

Affective Engineering in Services: a Way to More Human-Centric Approach

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Abstract

Affective Engineering (AE) or Kansei Engineering (KE) in services proposes a new approach in designing service excellence taking into account human emotional needs and satisfaction. It highlights that affect or emotion or known as Kansei will complement another side of human characteristic (called as cognition) in experiencing service offerings and giving feedback of them. Recent study shows that affect is found to be more dominant than cognition. Through both cognition and affect, the perception of service offerings will be complete. Some examples are provided, such as, Dunkin's Donuts flavor radio – chain releases coffee scent when ads play in South Korea, Kansei-based design for Mazda Miata (Jinba Ittai) and luxury hotel services incorporating cultural differences. All case studies promote how emotional needs (Kansei) are incorporated and manifested in both product and service design. Apart from cognition with full of functionality and usability, affect will lead to quicker decision and customer loyalty. This article highlights the role of affect in human-service engineering area.

Keywords

Affective Engineering, Kansei Engineering, Emotions, Services

1. Affect in Engineering Discipline

Affect is a part of human manifestation when the people interact with product or service, and it is likewise the cognition of people to expect the product functionality and usability. Affect is not only belonging to psychology or medical domains, but also it has an intersection with engineering discipline. More surprisingly, recent research shows that affect has been found to be more dominant in determining the final decision, than that of cognition. Regarding system thinking and more complex problem understanding, the engineering discipline should accommodate and investigate more on the understanding of coupling mechanism of affect and cognition. Affect refers to emotions or known as Kansei (in Japanese).

2. Affective Human Factors Engineering (AHFE) in Services

Affective Engineering (AE) is also known as affect or emotional design. In Japan, it is well known as Kansei Engineering (KE) pioneered by Mitsuo Nagamachi. The KE prominent milestone is that its application on designing a sport car called as Mazda Miata (Nagamachi, 2002; Schütte et al., 2004). Its Kansei concept for Mazda Miata was known as jinba ittai. It has a meaning of ultimate bond between a rider and his/her beloved horse. When a person drives a sport car, he or she will feel like riding a controllable horse. Afterwards, its success has been adopted to design housewares, electronic products, automotive, and manufacturing products. In KE methodology, in general, the emotional needs (known as Kansei) will be captured, finalized, and translated into physical design characteristics. The illustration of how Kansei is captured by the user or customer is shown in Figure 1.



Figure 1. Experiential Kansei and user/customer (adopted from Nagamachi & Lokman, 2011)

Emotional satisfaction is concerned once all the determinant needs have been fulfilled. It reminds us to the concept of human hierarchy of needs by Maslow. Once the lower level of needs is fulfilled, the upper level of needs (such as social and self-esteem needs) will be more important. The highest one is that self-actualization. It is quite related to emotions/affect/Kansei. Another similar theory called as the motivator-hygiene two-factor theory by Frederick Herzberg. People are mostly motivated by the achievement, recognition, responsibility, rather than company policy, supervision, relation with colleagues. It seems that they have similar pattern. Once the cognitive need is satisfied, it drives the emotional need and satisfaction. In other words, emotions/affect/Kansei is a function of the perception of product/service/working condition or other human-system interaction.

The application of KE has been extended, ranging from physical products to non-physical services. Once a system is built with human roles inside, the perception and expectation of humans should be embedded. In services, human-system interaction will put human perception and expectation into a concern. Humans here can be customer and designer. Their expectation will be covering some service attributes such as a friendly staff, a reliable schedule, a correct payment system, etc. The challenge is that how to understand the emotional-based customer expectation, provide it, so that his/her perception is fully fulfilled.

3. An Example of Emotional-Based Ads?

The first impression is so tempting. This is it. It is a matter of how emotional satisfaction of customer will be engaged. Hence, it is a true calling for designer and engineer to deeply understand their customer needs, especially emotional needs. The driver for customer emotional needs refers to human senses. They consist of sight, touch, hearing, taste, and smell. There is an interesting example of emotional-indulgence ads in South Korea, called Dunkin' Donut's coffee flavor radio. There is something splashing in the air, and it is waking up commuters in the public bus. An auditory-mode ads accompanied by coffee aroma released in the atmosphere will drive commuters to be more aware of "something fresh" is ready to consume just in front of you. The spray of coffee aroma was set off by the audio of company promotional ads (i.e., a jingle) when it played on the speakers. All passengers were surprised, they smelled the coffee aroma, heard the message, and finally they expected to look for the coffee shop nearby. When the bus stopped, all passengers alighted, saw the coffee shop next to bus stop, crossed the street, and went to the coffee shop. This ads' system reached more than 350,000 commuters per day. It puts technology in the marketing effort incorporating human characteristics. This process is illustrated in the Figure 2.

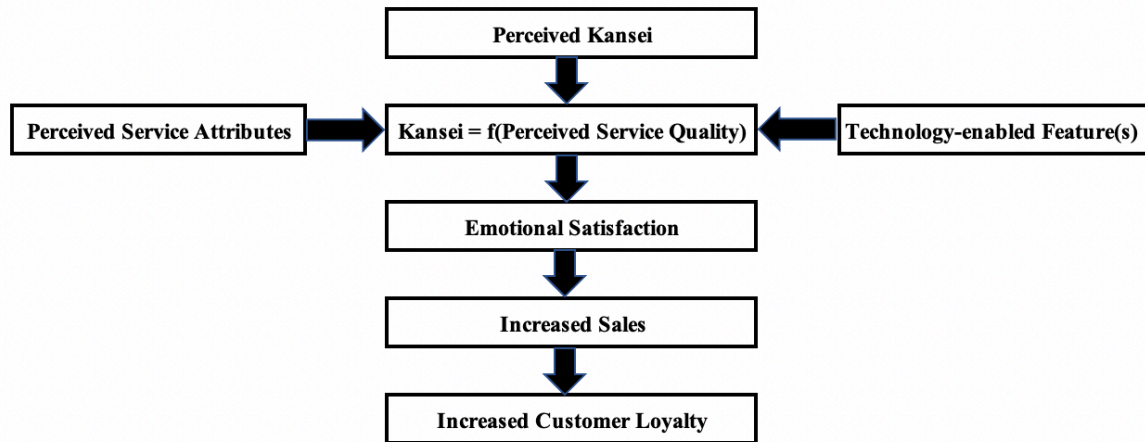


Figure 2. How the technology-enabled features enhance the perceived Kansei

The result obtained is an increase in sales of 29 percent during the campaign. People now were thinking of the company when they think of their daily morning coffee. It is such a great branding campaign. They have seen a 16 percent spike in visitors around the bus stops where the buses have been equipped with the “coffee aroma” technology. The commuters experienced positive emotions with the scent of coffee. It may have generated the good mood of people when they were on the way home riding on bus. The ads demonstrated the impact of physical stimuli to human senses supported by the technology. An audio message of jingle accompanied by sprayed coffee aroma boosted the positive mood of bus passengers. Afterward, another audio message has come over to inform the location of coffee shop, which is just in front of the bus stop. It shows that the expectation of commuters has been met with their perception.

4. Human Affect System Interaction

According to Riener (2017), through system thinking approach, there is a close relationship between human and technology. It needs a holistic point of view. Referring to the case study discussed previously, a combination of thought, cognitive process, affective process, and physiological conditions can make significant difference in terms of system performance and efficiency. Both conscious and unconscious awareness in real-world settings are perceived by humans and they influence their emotional states.

The user interface connects the technical system to human senses as the receptor. The output of this interaction will be perceived by human information system, such as tactile (palpable), electromagnetic (visible light, infrared radiation), chemical (odour, scent), and acoustic (noise, sound, music). It leads to interpersonal and physiology responses. They comprise facial expression, gestures, sensation, or even emotional state, remembrance, and attitude towards life. In addition, it will influence the perception of behavioural intention.

One additional example is that the use of augmented reality in logistics of a warehouse. It is called innovation at work through vision picking in logistics. It promotes efficiency, error reduction, less fatigue, and productivity. Human physical and emotion-based responses are involved. This system offers a clear cognition to operators in the warehouse which leads to emotional satisfaction. Again, the emotion-based design is found to be the secret to successful communication and storytelling.

According to Norman (2005), when it comes to human-system interaction for product or service, there are three levels of abstraction defined. First, it is dealt with functionality and usability. It is the first step that a product or service must perform the basic function as its core identity. Taking an example of a car, it is a must that a car will function in taking someone from one point to another point. Second, it is referred to affect or emotion. The exploration and fulfilment of customer needs and satisfaction is happening here. For instance, feelings of trusted and secured are expected when using an ATM (Automated Teller Machine). Third, the final step is called persona or social factors. By owning or using a product or service will tell something. It is a special personification or representative of a thing. For instance, recalling Maslow’s hierarchy of need “self-actualization”, it can be fulfilled by owning the latest model and most expensive of a smart phone.

5. Cultural Issues in Emotional Design

Coca Cola company launched a campaign of “open happiness – taste the feeling”. This company supports the feeling of happiness among people with various cultural backgrounds. Everyone deserves to be happy and fun. Another example is the iPod by Apple Inc. This product was not the pioneer, however it created a significant contribution on the success of MP3 player and has been a market leader. What has made a significant different? Basically, iPod promoted both perceived usability, function, and hedonic attributes as well. Though it was promoted late, it was more expensive than the competing models, and it reached the best of MP3 player. Through the emotional satisfaction exposure, the iPod was found to be easier to use and more aesthetically appealing. The users found it cool and felt good.

Related to cultural differences, for instance, to turn on the light, it is to flip the switch up. It is different from what happens in Asia and Europe, where the switch will be going down. Asian people tend to expect high-context cultures than that of European societies. For instance, taking a case of mobile phone, Japanese and Korean people highlighted more on visual objects and symbols. The European people expected more on explicit information. Another example is that the application of Kansei Engineering (KE) on service incorporating cultural differences. KE shows the relationship between perceived service attributes and Kansei. Kansei is a function of perceived service attributes. A study by Hartono et al. (2012) and Hartono & Tan (2011) shows that different cultures had different Kansei. Taking into account 3 different cultures (i.e., Indonesian, Singaporean, and Japanese) in luxury hotel services, it was found that Japanese was more Kansei oriented. Japanese had more and diverse Kansei. Not only interaction-based and servicescape-based Kansei, but Japanese also experienced passion, quietness, and convenience when they stayed in luxury hotels. While Indonesian and Singaporean tended to experience the same emotional satisfaction. Indonesia had a unique experience of passion, whereas Singaporean felt peacefulness-based Kansei.

6. Conclusion

This article discusses the important role of affective engineering (known as a human-side emotional engineering) in engineering discipline. It highlights a more holistic and human-centric approach in understanding human-service experience system. The use of technology-enabled marketing effort has proven more efficient and effective perception on customer values. Moreover, it supported the overall company performance in terms of sales and market growth. Here, recalling the human factors engineering (known as ergonomics) that emphasizes a concept of fitting the task to the man, affective engineering complements an entire human-based interaction system. In addition, affect will lead to quicker decision and customer trust.

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Biography

Markus Hartono is an Associate Professor in Industrial Engineering at the University of Surabaya, Indonesia, and the Dean of Faculty of Creative Industries at the University of Surabaya, Indonesia. He earned M.Sc. and Ph.D. with full scholarships in Industrial and Systems Engineering from National University of Singapore, Singapore. He has published journal and conference papers in the areas of Ergonomics/Human Factors Engineering, Industrial and Systems Engineering, Kansei Engineering, and Product Design. He is also a Certified Human Factors Professional (CHFP) by Board of Certification in Professional Ergonomics (BCPE), a Professional Engineer of Indonesian Engineers Association (PII), ASEAN Engineer, Indonesian Accreditation Board for Engineering Education (IABEE) Evaluator, and Vice President of Indonesian Ergonomics Association (PEI) for Educational and Certification Affairs.

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ID 017 OSH Hazards Risk Assessment Using AHP Technique – A Case study of an Electronics Manufacturing Company

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ID 020 Blockchain Application for Halal Integrity: Exploratory Study

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ID 021 Association Rules For Layout Design And Promotion Strategy

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ID 022 The Impact of Big Data Analytics on Firm's Operational Performance: Mediating Role of Knowledge Management Process

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ID 023 A Field Study of Thermal Comfort in Indoor and Semi-Outdoor in Oil and Gas Company Semarang Indonesia

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ID 024 Comparing Decision Tree and Artificial Neural Network Model in Predicting Bank Approval on Customer Credit

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ID 025 Analyzing Social Media Marketing Strategies of Indonesian E-commerce using Text Mining Techniques

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ID 026 Industry 4.0 Technologies and Sustainable Warehousing – A Systematic Literature Review

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ID 027 Waste Minimization In A Concrete Block Company Using Lean Six Sigma, ECRS And Triz Methods

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ID 028 Supply Chain Performance Analysis Using Model Supply Chain Operations Reference (SCOR®) 11.0: A Case Study for Educating Engineering Student

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ID 029 Parametric Cost Estimation Model for Li-ion Battery Pack of E-motorcycle Conversion based on Activity Based Costing

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ID 030 Capital Budgeting Models for Investing The Utilization of Lithium Battery Products (Case Study: UNS Battery Factory)

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ID 031 Retail Shelf Space Allocation in Supply Chain Contracts: A Literature Review

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ID 032 Towards Sustainable Industrial Development – A Systems Thinking-Based Approach

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ID 039 Design for Manufacturing, Assembly, and Reliability on Product Redesign: Literature Review and Research Direction

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ID 042 Container Ports' Performance and Logistics Costs: A Case Study in Indonesia

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ID 044 Capacity Modeling for Marine Products Air Cargo Delivery from Indonesia

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ID 046 Risk Management on Quality Improvement Project: Literature Review and Bibliometric Analysis

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ID 048 Vehicle Routing Problem Using Sweep Algorithm for Determining Distribution Routes on Blood Transfusion Unit

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ID 050 Recent Development and Future Research of Manufacturing Excellence: A Literature Review

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ID 051 Lesson Learned in Developing and Implementing Global Business Strategy in Food and Beverages Companies: A Comparative Study

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ID 053 Integration of Supply Chain Network Design Models and Payment Options for Evaluation Commercialization of Batik Wastewater Treatment Equipment

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ID 054 A Location and Allocation Model in Determining Charging Station Facilities Using Facility Fixed and Variable Cost: A Case Study

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ID 055 Integration of Supply Chain Network Design and Warehouse Receipt System for a Cathode Material Factory Feasibility: A Case Study

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ID 056 A Framework for Developing Technopreneurship and Innovation System: Comparative Study of the Development of Wastewater Treatment Machine Technology

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ID 057 Global Business Strategy for Commercialization of Wastewater Treatment Machine Technology: Lessons from the Trident Water System and Procon Water

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ID 058 Comparative Analysis of Global Business Strategies on Solar Cell Companies

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ID 059 Lessons Learned in Developing and Implementing a Global Business Strategy in Outdoor Gear Companies: A Comparative Study

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ID 060 Global Business Strategy in Electric Car Vehicle Industry: A Comparative Study between Tesla Inc. vs Rivian LLC

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ID 061 Technological Innovation and Commercialization of Solar Tracker on Solar Cell: A Comparison Study

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ID 062 Lesson Learned in Comparative Analysis of Global Business Strategy to Commercialize Wi-Fi Router Technology

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ID 066 Optimization of Network Design for Charging Station of Electric Car with Center of Gravity Method: A Case Study

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ID 067 Technopreneurship and Innovation System for Commercializing OpenWrt Router with Global System for Mobile Communication (GSM) Internet: A Case Study

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ID 068 The Role of Technopreneurship and Innovation System for Commercializing Smart Backpack

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ID 069 Implementation Strategy of Outcome-Based Education: A Case Study in Engineering Faculty Diponegoro University

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ID 070 Distribution Delivery Services of Ornamental Plant (in Malang Raya) by Developing and Implementing A Global Business Strategy: The Company J&T Express VS JNE Express

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ID 071 Determinant Factors of Innovation Strategies to Create Competitive Advantages in Batik SMEs

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ID 072 Consumers' Perception on Quality Service Delivery of Two Major Telecommunication Companies In Sierra Leone: A comparative study

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ID 073 Locating a Cement Distribution Facility using the Centre of Gravity (COG) model: A Case Study

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ID 074 Evaluating the Adequacy of Public Healthcare Centers in Yogyakarta City: A Simulation Study

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ID 077 Human Machine Collaboration for Car Toys Assembly Line by Using Discrete Event Simulation Approach

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ID 079 A Proposed of Lean Six Sigma Framework for Higher Education Institution (LSSF - for HEdu) To Improve Effectiveness and Efficiency of Higher Education in Indonesiaveness and Efficiency of Higher Education in Indonesia

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ID 080 Is the influence of Net Working Capital on Earnings per Share Critical: A Literature Review?

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ID 081 Strategic Market Planning Using SWOT Approach for Robotic Post-Stroke-Rehabilitation Product

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ID 083 Lean Manufacturing Approach for Improvements of Work System in Furniture Factories (A Case Study in PT. Salim Selamat Sempurna)

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ID 084 Production Planning and Control Industry 4.0 on Plastic Bottles With the Blow Moulding Process (Case Study Pt. Peace Industrial Packaging)

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ID 085 Factory Re-Layout with SLP, CRAFT, CORELAP, Promodel, and FlexSim for Optimization of Material Flow Movement

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ID 086 Quality Control Analysis Using DMAIC Method and DPMO Calculations on Low Voltage Cable Production (Case Study at PT XYZ Jakarta)

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ID 087 Analysis of Readiness toward Halal Certification in Sumatera Utara (Case study in Food Manufacturer)

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ID 088 Development of a Public Transportation Location-Based Service in Web Application

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ID 089 Identification of the PLCOR Model for the Management of Product Lifecycle Management Process in Food Industry

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ID 090 FMEA METHOD FOR IDENTIFYING THE RISK OF FAILURE THE BOSS 05K ROTOR IN MACHINING PRODUCTION PROCESS

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ID 091 Line Balancing in Assembly Line Automotive Carrosserie (Body of a Car) Production Process at PT. XYZ

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ID 092 Material Requirement Planning on Y-Strainer Production (Case Study at PT. XYZ)

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ID 093 Analysis of driving and inhibiting factors for managing food waste in restaurants

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ID 094 Quality Improvement of Shoes Manufacturing Process at SMEs using the Quality Function Deployment (QFD)

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ID 095 Quality Function Deployment for the Improvement of the attributes from a Hybrid Micro Hydro-Solar Generator

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ID 096 Evaluating Supply Chain Sustainability Risks Using Integrated Shannon Entropy, Statistical Variance and Prospect Theory

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ID 097 A Flow Shop Batch Scheduling Model with Part Deterioration and Operator Learning-Forgetting Effects to Minimise Total Actual Flow Time

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ID 098 Analysis of Halal Supply Chain in Chicken Meat Products using Human Error Perspective

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ID 099 Simulated Annealing Algorithm for Vehicle Routing Problem with Simultaneous Pick Up and Delivery: A Case Study of Liquid Petroleum Gas Distribution

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ID 100 Effect of Different Fatigue Levels on Work Quality in an Experimental Cognitive Task

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ID 102 A Knowledge Sharing Behavior Model and Its Effect on Employees' Innovative Work Behavior

Mohammad Mi'radj Isnaini, Dina Nadhirah, Iwan Inrawan Wiratmadja, Industrial Engineering Department, Institut Teknologi Bandung, Bandung 40132, Indonesia

ID 103 A Model of Multiple Items Batch Scheduling for m Batch Processors Flowshop to Minimize Total Actual Flowtime

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ID 105 Implementation of Lean Healthcare For Waste Elimination at Darmayu Ponorogo Hospital

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ID 106 Usability Testing of Syringe Adapters and Conventional Syringe in Healthcare Workers

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ID 107 Blockchain Adoption for Halal Food Integrity in Indonesian Food Industry

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ID 108 Behavioral Factors Underlying Households' Intention Toward Solar Photovoltaic Adoption

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ID 110 Capturing Profile of Halal Chicken Meat Slaughterhouse in Indonesia: A Clustering Approach

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ID 111 Robust Optimization of Multi Depot Vehicle Routing Problems with Simultaneous Deliveries and Pickups in an Uncertain Environment

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ID 114 Risk Management Measurement Model in Small and Medium Industries

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ID 115 Public Facility During Pandemic MULTIFUNCTIONAL DINING TABLE DURING COVID 19

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ID 116 Modification of Food Dehydrator for Tea Blend Products Using Reverse Engineering and VDI 2221 Methods

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ID 118 Cost-Volume-Profit Analysis for Uncertain Capacity Planning: A Case Study

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ID 120 Set Covering Method Determine The Capacity, Type and Covering Area of The Temporary Landfill Facility in Each Region

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ID 121 A Green Inventory Management for Manufacturer-Retailer System with Stochastic Demand and Carbon Tax

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ID 132 Evaluation of Warehouse Operation in Power Plant Company Using Discrete Event Simulation

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ID 133 A Logic model development for planning program in Indonesia SMEs – Case study: Pucung, Manding, and Keparakan Kidul leathercraft industries

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ID 134 REDESIGNING OF FACILITY LAYOUT IN PT. OCEAN CENTRA FURNINDO USING GROUPTECHNOLOGY, CORELAP AND CRAFT METHOD

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ID 135 The Effect of Safety Management and Perceived Motivation on Safety Practices for Safety Performance and Quality of Care

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136 Utilizing Local Wisdom Community Towards A Healthy Food Industry: A Preliminary Research of Torbangun Leaves Biscuit

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ID 137 Cold Chain Planning for COVID-19 Vaccine Distribution

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ID 141 Business Feasibility Analysis: Multifunction Bus HandGrip

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ID 142 Planning Business Analysis of Multifunction Car Locker

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ID 143 Production, plant layout, and financial planning of Multifunctional Back Car Seat Organizer

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ID 144 Business Feasibility Analysis: Multifunctional Handphone Holder

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ID 145 Design Planning of Hand Sanitizer Dispenser and First Aid Kit on Bus

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ID 146 Design Key Performance Indicator for Supplier in Sustainable Organic Farming Supply Chain

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ID 147 Examining Customer Service Performance in Shipping Company

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ID 149 Development of Automatic Wound Healing Level Detection System based on Convolutional Neural Network

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ID 150 Development of Automatic Tomato Plant Diseases Detection System based on Convolutional Neural Network

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ID 151 Automatic Cataract Detection System based on Support Vector Machine (SVM)

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ID 152 A Conceptual Model: The Role of Social Networking in Indonesian SMEs during COVID-19 Pandemic

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ID 153 Supply Chain Risk Assessment of Hazardous Chemical Products in a University Laboratory

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ID 154 Kano Lean Six Sigma (KLSS) for Improving Service Quality at Education Technology (EdTech) Startups

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ID 156 The Influence of Moods And Emotions On Female Leadership Style In The Hospitality Industry

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ID 157 Assessment of Laboratory Occupational Safety and Health at Engineering Faculty of Diponegoro University

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ID 159 A Simulated Annealing Heuristics for Delivery Time Equality of the Couriers in an Expedition Company

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ID 161 Fintech: The Impact of Technological Innovation on the Performance of Banking Companies

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ID 162 The Critical Organization Factor Contribute Lecturers' Happiness

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ID 163 Analysis of Warteg's Customer Satisfaction Levels on the Use of Food Delivery Services

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ID 167 Preventing Stranded Coal Power Assets by Using Comparative Scenario of Energy Mixture and The SWOT Analysis of Energy Sector in Indonesia

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ID 168 Improving Mixing Process Quality for Sweet Soybean Sauce Using Full Factorial Design of Experiment

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ID 173 Developing Strategies for Improving Overall Equipment Effectiveness Using FMEA and FAHP

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ID 174 Developing e-logistics system for Plastic Recycle in order to Enhance the Role of Community-Based Waste Bank

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ID 176 Influence of Price, Quality Of Service and Promotion toward Purchase Decisions at one Coffee Shop in Tangerang

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ID 178 Sustainability of Brand Equity of Business Management in Local Firm: Experience from Indonesia

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ID 179 Brand Communication and Service Quality Contribution in Building Brand Loyalty through Brand Trust in Indonesia's Garuda Airways

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ID 182 Net Zero Energy Building: Modeling and Techno-Environmental Evaluation of a Retrofitted Building

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ID 194 Preparing New Engineer for the Job Skills Demanded in the 21st Century

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ID 198 The Impact of Dynamic Capability as a Driver of Innovation Ambidexterity on MSMEs' Performance in Bali, Indonesia

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ID 199 The Influence of Investment and Wage Levels on The Human Development Index (Case 6 Province in Sulawesi) 2015-2019

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ID 200 The Effect of Job Resources Demand on Job Performance Through Work Engagement, which is

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ID 201 Value Proposition Canvas Validation: Measuring Customer Satisfaction of Photography Business

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ID 202 Competitive Advantage Strategy Implementation to Gain Customers Engagement and Brand Positioning

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ID 203 Product Development Assessment to Measure The Accuracy in Realizing Customer Expectations: Case Study in Ricebowl Small Business Hongmiao

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ID 204 Applications and Challenges of Adopting Internet of Things (IoT) in Reducing Road Traffic Accidents

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ID 205 Implementation of Global Sustainability Management in Micro Small Medium Enterprises of Undergraduate Students in an Entrepreneurship Major

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ID 206 The Coffee Shop Customer perception of product acceptances and willingness to pay of organic coffee Beverages: A case study from small business “NgoopiKopi”

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ID 207 Marketing Strategy to Introduce and Increase Sales of Korean Aesthetic Cake During the Pandemic: A Case Study of Small Cake business Hi Buy Keikeu

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ID 209 Marketing Strategy Analysis on Daily Crafts Accessories

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ID 210 Business Development: Excity Business Analysis – Kpop Themed T- shirt

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ID 212 Create and Develop Italian Food Business Opportunities with a Taste of the Archipelago at Sayeat.co

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ID 213 MARKETING STRATEGY FOR NEW BRAND FASHION: A CASE STUDY OF VAMODE FASHION BUSINESS

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ID 223 Technology Capabilities and Innovation Ambidexterity Impact on MSME Business Resilience during Covid-19 Pandemic in Bandar Lampung

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ID 224 Reforming CAD/CAM and CNC Machining Course by Using "Process-oriented" for Higher Education Institutes (HEI's)

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ID 227 Measuring the effectiveness of Healthy Values Brand Positioning Strategy: A Case Study of Healthy Bakery Café- Moose Bake Shop

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ID 228 Public Product During Pandemic: Multifunctional Hygiene Facility

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ID 229 Smart Trolley as Sophisticated Supermarket Facility in Covid-19 Pandemic Era

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ID 230 Designing Strategy for Meisterstadt Batam Apartment Unit Using SWOT and QSPM Method

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ID 232 A Proposed risk model for the halal supply chain

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ID 234 Layout Design of Distributor Warehouse PT. X in Sidoarjo

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ID 235 The Use of Grey Failure Mode and Effect Analysis (FMEA) to Improve Production Quality in Textile Company (Case Study: PT. ABC)

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ID 237 Customer Satisfaction Analysis on Food Delivery Services during the COVID-19 Pandemic Using Bayesian Network

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ID 239 Quality Function Deployment (QFD) Approach for Digitalization of Teluk Lamong Terminal Services System in Support of Indonesia's "Sea Toll" Program

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ID 247 Sea Toll Services Criteria Cluster Analysis to Minimize Price Disparity of Indonesian Eastern Areas amidst The Covid-19 Pandemic

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ID 249 Model of e-supply chain by Adopting Blockchain Technology in Salt SMEs in Indonesia

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ID 250 Design and Development of Automatic Bakelite Cleaner for Marilao Alerco Industrial Corporation

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ID 252 Halal Operation Assessment using Quality Function Deployment in Indonesian Cosmetics Industry

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ID 253 Determining Promotion Media Based on Customer Characteristic using Cluster Analysis and Marketing Mix Strategy

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ID 254 Logistic Service Quality: An Approach Strategy for National Market Growth

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ID 255 Switching Intention of ATM Link to Digital Transactions in Responding Himbara's Bank New Policy: PPM Framework Perspective

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ID 256 Digital Industry Competition of Video on Demand Services: Technology Perspective and Consumer Behavior

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ID 257 Global Research Trends and Indonesia's Position in the Development and Application of Electric Trucks: A Literature Review

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ID 258 Market Feasibility Study for Conversion of Diesel-powered into Electric Truck

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ID 259 The Requirements for Predictive Maintenance Strategy and the Data Required for Successful Implementation, for the case of Nutrunners

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ID 260 The Designing of Swivel Chair For Bending Machine Work Station At Pt Graha Adikarya Logam

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ID 261 Halal Assurance System for Leather Industry in Indonesia: Future Research Directions

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ID 263 Modification of Chocolate Stirring Machine Using Reverse Engineering and VDI 2221 Method

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ID 264 Redesign of Smart Trash Bin with Reverse Engineering and VDI 2221 Method

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ID 265 Modification Of Potato Washing Machine By Adding Cutting Tool Using Reverse Engineering And Vdi 2221 Method

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ID 266 MODIFICATION DESIGN OF SHREDDER MASK WITH DISINFECTANT SPRAYER BY USING REVERSE ENGINEERING AND VDI 2221 METHODS

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ID 267 MODIFICATION OF GROUP HEAD COFFEE MACHINE USING REVERSE ENGINEERING AND VDI 2221 METHODS

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ID 274 Comparison of crossover operators in genetic algorithm for vehicle routing problems

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ID 275 The Pull and Push Factors Towards the Adoption of Agricultural Revolution 4.0 (AR4.0) for Agro-Food Supply Chain (AFSC) in SMLs Agro-based in Malaysia

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ID 277 Automating Inventory Management in Distribution Centers of a Leading FMCG Industry Player in the Beverage Market A Supply Chain 4.0 Journey

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ID 278 Indonesian Industrial Estate Firms Sustainability Conceptual Framework

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ID 279 Machine Productivity Improvement of the Test-To-Pack Process Line in the Production of SMD Power Inductors Using DMADV Approach and ProModel Simulation

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ID 281 Optimal Portfolio Using Single Index Model and Capital Asset Pricing Model (CAPM) in Covid-19 Pandemic Era

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ID 282 Empirical study of MOPSO and NSGA II comparison in multi-objective location routing problem incorporating the service level of delivery

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ID 284 Effect of Social Support on Elderly Welfare Using Structural Equation Modelling (SEM)

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ID 285 Simulation of Dynamic System to Assist Policy Formulation and Prevention and Mitigation Strategies Spread of COVID-19 in Medan

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ID 286 Capturing Profile of Halal Chicken Meat Slaughterhouse in Indonesia: A Clustering Case Study

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ID 292 Selection of E-Grocery Platform Strategy in Highly Urbanized Cities in the Philippines Using Analytic Hierarchy Process (AHP) and Structural Equation Modeling (SEM)

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ID 294 Use of Internet of Things (IoT) in the Design of an Inventory Management System for Omni-Channel Retailing

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ID 295 Use of Internet of Things (IoT) in the Design of an Inventory Management System for Omni-Channel Retailing

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ID 297 Big Data Analytics Adoption Intention Among Small & Medium Enterprises in Malaysia : A Conceptual Framework

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ID 298 Lean – Agile Workforce Model for Traffic Enforcers

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ID 299 Development of a Framework for Household Solid Waste Management in an Urban Locality

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ID 300 Analyze the Proper of Instagram as the Trends of Social Media: Why do Young Entrepreneurs Choose It?

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ID 304 Performance Management System for Industrial Water Management Company Using Balanced Scorecard Model

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ID 320 Economic Ordering Policy of Deterioration Item with Time Varying Holding Cost under Backlogging and Permissible Delay in Payments

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ID 324 Heterogeneous Vehicle Routing Problem with Vehicle Dependent Travel Time for Urban Freight Transportation

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ID 327 What Makes Entrepreneurial Intention for Students in Technological University Works During Covid-19 Period: A Behavioral Assessment

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ID 331 The Use of Gamification Tools to Boost Students Engagement and Motivation

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ID 332 MedReS: A Charged Medication Report System for a General Hospital in the Philippines

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ID 334 Developed concept and approach of Engineering Design course in the Fourth Industrial Revolution (IR 4.0): A study case in Mechanical Engineering

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ID 342 Development of Chocolate Beverage Products by Considering Consumer Preferences

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ID 343 Design of Halal Assurance and Food Safety Tracking System on the Production of Palm Sugar

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ID 347 Health Vulnerability to CoVid-19: A Barangay Level Assessment for Bocaue, Bulacan

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ID 348 Indonesian Construction Sectors: An Analysis from the Economic Perspective

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ID 349 Inventory and Purchasing Analysis of Main Distribution Materials: Case Study in an Electrical Company Unit

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ID 350 A Case Study on Educational Level and Gender Differences on Academic Self-Concept of Student

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ID 351 Effects of Online Learning Capacity on the Academic Stress of Students: A Case Study during COVID-19 Pandemic

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ID 352 Perceived Effect of Home Environmental Factors to the Academic Stress of College Students: A Case Study during COVID Pandemic

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ID 353 A Case Study Measuring the Quality of Life of Students: Before and During COVID-19 Pandemic

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ID 354 Effects of Academic Stress on the Academic Performance of Students: A Case Study during Pandemic

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ID 357 Profitability, Liquidity, Advertising Cost and Firm Size Towards Tax Aggressiveness In Indonesia

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ID 358 [The Effect of Leverage, Profitability, Sales Growth, and Thin Capitalization Towards Tax Avoidance on Service Companies in The Trade, Service, and Investment Sector Listed on The Indonesia Stock Exchange](#)

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ID 361 [Queue System Analysis at Starbucks Stores](#)

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ID 363 [Analysis of Automatic Toll Gate Payment Queue System](#)

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ID 364 [Organic Food in Supply Chain: Literature Review](#)

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ID 367 [Enhancing Innovations through the Distance-Learning Studio: The Sociological Institutionalism Perspective](#)

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ID 369 The Effect Of External Auditor Quality, Profit Quality, Fixed Asset Intensity, Liquidity, And Corporate Risk On Tax Aggressiveness Of Property And Real Estate Companies

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ID 370 THE EFFECT OF CEO OVERCONFIDENCE, CAPITAL INTENSITY, ADVERTISING EXPENSE, AND BOARD GENDER DIVERSITY ON TAX AVOIDANCE

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ID 372 Analysis of Waiting Time And Worker Utilization On A Gas Station In Indonesia

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ID 374 Analysis of Queue System Simulation on Banks with Arena System Modeling

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ID 377 Developing Simulation Optimization to Minimize Total Inventory Cost under Uncertain Demand

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ID 382 Ergonomic Assessment on the Mental Workload of Work from Home Employees

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ID 384 Sustainability Awareness and Attitude to Sustainability among Entrepreneurial Students: Cultural Analysis and Level Measurement

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ID 385 Queue System Analysis in Drive-Thru Swab Test of COVID-19 in A Hospital

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ID 386 Simulation Analysis of Cashier Service Queue System at a Supermarket Using Arena Simulation

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ID 388 Critical Success Factors of Asset Management Software Implementation in Construction Indonesia

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ID 389 Automated Material Handling System and Inspection System Model for Flexible Manufacturing Systems Learning

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ID 390 Analysis of Workers' Physical and Mental Complaints in Conducting Online Meetings in the New Normal Era

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ID 391 Kansei Engineering and Design Thinking Methodology for Product/Service Design

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ID 392 Process Improvement of COVID-19 Vaccination System by utilizing Queuing Theory and ProModel Simulator on Vaccination Facilities in Metro Manila

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ID 394 Lean Six Sigma DMAIC Implementation to reduce Total Lead Time Internal Supply Chain Process

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ID 395 Working Posture Improvement on Batik Coloring Process using Rapid Upper Limb Assessment Method

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ID 396 A Strategy Design for Logistics Company: J&T Express Case Analysis Using Blue Ocean Strategy

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ID 397 Does it Pay to be Perfect? A Lesson Learnt from CV XYZ

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ID 398 Identification of At-Risk Behaviors among Fuel Station Consumers in Indonesia

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ID 400 Quality Improvement with the DMAIC Approach Using the Implementation of the Benchmarking and KPI Methods

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ID 402 Solar Renewable Energy Potential and Development in Malaysia, Indonesia, Vietnam and Japan

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ID 404 Cost Minimization of Feeds in RGS Hog Farm in the Philippines: An Operation Research Approach

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ID 405 Development Of Social Media Applications To Support Online Learning Of Computer Simulation Course

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ID 406 Improvement of AMG Rice Dealer Workplace Safety Using Ergonomics and Six Sigma Tools

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ID 412 Technical Analysis of Biomass Bamboo for Generating Electrical Energy Using APL Power Pallet

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ID 416 Developed SERVQUAL Model in Measuring Customer Satisfaction for Ferry Service in Langkawi

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ID 417 Age-Dependent Inventory Routing Problem Model for Medical Waste Collection

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ID 419 Optimization of Medical Personnel in Response to COVID-19 in the Philippines: A Working Time Scheduling Problem

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ID 421 Some Forms of Single Stage Queuing Systems Resulted from The Decomposition of Complex Supply Chain

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ID 422 Hub Location Problem Model to Determine the Location of Facilities by Considering Capacity and Routes

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ID 423 Feasibility Analysis of a Large Scale Floating Photovoltaic Power Plant Investment Using Financial Modeling with the Consideration of Uncertainties Factors

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ID 424 Lean Manufacturing (LM) Implementation Literature Review Based on the K-Chart

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ID 425 Finding the Originality of Research on the Application of Lean Manufacturing (LM) With the Development of Systematic Literature Review (SLR) and K Chart

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ID 426 Fuzzy Kano Model and E-SERV Qual Application to Evaluate Performance of E-Travel Services Website in Indonesia

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ID 427 Maintenance Management Analysis and Risk Assessment Using Failure Mode & Effect Analysis (FMEA) Method on Heavy Equipment Unit at PT XYZ

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ID 428 Supply Chain Risk Assessment Implementation Using Failure Mode and Effect Analysis (FMEA). Case study on After-Sales Product Support at Heavy Equipment Company

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ID 429 Sustainable Marketing Strategy: The Psychological Factors of Consumer

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ID 430 Marketing and Sustainability: The Concept of Green Awareness of Consumer

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ID 439 Investigating the Overall Equipment Effectiveness (OEE) of Die Casting Injection Machines using Productivity Analysis

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ID 441 Small Medium Enterprises in Indonesia: A Retrospective of The Research Journey

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ID 442 A Bibliometric Overview of Universal Basic Income Study

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ID 443 A Study of Tourism Publication in Indonesia Using Bibliometric Approach

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ID 444 Half-Century of the Development Policy Study in ASEAN: A Bibliometric Analysis

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ID 445 Fourth Industrial Revolution in Indonesia: Lesson from Literature Mapping through Bibliometric Review

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ID 447 Factors Affecting Vulnerability of Barangays to CoVid-19: A Study in Cebu City

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ID 448 Analysis Fluctuation of Stock Price of Mining Companies that Listed on Indonesia Stock Exchange Before and After Covid-19 Pandemic

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ID 454 Decision-Making Process to Improve Efficiency and Effectiveness of The Remediation Planning and Implementation Process: a case study of an oil and gas company in Indonesia

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ID 455 Designing E-Business Startup: Potato Indofarm

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ID 456 The Role of Culture in Shaping Entrepreneurial Leader Behavior

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ID 457 Artificial Intelligence and Covid-19: A Bibliometric Analysis

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ID 458 Improving Safety Culture and Increasing Driver's Safety Awareness of Intercity Bus in The Greater Jakarta Area

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ID 461 Quality Improvement of Bolt Welding M6 X 12 with Six Sigma Method and Multi Attribute Failure Mode Analysis (MAFMA) In PT.A

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ID 464 Analyzing Factors that Impacts to Organizational Citizenship Behavior as a Part of Strategic Decision in Operation Management

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ID 466 Influence of Social Media Marketing, Word of Mouth and Advertising on Brand Awareness and Buying Interest (Case Study of Indihome Product)

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ID 467 Evaluation of Project Management Implementation Case Study: Environmental Phytoremediation Project in PT. Abadi Bersama Cahaya Indonesia

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ID 469 Public's Perceptions of Batik and How We Determine Marketing Strategy of Batik as Informal Attire

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ID 470 Optimization of Woven Fabric Production Process Using Multi Response Taguchi, GRA and PCA

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ID 473 Analysis Quality Control of TR 7864 Fabric Product Using Statistical Quality Control Method: A Case Study

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ID 474 Workload Analysis to Optimize Productivity of the Inspection Division

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ID 476 The Effect Of Perceived Ease Of Use Website And Internet Skills On Website Trust And Online Purchase Interest (Case Study Online Purchase on H&M Indonesia Website)

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ID 477 Household Behavior on Plastic Waste Separation in Indonesia

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ID 478 The Effect of Perceived Service Quality and Brand Trust on The Repurchase Intention of Online Ojek Consumers in The Covid-19 Pandemic: Study on GOJEK Consumers in DKI Jakarta

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ID 479 Plastic Component Nonconforming Analysis Using FMEA and Fishbone Diagram

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ID 490 A Conceptual Framework on Work-Related Road Safety of the Gig riders in Malaysia

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ID 493 Being a Sustainable Bank: The Case in Indonesian Banks

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ID 497 Improvement of Education Quality Using Quality Control Circle Methods Based on Fulfillment of ISO 21001:2018 Requirements

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ID 500 Quality Improvement on Welding Process of Colt Diesel Cabin Using Six Sigma Method

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ID 502 Industry 4.0 and collaboration along the Brazilian automotive chain: visions of automakers and auto parts

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ID 503 Strengthening Local Economy through School Feeding

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ID 504 Supply Chain Performance Measurement with Method SCOR Model in Service Company

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ID 506 Consumer Trust and Online Purchase Decision Study of Consumer Behavior on E-Commerce

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ID 507 Performance Improvement in Heat Exchanger Company using Lean Sustainable Manufacturing Approach

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ID 508 Supply Chain Improvement of Bearing Lathe Components to Increase Efficiency Using Lean Supply Chain at PT. HRS Indonesia

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ID 509 Halal Tourism Research

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ID 511 The Acceptance of IoT: Study on Consumer Behavior

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ID 512 The Effects of Store Atmosphere and Service Quality on Customer Loyalty (Case Study of a Coffee Shop in Tasikmalaya, Indonesia)

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ID 513 Effect Of Work Life Balance and Work Stress On Employee Performance (Study At Bank BJB Branch Tasikmalaya)

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ID 514 Factors Affecting Cocoa Pricing in West Pasaman District

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ID 515 Problem Based Learning in Online Class of Mass Transfer Operation Course

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ID 516 A Strategy to Realize Soybean Self-Sufficiency: A System Dynamics Approach (A Case in Central Java Province, Indonesia)

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ID 517 The Application of Cooperative Project-Based Learning in Engineering Drawing Course to Enhance Students' Teamwork Skills

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ID 518 The Social Design Techniques as Project Based Learning for Architecture Student

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ID 519 Project-Based Learning in Civil Engineering: Learning Experience from the Steel Structure Design Course at Universitas Sebelas Maret, Indonesia

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ID 520 An Approach of Project Based Learning design for Autonomous Vehicle Course in Online Class

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ID 521 PDCA Analysis on Management Administration Information Based on Android in Resik Becik Semarang

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ID 522 Optimization of Artificial Intelligence in Telecommunication

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ID 523 Design Of Elderly Reading Chair To Decrease Musculoskeletal Disorders By Using Quality Function Deployment (QFD) Method

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ID 524 The Relationship between The Use of Personal Protective Equipment (PPE) With the Levels of Stress in Dentists During the Covid-19 Pandemic

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ID 525 Macroergonomic and Analysis Design (MEAD) for Permanent Shelter of Public Transportation

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ID 526 The Relationship between Corporate Governance and Financial Performance in the UAE Exchange Market

Ahmed Khalfan Al Kaabi and Abd Rahman Ahmad, Faculty of Technology Management and Business, Universiti Tun Hussein Onn Malaysia, Batu Pahat, Johor, Malaysia

ID 527 Assessment and the Difference of Mental Workload between Work from Home (WFH) and Work form Office (WFO) Using NASA-TLX (Case Study in PT KIC)

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ID 528 Formulation of Mathematical Model to Determine The Risk of Computer Vision Syndrome (VCS) in The Use of An Ergonomic Drawing Tablet Application in Writing Modre Characters

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ID 529 The Critical Variables for the Risk Assessment Associated with Pushing and Pulling of Wheeled Equipment in the Workplace: Subject Matter Expert Review

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ID 530 Personal Protective Equipment for Health Workers During a Pandemic: A Literature Review of Evaluation of Discomfort and Physiological Response

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ID 531 Design of Motorcycle Oil Performance Detector

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ID 532 Development of a Real-Time Ergonomic Assessment Tool to Minimize Musculoskeletal Disorders Risk

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ID 533 Assessment Comfortability of Climbing Stairs and the Height of Building Stair

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ID 534 The Potential and Challenges of Virtual Reality in Indonesia

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ID 535 A Genetic Algorithm Based Approach for the Maritime Inventory Routing Problem

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ID 536 An Economic Production Quantity Model for Smart and Connected Product with Upstream and Downstream Trade Credit

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ID 537 Toyota Production System in Aircraft Industry – A Case Study

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ID 538 Visual Fatigue Examination on Static and Dynamic Virtual Environment

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ID 539 Review of Objective and Subjective Methods for Rear-End Collision Risk Assessment

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ID 540 Usability Analysis of Tembang Sekar Alit Learning (SekARAI) Applications Using The Human Computer Interaction (HCI) Model In Bali Students

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ID 541 Factors Causing Train Driver Fatigue: A Systematic Review

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ID 543 Human-Side Emotional Service Design for Experience-Centric Amusement Park

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ID 544 Influence Safety Climate and Safety Behavior Against the Safety Behavior on Bus Rapid Transit Driver with Gender as Moderating Variable

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ID 545 Sustainability Assessment of Tourism Destination with Multidimensional Scaling Approaches

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ID 546 A DMAIC Approach in Improving Wafer Hairline Crack Detection Process at Chip Probe and in Reducing Overall Manufacturing Downtime

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ID 549 Efficiency Analysis of Indonesian Schools: A Stochastic Frontier Analysis using OECD PISA 2018 Data

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ID 551 Supply Chain Risk Assessment at Poultry Slaughterhouses using House of Risk Method to Define Mitigation Action

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ID 552 Analysis of Gastroenteritis Incidence during the Covid-19 Pandemic on Shopping Center Employees

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ID 553 Lean Manufacturing Improvement Using ECRS and TRIZ Methods: Literature Review

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ID 554 Designing Performance Measurement System for Animal Feed Company Using Balanced Scorecard and Analytical Hierarchy Process Method

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ID 555 Performance Measurement of Offshore Facility Maintenance Service Provider Using Quality Function Deployment

Achmad Nanang Zulfikar and Moses Laksono Singgih, Department of Management Technology, Institut Teknologi Sepuluh

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ID 556 The Customer Satisfaction Analysis of the Cinema during Covid-19 Pandemic using the Kano Model in Indonesia

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ID 557 Product Packaging in Support of Consumer Loyalty

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ID 558 3D Printing Technology: A New Advancement for Modular Construction?

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ID 559 A Conditional Process Analysis on the Relationship between Work-Life Balance, Well-being, Job Satisfaction, and Work from Home Practice during the COVID-19 Pandemic

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ID 560 Study of Optimization Problems Associated With Technical Implementation of Drones in the Post-Pandemic Society

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ID 561 Systematic Literature Review: Puppet Implementation Digital Technology in Industry

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ID 563 Systematic Literature Review The Role of E-Commerce in Reog Ponorogo Art Crafters

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ID 564 The Art of Performing The Kecak Dance that Transformed into The Creative Industry: Systematic Literature Review

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ID 565 University Students' Mental Workload and Sleep Quality due to Online Lecture during Covid-19 Pandemic

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ID 566 Implementation of Preventive Maintenance on CNC Milling Tape Drill Machine at PT XYZ Using FMEA Method and Age Replacement

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ID 567 Ergonomic Risk Assessment of Musculoskeletal Disorders (MSD) During Chest Compression in Three Different Position In A Rescuer Performing Paediatric Basic Life Support

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ID 568 Evaluation of the Implementation of Fire Safety Management Based on Work Breakdown Structure for High-Rise Apartments

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ID 569 Improving Oil and Gas Wireline Log Data Quality Using Six Sigma Methods

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ID 570 Innovative Learning Era Industrial Revolution 4.0 in Optimizing 21st Century Competence Elementary School Students

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ID 571 How a Crisis Can Change Training Design: A Case Study on Principal Preparation Training in Indonesia

Ratna Juwita, Lembaga Pengembangan dan Pemberdayaan Kepala Sekolah dan Pengawas Sekolah (LPPKSPS), Kementerian

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ID 572 The Conservational Attitudes of College Students in Elementary Schools Teachers of Education Department on Online Lecturing

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ID 573 The Critical Thinking Skills of High School with Problem- Based Learning Model-Assisted Mind Map in Online Learning on Dynamic Fluid

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ID 574 Support Vector Regression (SVR) Model for Seasonal Time Series Data

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ID 575 Factors Affecting Family Resilience of Health Workers during the COVID-19 Pandemic: A Systematic Literature Review

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ID 576 The Level of Ability of Public Elementary School Teachers in Use Digital Technology-Based Learning Media during the Covid-19 Pandemic

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ID 577 Analysis of Students' Mathematical Problem-Solving Ability Based on John Dewey's Theory

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ID 578 The Cooperative Learning Challenges in Elementary School during Covid-19: A Report from Teachers in Yogyakarta

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ID 579 Vocational Education in Madrasah Aliyah in Central Java

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ID 580 Development of Online Module Based on Discovery Learning to Improve Critical Thinking Ability in Basic Concepts of Science at Primary School Teacher Education

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ID 581 Family Resilience and Mental Health during the COVID-19 Pandemic: Systematic Literature Review

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ID 582 Student Mathematical Representation Ability in Their Learning Habits during the Covid-19 Pandemic

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ID 583 Analysis of Students Critical Thinking Skills on the Limit of Algebraic Functions

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ID 584 Exploring the Kindergarten Preparedness in Facing New Normal Education Era

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ID 585 Cognitive Flexibility Categorization in Moral Dilemma Decision

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ID 586 Life Skills Education through the Heroic Values of the King of Kasunanan and the King of Mangkunegaran in Surakarta Folktales

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ID 587 Najwa Syihab's Speech Strategy in Mata Najwa Show on Metro TV From the Perspective of Community Education

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ID 588 The Analysis on The Transmission Pattern of Slawatan Pawijian as The Form of Cultural Conservation in Tamasri Pacitan

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ID 589 Mapping Science Teachers' Pedagogical Content Knowledge In Classroom Interaction Through Transcript-Based Lesson Analysis: A Case Study

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ID 590 Emergency Curriculum during COVID-19 Pandemic

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ID 592 Modeling Operations of CCPP Tambak Lorok, Based on Gas Fuel and Investment in CCPP Block 3

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ID 593 Value Added and Non-Value Added Activity Analysis in Disassembly Process for Productivity Enhancement during Covid-19 Pandemic

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ID 594 Study of RFID Technology Applied to Parts Distribution Center in the Utility Sector

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ID 595 The Implementation of the Tri Datu Concept of Socio-Cultural Ergonomic Oriented to Maintain Entrepreneurial Attitude of Workers on The Covid-19 Pandemic

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ID 596 Ergonomic Risk Assessment of Musculoskeletal Disorders During Simulated Endotracheal Intubation Using Direct Laryngoscopy and Video Laryngoscopy Among Doctors in Emergency and Trauma Department of a

Teaching Hospital

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ID 597 Correlation Between Backpack Weight and Shoulder Pain in Children Aged 6-11 (A Case in Elementary School in Makassar Indonesia)

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ID 598 Risk Level for Manual Material Handling Activities Using Key Indicator Method in the Simulation of TPS Laboratory at Industrial Engineering, Diponegoro University

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ID 599 The Effect of Emotion Induction on Situation Awareness and Driving Performance

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ID 600 Work Posture Analysis Using Rapid Entire Body Assessment on Workers at AR Tailor Denpasar

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ID 601 Analysis of Persuasive Communication Strategies and Ergonomics Macro in an Effort to Reduce Workplace Accidents in PT. X Batam

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ID 602 The Optimization of Facility Location-Routing Decision Model for Municipal Solid Waste Network

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ID 603 The Effect of Intercultural Learning Challenges on Cognitive Load of Indonesian Students Abroad

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ID 604 Implementation of Kansei Engineering, Kano Model, and TRIZ in Improving the Quality of Fully Online Learning System

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ID 605 Analysis of Train Passenger Comfort Related to the Vibration and Heat It Creates

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ID 606 Perceived Usability Evaluation of MOLS (Mulawarman Online Learning System) During COVID-19 Pandemic Using System Usability Scale (SUS), Performance Measurement, and Thinking Aloud Methods

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ID 607 Identification of Occupational Health and Safety Management System Indicators Based on Indonesian Government Regulation Number 50 Year 2012 and ISO 45001:2018 on Safety Culture in EPC Projects

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ID 608 Ergonomic Risks Associated with Musculoskeletal Disorders in Ikat Weaving Workers in Letmafo Induk Village, Insana Tengah District, Timor Tengah Utara Regency

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ID 609 Macro Ergonomic Modeling in Instagram Usage Based on The Socio-Technical System Approach

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ID 610 Identification of Digitalization-Based Work Plans to Improve Time Performance in Railway Infrastructure Development Projects

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ID 611 Reviewing the relationship between Authentic Leadership, Employee Engagement, and Organizational Innovation: Telecommunication Sector in Malaysia

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ID 612 The Feasibility Level of The Infrastructures and Facilities of the Vocational Engineering Workshop in Palembang

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ID 613 Students' Perception toward Videoconference as the Mode of Teaching English Speaking for Presentation

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ID 614 Students' Perceptions and Attitudes in Waste Management: The Role of Internet Literacy and Sustainability Programs

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ID 615 Hybrid Metaheuristics for Solving Vehicle Routing Problem in Bulk Cement Distribution

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ID 616 Factors Affecting Parental Psychological Flexibility during Pandemic COVID-19: A Systematic Literature Review

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ID 617 Improving the Critical Thinking Skills by Using the Discovery Learning Model Based on the Ethnoscience of the Patiayam Site

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ID 618 The Framework of Information Distribution in Project Communication System of Quality Culture in Construction Companies to Reduce Construction Failure Levels

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ID 619 Framework of Leadership System in Improving Quality Culture in Indonesian Construction Company to Reduce Construction Failure

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ID 620 Evaluation of Information System Implementation on Civil Registration Service at Surabaya, Indonesia (Case Study: Birth Certificate Service)

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ID 621 Comparison of Quick Exposure Check (QEC) and Nordic Body Map (NBM) in Traditional Broom Workbench Design

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ID 622 Ergonomics Assessment for Wearable Elbow Exoskeleton Prototype

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ID 623 A Framework of University Internship Information System with Web-Based Design Analysis

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ID 624 Evaluation of the SM-8018 Shima Ergono Wheelchair Product Prototype Design Based on Quality of Life and Ergonomic Function Deployment

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ID 625 Experimental Design of Baby Food Advertisement in Social Media

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ID 626 Designing Strategies to Anticipate Circular Economy Barriers in Furniture Industry

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ID 628 Application of Occupational Health and Safety (K3) in Agrotourism

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ID 629 Effective Workplace Stretching Exercise for Decreasing Musculoskeletal Disorders in Ndao Ika weavers in Rote Ndao Regency

Serlien A Luik, Jacob M Ratu and Agus Setyobudi, Faculty of public health, Nusa Cendana University

ID 630 Independent Design of the Legalization Office by Applying Activity-Based Flexible Office Concepts

Muhammad Fadhil Farras and Hartomo Soewardi, Industrial Engineering Department, Faculty of Industrial Technology, Islamic University of Indonesia, Yogyakarta, Indonesia

ID 631 Designing Sustainability Accounting and Dashboard Monitoring Based on Open ERP using Quickstart Approach

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ID 632 Development of Web-Based Occupational Safety and Health Management Information System (OSH-MIS) at Engineering Faculty of Diponegoro University

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ID 633 Cognitive Differences between Senior and Younger Worker: A Mental State Examination

Kristiana Asih Damayanti, Ari Widyanti, and Yassierli, Industrial Engineering and Management Department, Institut Teknologi Bandung, Bandung, Indonesia

ID 634 Occupational Health and Safety in Classroom Facilities Layout When New Normal at Bali International University

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ID 635 Ergonomic Approach on Rail Industry Workers Using Rail Ergonomics Questionnaire

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ID 636 Survival Strategies for Small and Medium Enterprises (SME's) Due to the Covid-19 Pandemic Through Supply Chain Management: A State of the Art Literature Review

Kaleb Kurniawan, Saiful Manggenre and Syarifuddin Mabe Parenreng, Industrial Engineering Department, Hasanuddin University, Gowa, South Sulawesi, Indonesia

ID 637 Optimum Route Design for Paper Waste Transportation Using Sequential Insertion: Waste Bank in Grobogan

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ID 639 The Relationship Analysis between Physical and Mental workload with Work Fatigue in Extruder Section at PT. ABC

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ID 640 Eliminating Unsafe Behaviour through the Implementation of Nudge Theory in Indonesian Industry

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ID 641 Occupational Stress Assessment and Its Impact on Job Performance during Work from Home

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ID 642 Measurement of Situation Awareness on Pedestrians: An Exploratory Study

Gilang Hamzah Akbar, Budi Hartono, and Titis Wijayanto, Departement of Mechanical and Industrial Engineering, Universitas Gadjah Mada, Yogyakarta, Indonesia

ID 643 Mask Design For Children Aged 7-12 Years Based On Children's Convenience And Interest

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ID 644 Lectures' Mental Workload During Covid-19 Pandemic Online Learning With NASA-TLX

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ID 645 Framework of Virtual Reality Based Training System for Improving Stability and Gait of Lower Limb Prosthetic Users

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ID 646 Analysis of Work Posture and Proposed Improvement for Workers of Kaysa Taylor Clothing Home Industry

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ID 647 Restaurant Business Insights based on Zomato Online Food Marketplace Big Data Scraping

Erlinda Gilberta Wibawa, Parama Kartika Dewa, Teguh Siswantoro, Industrial Engineering Department, Universitas Atma Jaya Yogyakarta, Yogyakarta, Indonesia

ID 648 Potential Hazard Analysis for Higher Education Laboratory Building (Pilot Case Study in Industrial Technology Faculty)

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ID 649 Feasibility Study Analysis of Bottle Reverse Vending Machine Based on Value Engineering Concept using IoT Approach

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ID 650 The Application of The House of Quality Matrix in Developing Work Time Measurement Technology Prototypes

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ID 651 Consumer Behavior on Selection of Online Retail Stores

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ID 652 The Effect Of Leadership Style And Organizational Culture On Employee Performance In Pt. Telkom Witel Aceh

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ID 654 The Relevance of Shorthand in the Modern Office from the Perspective of Human Resource Managers and Office Technology and Management Lecturers: A Case Study of Nigerian Colleges of Education of North-western States.

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ID 655 Measuring the Risk Level of Retail Sector for COVID-19 Infection

Jhon Lawrence G. Quimio, Maria Angelica D. Bare, Francee Mae F. Castro, and Ma.Janice J. Gumasing, School of Industrial and Engineering Management, Mapúa University, Intramuros, Manila

ID 656 COVID Risk Assessment: A Case of Employees in Academic Sector

William Davin D. Perez, Angelo Luis S. Doctora, Abigail B. Vasquez, Ma. Janice J.Gumasing, School of Industrial Engineering and Engineering Management, Mapua University, Muralla St., Intramuros, Manila

ID 657 Machine Learning-based Customer Churn Prediction and Sentiment Analysis Models for Online Educational Service

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ID 658 Understanding Heterogeneity in CRM Chatbot User Preference

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ID 661 Residential Swimming Pool Design with Smart Lighting System

Steve Burns, Pieter-Jon Williams, Shaquille Kerr, Theo Salmon, Amonike Crossdale, Hopeton Irwin, Junior A. Bennett & Shanroy Dennis, School of Engineering, University of Technology, Jamaica

ID 662 Solar Powered Swimming Pool with Smart Lighting System

Shavae Scale, Adrian Francis, Rohando Malcolm, Lamanja Ellis, Kemar Green, Junior A. Bennett, and Glendon Lewis, School of Engineering, University of Technology, Jamaica

ID 664 Use of Blockchain in Vehicle Manufacturing Life Cycle Concept

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ID 665 Indonesian Health Insurance: Application of Digital Mobile Technology

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ID 666 Termination of Employment as an Economic Impact in Indonesia Due to the Covid-19 Pandemic is Reviewed from the Perspective of Employment Law

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ID 667 Regulation of Sales Tax Relaxation on Luxury Goods (PPNBM) Based on Regulation of the Minister of Finance Number: 20/PMK.010/2021

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ID 668 Does the Government Cyber Public Relations Influence to Public Attitudes And Intentions Vaccine?

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ID 669 Determinants of Tax Avoidance: Evidence from Indonesian Listed Companies

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ID 670 Development of Personality and Organizational Justice Models in Improving Teacher Service Quality in the Educational 4.0

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ID 671 Does The Bank Soundness Reflect The Firm Value?

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ID 672 Perceptions of Instagram Social Media Accounts Users about Curug Cibulao Tourism Objects in Bogor Regency

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ID 673 Usability Testing on Student Document Management Application using Retrospective Think Aloud (RTA) and USE Questionnaire Methods

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ID 674 The Effect Of Work Discipline On Performance In Educational Institutions

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ID 675 Forecasting The Spread of Covid-19 Disease Patients to Allocate The PPE for Medical Hospital Staffs in Indonesia

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ID 676 What Are The Factors That Encourage People To Keep Buying Newspapers In The Digital Age?

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ID 677 Performance of the Markowitz Model Investment Portfolio in Some Mining and Energy Sector Stocks

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ID 678 Calculation of Pension Funds with Entry Age Normal and Attained Age Normal Approaches in the Projected Benefit Cost Method

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ID 679 Forecasting the Number of Active Cases of COVID-19 in West Java Using the Multilayer Perceptron Feedforwards Neural Networks Method

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ID 680 Forecasting Covid-19 Active Cases in Bandung City Using the Long Short Term Memory

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ID 681 Predicting Potential Cases of Natural Disasters in Indonesia Using the Homogeneous Poisson Process

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ID 682 The Effect of Financial Ratios on Firm Value: Empirical Evidence from Property and Real Estate Sector Companies Listed on the IDX

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ID 683 The Effect of Earnings Management, Liquidity Ratio, Solvency Ratio and Profitability Ratio on Bond Ratings in the Property Sector Listed on the IDX

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ID 684 Underwriting Factor for Determination of Health Insurance Premium Based on Generalized Linear Models (GLMS) Procedure

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ID 696 in Indonesia from Rome 2021 Risk Management Software Platform ZOTY for SMEs

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ID 697 Techno-Economic Feasibility Analysis of Agricultural Drone Business in Indonesia

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ID 700 A Bibliometric Analysis in the Topic of Economic Resilience and Disturbance

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ID 701 ARMA-GJR-GARCH Model for Determining Value-at-Risk and Back testing of Some Stock Returns

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ID 702 Heuristic Algorithm to Minimize Maximum Lateness for Job-shop Scheduling Problem in Automotive Industry

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ID 703 The Influence Of Good Corporate Governance, Audit Quality, Profitability, And Leverage On Financial Statement Integrity (Empire Study On Basic Industry & Chemicals Manufacturing Companies In Bei):

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ID 704 Effect of Good Corporate Governance, Profitability, Firm Size, and Intellectual Capital on Company Value (Empirical Study of NON-Financial Companies LQ45 Index Listed on Indonesia Stock Exchange)

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ID 705 Risk Management for Frozen Food Halal Supply Chain (an Indonesian Company Case Study)

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ID 707 Analysis and Design of Precast Concrete Product Quality Improvement at PT. XYZ using the DMAIC and FMEA Method

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ID 708 The Effect Of Strategic Flexibility, Strategic Innovation, Job Satisfaction And Employee Performance In The Covid-19 Pandemic: Study On Small And Medium Clothing Industry In East Java Province

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ID 710 Utilizing Local Wisdom Community towards a Healthy Food Industry: a Preliminary Research of Torbangun Leaves Biscuit

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ID 711 Warehouse Arrangement Improvement Based on 5S Method for CV Javatech Agro Persada

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ID 715 Factors Influencing the SME Performance in The United Arab Emirates

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ID 716 The Relationship Technological, Organizational, and Environmental Factors, Social Media Adoption and SMEs Performance

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ID 719 Implementation Decision Support System on Decision Making in the Organization of Himpunan Mahasiswa Islam

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ID 720 Roles of Competence on the Effect of Training and Development Systems on Work Productivity at Universal Corporation Human Resource Management

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ID 721 Analysis of Potential Regeneration and Dispersal Patterns of Sago Palm (Metroxylon Sagu Rott ver molat (Becc)) in Natural Habitat, Bajo Barat District, Indonesia

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ID 722 Emotional Intelligence on Students' Learning Achievement in High School of Makassar, Indonesia

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ID 723 After the Forest Burning: Where Should the Malind's Tribe in Papua Belong?

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ID 725 Factors Influencing SME Performance: The Mediating and Moderating Role of Social Media Adoption and Organizational Culture

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ID 726 Communication Skills during Online Learning among Business Students: Does it Match with Business Case Method?

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ID 731 Speaker 1

DR. REKHA PRASAD, RETIRED PROFESSOR, IM BHU

ID 732 Speaker 2

Laila El Abbadi, Professor, Department of Informatics, Logistics and Mathematics, Head of Industry, Logistics, Data Analysis and Protection Research Group, National Schools of Applied Sciences of Kenitra, Ibn Tofail University, Kenitra, Morocco, Faculty Advisor, IEOM Ibn Tofail University Chapte

ID 733 Speaker 3

Auditya Purwandini Sutarto, Department of Industrial Engineering, Faculty of Engineering, Universitas Qomaruddin Gresik

ID 734 Speaker 4

Adnan Hassan, Department of Materials, Manufacturing & Industrial Engineering, School of Mechanical Engineering, Universiti Teknologi Malaysia, Skudai, Johor 81310, Malaysia

ID 735 Speaker 5

Habibah Norehan Hj Haron, Razak Faculty of Technology and Informatics, Universiti Teknologi Malaysia, Kuala Lumpur, Malaysia

Farhan bin Mohamed, University Industry Research Laboratory, Universiti Teknologi Malaysia, Johor Bahru, Malaysia

Muhammad Ismail Mat Isham and Chan Vei Siang, School of Computing, Faculty of Engineering, Universiti Teknologi Malaysia, Johor Bahru, Malaysia

ID 736 Speaker 6

Markus Hartono, Department of Industrial Engineering, University of Surabaya, Jalan Raya Kalirungkut, Tenggilis, Surabaya 60293, Indonesia