially for service analysis. In this research, the pre-process will be incorporated with the SERVQUAL-QFD analysis, so the factors should be more subjectively determined.

3. Framework and methodology

As mentioned above, the SERVQUAL-QFD and Taguchi method need to be incorporated and then complemented by additional steps. This research framework is shown in figure 3. The SERVQUAL and Taguchi part of the framework needs customer feedback, while the QFD part still needs subjective weighting determination of prioritized plans. However, these subjective processes can be neutralized by customer response in Taguchi part. Steps in implementing the framework briefly explained below.

1. Generating questionnaire variables refer to SERVQUAL dimensions, then conducting survey
2. Once the feedbacks got, calculate the customer gaps for each variables
3. Selecting the variables with negative gaps to be what's component in QFD, and weighting them refer to those gaps value.
4. Subjectively generate QFD hows (the improvement plans), and associate them with whats by using relationship weighting, so the prioritized plans should be resulted from.
5. Prioritized plans as factors in Taguchi design. Determine the two levels of each factor, and then assign them in the orthogonal array.
6. Each run in orthogonal array represents the combination of prioritized plan, which should gain confirmation responses from customer.
7. Optimizing the response using Taguchi technique, then the optimal combination of plans should be obtained. This results the robust service design.

Robust service design has accommodated almost all parts of customer responses. So, it should decrease the number of complaints and has longer timeframe implementation. One should maintain this design and periodically evaluate it. Someday, there's a chance where customer responses for this design will be decreased and needs to be re-improved.

Table 1. Variables with negative gaps

no	Variables	Expectation (E)	Perception (P)	customer gaps (P-E)
1	comfort waiting room	4.85	4.03	-0.82
2	variations of bank service	4.83	4.25	-0.58
3	responsiveness of customer service	4.71	4.22	-0.49
4	responsiveness of teller	4.74	4.22	-0.52
5	competency of customer service and teller	4.63	3.91	-0.72
6	willingness to answer customer questions	4.79	4.14	-0.65
7	friendly and polite service	4.69	4.23	-0.46
8	simplicity in conveying complaints	4.9	4.31	-0.59
9	full attention from bank officer to customer	4.9	4.35	-0.55
10	no discrimination in servicing customer	4.68	4.23	-0.45

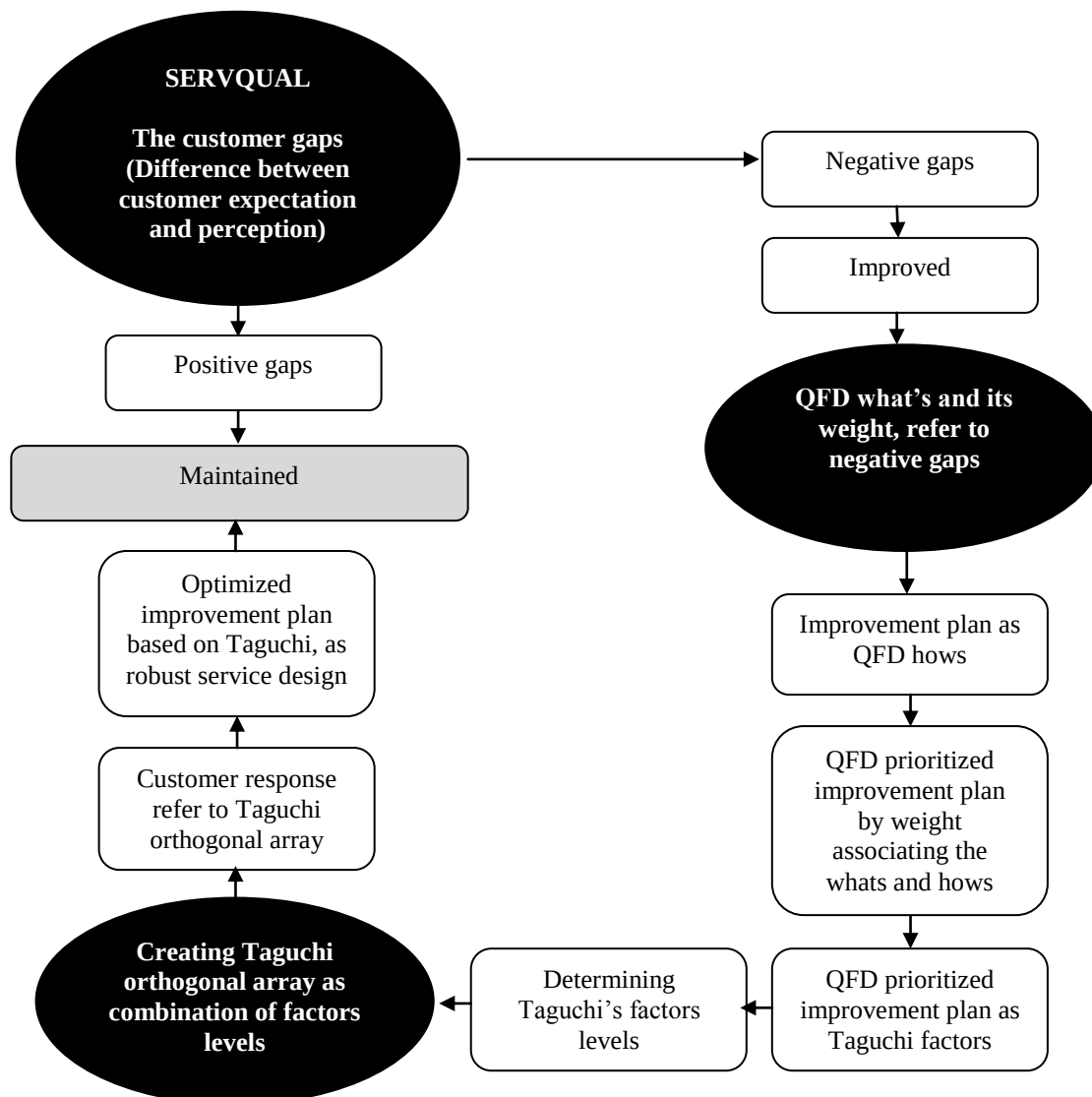


Figure 3. Incorporating SERVQUAL-QFD-Taguchi framework

4. Results and discussion

A case study was taken from [18], which has evaluated the service quality of local bank in Indonesia, with 22 variables generated considering 5 dimensions in SERVQUAL. The customer gaps had calculated, and 10 variables with negative gaps (unsatisfactory) were found, list of those variables shown in table 1. All negative gaps would be the whats components in QFD, and their gaps value as weights. The improvement plan (hows component) then determined subjectively related to the whats. There were 6 hows generated, and the associate weight with whats component also put in QFD, this result could be seen in figure 4. The prioritized plans were then obtained by calculating relative weight for each improvement plan, see table 2. Without incorporating Taguchi, these prioritized plans were the final solution for improving bank service design.

However, there were no such confirmation process form customers so those solutions had no guarantee to survive over a long periodic evaluation. One should make sure that the solution would robust and reliable at longer time. The incorporated Taguchi then take place for increasing the service design robustness. The prioritized plans in table 2 then converted as factor in Taguchi experimental

design. Levels from each factor then determined considering the high level and low level as in Taguchi. Table 3 shows these levels.

Row #	Max Relationship Value in Row	Relative Weight	Weight / Importance	Demanded Quality (a.k.a. "Customer Requirements" or "Whats") Quality Characteristics (a.k.a. "Functional Requirements" or "Hows")	standard for customer handling	smile and greet	idea mining from employee	training for employee	room facilities	updating jobdesc
1	9	14.1	0.8	comfort waiting room		▲			○	
2	9	9.9	0.6	variations of bank service		○	○			
3	9	8.4	0.5	responsiveness of customer service	○			○		○
4	9	8.9	0.5	responsiveness of teller	○					○
5	9	12.3	0.7	competency of customer service and teller			○	○		
6	9	11.1	0.7	willingness to answer customer questions	○	○				
7	9	7.9	0.5	friendly and polite service		○	▲	○		
8	9	10.1	0.6	simplicity in conveying complaints			○			○
9	9	9.4	0.6	full attention from bank officer to customer	○	▲	○	○		
10	9	7.7	0.5	no discrimination in servicing customer	○	○	○	○		

Figure 4. Association between whats (negative gaps) and hows (improvement plan) in QFD. Symbols represent association level.

Table 2. prioritized plan

the hows in QFD	QFD relative weight	prioritized plan
standard for customer handling	25.9	YES
smile and greet	20.9	YES
idea mining from employee	19.7	YES
training for employee	18.6	YES
room facilities	9.0	NO
updating jobdesc	5.9	NO

Only 4 factors selected into Taguchi analysis, omitting prioritized plans with low QFD relative weight as they didn't give significant influence to customer. All these 4 factors and their levels then assigned into L_8 orthogonal array experiment design, selected design refer to the number of factors [13] with no assumption of interaction between factors.

Table 3. Taguchi factors and level

Taguchi factors	Prioritized plan (the hows in QFD)	level 1	level 2
A	standard for customer handling	create SOP then publish it to customer	create SOP without publish it, as it's confidential
B	smile and greet	mandatory for any level of employee, including the securities	mandatory only for customer service and teller, as they are directly communicate with customer
C	idea mining from employee	employee periodic meeting for idea mining	directly idea conveying with reward
D	training for employee	employee periodic training	employee training as needed

Combinations of levels in L_8 had assumed to be experiment runs in Taguchi, responses taken from customer were their perceptions for each level combination. For example in first run, customers were asked to gives their perception if the bank deploying this service designs:

- create SOP then publish it to customer
- mandatory for any level of employee, including the securities
- employee periodic meeting for idea mining
- employee periodic training

Customers fill a likert scale questionnaire represent how high they perception about this first run service design. This technique was similar to [10] and [11].

Table 4. Customer responses in Taguchi L_8

run	factors				unused columns			average customer responses	S/N ratio
	A	B	C	D					
1	1	1	1	1	1	1	1	2.2	6.848454
2	1	1	1	2	2	2	2	4	12.0412
3	1	2	2	1	1	2	2	3.3	10.37028
4	1	2	2	2	2	1	1	2.1	6.444386
5	2	1	2	1	2	1	2	2	6.0206
6	2	1	2	2	1	2	1	1.2	1.583625
7	2	2	1	1	2	2	1	2.1	6.444386
8	2	2	1	2	1	1	2	3.1	9.827234

Perceptions of customers for this first L_8 run would be the experiment responses, another experiment runs then treated in same way as well. Final responses from customers forming a completed Taguchi L_8 orthogonal array are shown in Table 4. Transformation from responses to signal-to-noise also calculated as the objective of this experiment was maximizing customer responses

As standard Taguchi analysis, response table and graphic then created to find optimal responses. Table 5 and figure 5 shows optimal levels combination that had optimized customer responses. Final optimized service design was:

- factor D level 1 : employee periodic meeting for idea mining

- b. factor A level 1 : create SOP then publish it to customer
- c. factor B level 2 : mandatory only for customer service and teller, as they are directly communicate with customer
- d. factor C level 2 : directly idea conveying with reward

This final service design then could be deployed to customer and still need to evaluate periodically. It should be survives in a longer time until customer response decreased, if it be then the banks should re-improve the service design and find new one.

Table 5. S/N Taguchi response table

Level	factors			
	A	B	C	D
1	8.926	6.623	7.421	5.33
2	5.969	8.272	7.474	9.565
delta	2.957	1.648	0.053	4.235
rank	2	3	4	1

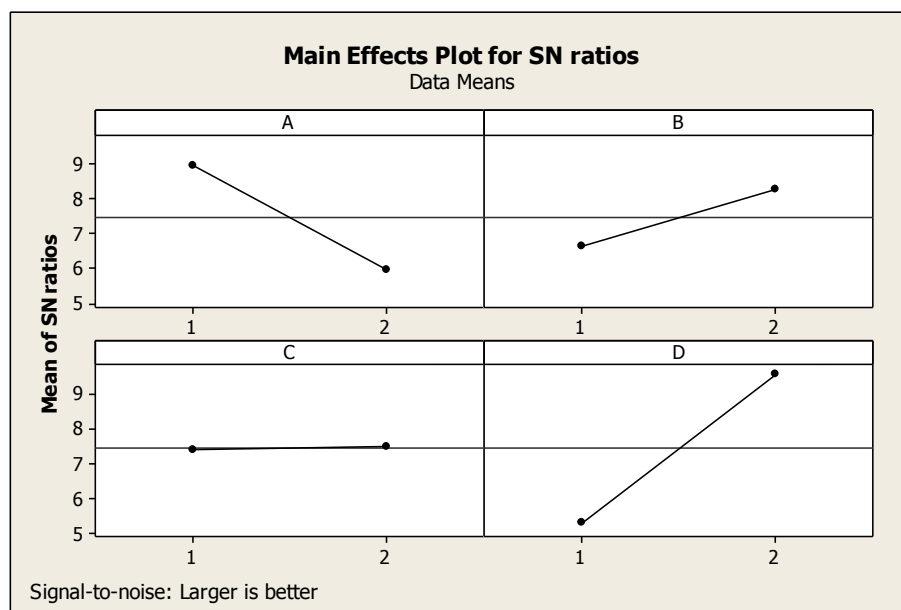


Figure 5. S/N Taguchi response graph

5. Conclusion

The framework for incorporating SERVQUAL-QFD-Taguchi has successfully implemented in this research, optimal service design has founded. It should have more reliable positive responses from customer, since it was obtained by optimization process. Further, the development of this research should include the reliability estimation of service design that has deployed, so the service life cycle could be predicted.

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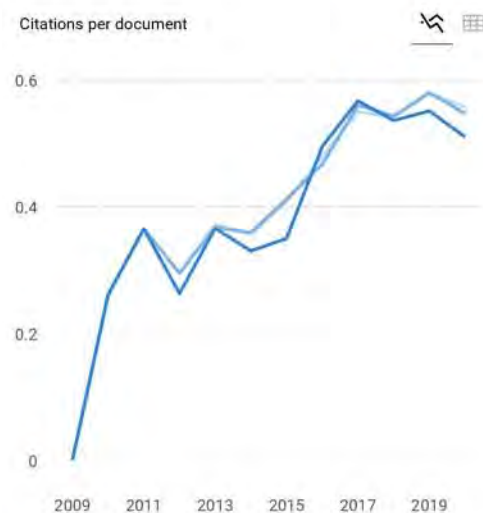
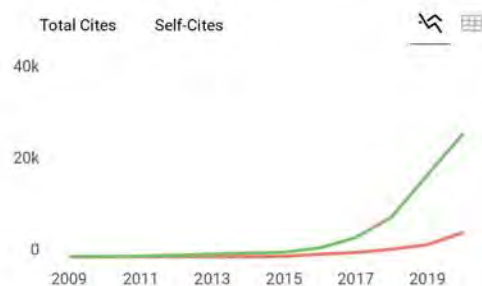
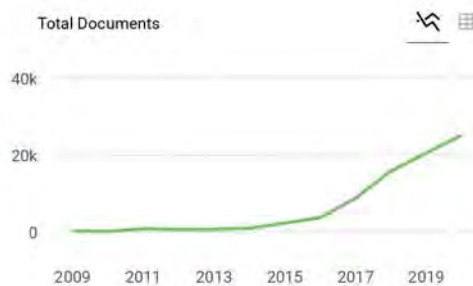
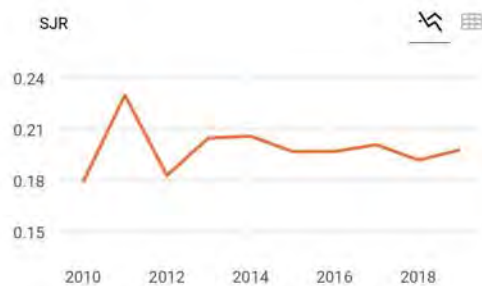
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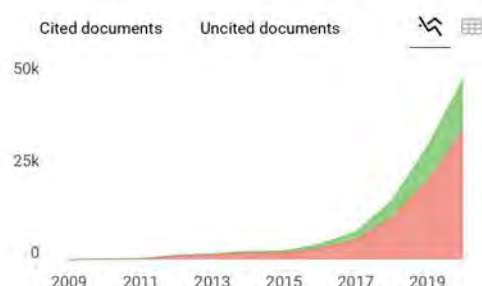
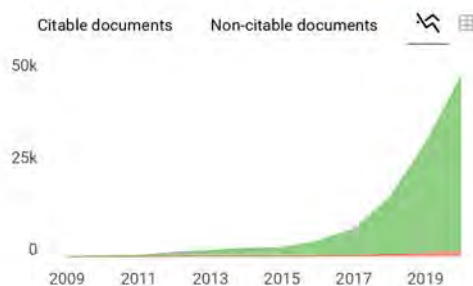
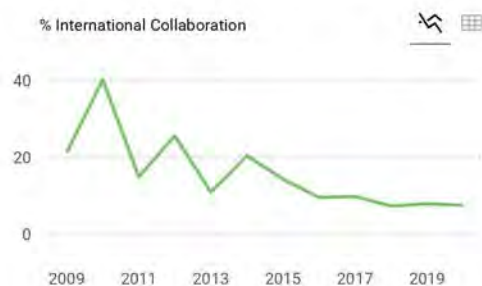
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Dear Kovendan,

Thank you very much for your comment.

All the metadata have been provided by Scopus /Elsevier in their last update sent to SCImago, including the Coverage's period data. The SJR for 2019 was released on 11 June 2020. We suggest you consult the Scopus database directly to see the current index status as SJR is a static image of Scopus, which is changing every day.

For further information, please contact Scopus support: https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/

Best Regards, SCImago Team

R **Rafael** 1 year ago

No se visualiza el cuartil, cual es el motivo?

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear Rafael,

Thank you for contacting us. Please see comments below.

Best Regards, SCImago Team

V **Vo Anh Tuan** 1 year ago

Dear Melanie , Elena and SCImago team

Can you please let me know Q1/ Q2:/ Q3 or Q4 Classification as the journal IOP Conference Series : Materials Science and Engineering , with the Volume published as the link below:

<https://iopscience.iop.org/volume/1757-899X/869>

Thank you so much for your Prompt reply

Warmest regards

Võ Anh Tuấn

University of Architecture of HO CHI MINH CITY, VIETNAM

Tel: 84908226165

196 Pasteur , District 3, HCMC, Vietnam

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear Vo Anh Tuan,
Thank you for contacting us. We calculate the SJR data for all the publication's types, but the Quartile's data are only calculated for Journals and Book Series.
Best regards, SCImago Team

P

ptnabeel 1 year ago

I was looking for a template to publish my paper in IOP conference series: Material Science and Engineering.

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear Sir/Madam,
thank you for contacting us.
We suggest you visit the journal's homepage (See submission/author guidelines) or contact the journal's editorial staff , so they could inform you more deeply.
Best Regards, SCImago Team

H

Haydar Al-Ethari 1 year ago

I hope this message finds you very well
I have two papers published in the IOP Conference Series: Materials Science and Engineering, Volume 881, 3rd International Conference on Sustainable Engineering Techniques (ICSET 2020) 15 April 2020, Baghdad, Iraq, but I did not find them in my id author profile in scopus and could not add them manually. Is there any problem with this publication/conference/journal? (may be out of scopus). The online publication was at 1/7/2020.
Best Regards

reply

S

Saran 1 year ago

Hi, is there any problem in adding to scopus author profile?



Melanie Ortiz 1 year ago

SCImago Team

Dear Saran,
thank you very much for your comment, unfortunately we cannot help you with your request. We suggest you contact Scopus support: https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/
Best Regards, SCImago Team



Melanie Ortiz 1 year ago

SCImago Team

Dear Haydar,
thank you very much for your comment, unfortunately we cannot help you with your request. We suggest you contact Scopus support: https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/
Best Regards, SCImago Team

A

AL-Kurdhani J. M. H. 1 year ago

Hello
Dear Elena,
I want to know what is the value of impact factor of 2019 for useful all MSC. or/and pH.D. students by publishing in these journals and my students need the Q1 or Q2 in SJR with Scopus Q-ranking to graduation.
Thank you so much.

Best Regards,

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear AL-Kurdhani,

Thank you for contacting us. Could you please tell us which particular journal you are referring to?

Best Regards, SCImago Team

V

Virat Khanna 1 year ago

Can you please tell, how much time does IOP conference series take to publish the proceeding of the conference after the conference date.

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear Virat,
thank you for contacting us.
Unfortunately, we cannot help you with your request, we suggest you contact the editorial staff, so they could inform you more deeply.
Best Regards, SCImago Team

S

syafriyudin 1 year ago

is The journal IOP Conference Series: Materials Science and Engineering in the scopus index

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear Syafriyudin,

Thank you very much for your comment.

All the metadata have been provided by Scopus /Elsevier in their last update sent to SCImago, including the Coverage's period data. The SJR for 2019 was updated on June 2020, 11. We suggest you consult the Scopus database directly to see the current index status as SJR is a static image of Scopus, which is changing every day.

Best Regards, SCImago Team

F **Fouad Fadhil Al-Qaim** 1 year ago

Dear Sir/Madam

May I know this Journal whether Q1, Q2,Q3 or Q4? Actually, there is no any quarter reported here.

Thank you

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear Fouad,

Thank you for contacting us. We calculate the SJR data for all the publication's types, but the Quartile's data are only calculated for Journals.

Best regards, SCImago Team

R **Raj kamal** 1 year ago

IOP is whether scopus indexed

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear Raj,

Thank you very much for your comment.

All the metadata have been provided by Scopus /Elsevier in their last update sent to SCImago, including the Coverage's period data. The SJR for 2019 was updated on June 2020, 11. We suggest you consult the Scopus database directly to see the current index status as SJR is a static image of Scopus, which is changing every day.

Best Regards, SCImago Team

R **ramanathan venkatachalam** 1 year ago

What is impact factor of IOP Conf. Series: Materials Science and Engineering

reply



Melanie Ortiz 1 year ago

SCImago Team

Dear Ramanathan, thank you very much for your comment.

SCImago Journal and Country Rank uses Scopus data, our impact indicator is the SJR.

Check out our web to localize the journal. We suggest you consult the Journal Citation

Report for other indicators (like Impact Factor) with a Web of Science data source. Best

Regards, SCImago Team

A **Abbas Al-Hdabi** 2 years ago

Dear Elena

I hope that you are very well and will be safe within Corona virus crises.

Please let me know when you issue the new journal classification i.e. Q1, q2 ... and what is your strategy for your update.

My query is a general one not regarding IOP publications.

Kind regards and stay safe

Abbas

reply



Melanie Ortiz 2 years ago

SCImago Team

Dear Abbas,

Thank you for contacting us. Our data come from Scopus, they annually send us an update of the data. This update is sent to us around April / May every year. Thus, the indicators for 2019 will be available in June 2020. Best Regards, SCImago Team

B **Boumediene sadoun** 2 years ago

Hello

I want to know what is the value of impact factor of 2019.

Also, is the nature of publishing in this journal considered as an article or a processing?

In addition to this, can we take PhDs in this journal?

reply



Melanie Ortiz 2 years ago

SCImago Team

Dear Boumediene, thank you very much for your comment.

SCImago Journal and Country Rank uses Scopus data, our impact indicator is the SJR.

Check out our web to localize the journal. We suggest you to consult the Journal Citation

Report for other indicators (like Impact Factor) with a Web of Science data source. For

further information about this journal, please visit the journal's website. Best Regards,

SCImago Team

P **PARU** 2 years ago

IOP CONFERENCE SERIES A BOOK OR JOURNAL.

reply



Melanie Ortiz 2 years ago

SCImago Team

Dear Paru,

Thank you for contacting us.

SJR is a portal with scientometric indicators of journals indexed in Scopus. All the data have been provided By Scopus /Elsevier and SCImago doesn't have the authority over this data which are property of Scopus/Elsevier. SCImago has a signed agreement that limits our performance to the generation of scientometric indicators derived from the metadata sent in the last update. Apparently, Scopus has categorized this publication in "Conference and Proceedings" section. We suggest you to contact with Scopus support

regarding this request:

https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/. Best Regards, SCImago Team



Hebatalrahman Hebatalrahman 2 years ago

please what is value can express impact factor for IOP conference series material science and engineering

reply



Melanie Ortiz 2 years ago

SCImago Team

Dear Hebatalrahman, thank you very much for your comment.

SCImago Journal and Country Rank uses Scopus data, our impact indicator is the SJR.

Check out our web to localize the journal. We suggest you to consult the Journal Citation

Report for other indicators (like Impact Factor) with a Web of Science data source. Best

Regards, SCImago Team

A

Andrei 2 years ago

No me carga el cuartil, saben porqué se debe eso?

reply



Melanie Ortiz 2 years ago

SCImago Team

Dear Andrei,

Thank you for contacting us. We calculate the SJR data for all the publication types, but

the Quartile data are only calculated for Journal type's publications. Best regards.

SCImago Team

K

Kassim 2 years ago

Hello

I want know that is Elsevier a publisher of this journal?

reply

M

MADHU LATA BHARTI 2 years ago

please tell me if this journal is ugc listed, if it is, what is its ugc approval number?

reply

O

Ondrej 2 years ago

Madhu means if the journal is approved and listed in University Grants Commission of India.

It is possible to find it out here (after registration):

<https://ugccare.unipune.ac.in/site/website/index.aspx>

However, IOP Conference Series: Materials Science and Engineering, is not, in fact, journal,

but it collects proceedings from conferences, not journal articles. Still, the good thing is that

IOP CS is WOS, Scopus (SJR) indexed. Generally, IOP publishing house is fair and reliable institution.



Melanie Ortiz 2 years ago

SCImago Team

Dear user, thanks for your participation! Best Regards, SCImago Team



Melanie Ortiz 2 years ago

SCImago Team

Dear Madhu, could you please expand your comment? Best Regards, SCImago Team

O

osamah raad 2 years ago

please how can I know the dates future conferences of IOP? are there any website for that purpose?

Regards

reply

K

Kabiru 2 years ago

Dear Elena,

If IOP is a conference, then papers published in it are Scopus journal articles or just conference papers?

I was told that the papers published in IOP: material science and engineering are Scopus indexed journal papers with Scopus Q-ranking.

We need this for our Ph.D. graduation requirement.

THANK YOU

reply



Elena Corera 2 years ago

SCImago Team

Dear Kabiru, thank you very much for your comment, unfortunately we cannot help you with your request. We suggest you consult the Scopus database directly. Remember that the SJR is a static image of a database (Scopus) which is changing every day. Best regards, SCImago Team

A

Asha Rajiv 3 years ago

Wanted to know whether the journal is scopus indexed?

reply



Elena Corera 3 years ago

SCImago Team

Dear Asha,

please, check comments below.

Best regards,
SCImago Team



a ridwan 3 years ago

if this conference and proceeding indexed by scopus now could i find my id author in scopus ?

reply

S

Salam Jabr 2 years ago

https://www.eetc-pec19.org/?fbclid=IwAR2IOrbhvf6gtCwmddESpBVea7_p9MCW_bw3WUzzZV1IB5BMgl6d5FA1mA



Elena Corera 3 years ago

SCImago Team

Dear A Ridwan,

thank you very much for your comment, unfortunately we cannot help you with your request. We suggest you contact Scopus https://service.elsevier.com/app/answers/detail/a_id/14883/kw/scimago/supporthub/scopus/

Best Regards,
SCImago Team

T

Thanikasalam 3 years ago

Hi, is this Scopus indexed?

reply



Elena Corera 3 years ago

SCImago Team

Dear Thanikasalam,

thank you for your request, all the journals included in SJR are indexed in Scopus. Elsevier / Scopus is our data provider.

Best Regards,
SCImago Team



Dr.Ellahi 3 years ago

Dear Mam,

Just i want to ask you it is SCI,SCIE,OR EI or other journal?I know it is conference proceeding journal.

Thanks.

reply



Elena Corera 3 years ago

SCImago Team

Dear Dr Ellahi, SCImago Journal and Country Rank uses Scopus data, our impact indicator is the SJR. Check our page to locate the journal. We suggest you consult the Journal

Citation Report for other indicators (like Impact Factor) with a Web of Science data source. Best Regards, SCImago Team

N **Nikhil jain** 3 years ago

Madam i came 2018 conference papers not published yet can you tell me status

reply



Elena Corera 3 years ago

SCImago Team

Dear Nikhil,

articles published in 2018 are not over yet (we are in September). 2018 indicators will not be available until June 2019. We can not see what will happen in the future with this journal. SCImago receives the data from Scopus / Elsevier annually and does not have the authority to include, exclude or modify the data provided by Scopus.

Best Regards,
SCImago Team

M **Moisés Toapanta** 3 years ago

The IOP Conference is considered a research journal or only remains in conference proceedings. What is the difference of the SJR impact between a conference journal and a scientific journal

reply



Elena Corera 3 years ago

SCImago Team

Dear Moisés,
thank you very much for your comment. This journal is a conference proceedings. We only do an SJR calculation, it is the same for any type of publication
Best Regards,
SCImago Team

V **Vadym** 3 years ago

Dears, colleagues!

The journal IOP Conference Series: Materials Science and Engineering is it Q3 or Q4?

Best Regards

reply



ahmad fauzi 1 year ago

why journal of physics (IOP conferences has Q3? but the journal don't have. Both of them are conferences



Elena Corera 3 years ago

SCImago Team

Dear friend,

It's a conference, it does not have a quartile.

<https://www.scimagojr.com/journalsearch.php?q=19700200831&tip=sid&clean=0>

Best Regards, SRG

Leave a comment

Name

Email

(will not be published)



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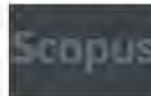
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The users of Scimago Journal & Country Rank have the possibility to dialogue through comments linked to a specific journal. The purpose is to have a forum in which general doubts about the processes of publication in the journal, experiences and other issues derived from the publication of papers are resolved. For topics on particular articles, maintain the dialogue through the usual channels with your editor.

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July 2017, Bali, Indonesia

Accepted papers received: 07 February 2018

Published online: 27 March 2018

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M S Lubis, T Y Harjoko and D Susanto

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[The concept of sustainable prefab modular housing made of natural fiber reinforced polymer \(NFRP\)](#)

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