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Forms Completion submitted (02-Nov-2021) - view	AE: ORDOÑEZ DE PABLOS, PATRICIA EIC: ORDOÑEZ DE PABLOS, PATRICIA EA: ORDOÑEZ DE PABLOS, PATRICIA	JSTPM-01-2021-0005.R3	Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile Banking	12-Aug-2021	02-Nov-2021
	<ul style="list-style-type: none"> Accept (02-Nov-2021) 				
	<p>view decision letter</p> <p>Contact Journal</p>				
a revision has been submitted (JSTPM-01-2021-0005.R3)	AE: ORDOÑEZ DE PABLOS, PATRICIA EIC: ORDOÑEZ DE PABLOS, PATRICIA EA: ORDOÑEZ DE PABLOS, PATRICIA	JSTPM-01-2021-0005.R2	Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile Banking	28-May-2021	09-Aug-2021
	<ul style="list-style-type: none"> Minor Revision (09-Aug-2021) a revision has been submitted 		View Submission		
	<p>view decision letter</p> <p>Contact Journal</p>				
a revision has been submitted (JSTPM-01-2021-0005.R2)	AE: ORDOÑEZ DE PABLOS, PATRICIA EIC: ORDOÑEZ DE PABLOS, PATRICIA EA: ORDOÑEZ DE PABLOS, PATRICIA	JSTPM-01-2021-0005.R1	Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile Banking	16-Feb-2021	09-Apr-2021
	<ul style="list-style-type: none"> Major Revision (09-Apr-2021) a revision has been submitted 		View Submission		
	<p>view decision letter</p> <p>Contact Journal</p>				
a revision has been submitted (JSTPM-01-2021-0005.R1)	AE: ORDOÑEZ DE PABLOS, PATRICIA EIC: ORDOÑEZ DE PABLOS, PATRICIA EA: ORDOÑEZ DE PABLOS, PATRICIA	JSTPM-01-2021-0005	Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile Banking	05-Jan-2021	26-Jan-2021
	<ul style="list-style-type: none"> Major Revision (26-Jan-2021) a revision has been submitted 		View Submission		
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Subject: Journal of Science and Technology Policy Management - JSTPM-01-2021-0005.R3

Date: Thursday, 12 August 2021 22.52.34 Eastern Indonesia Time

From: Journal of Science and Technology Policy Management

To: d.inan@unipa.ac.id

12-Aug-2021

Dear Dr. Inan,

Your manuscript entitled "Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile Banking" has been successfully submitted online and is presently being given full consideration for publication in the Journal of Science and Technology Policy Management.

Your manuscript ID is JSTPM-01-2021-0005.R3.

Please mention the above manuscript ID in all future correspondence or when calling the office for questions. If there are any changes in your street address or e-mail address, please log in to ScholarOne Manuscripts at <https://mc.manuscriptcentral.com/jstpm> and edit your user information as appropriate.

You can also view the status of your manuscript at any time by checking your Author Centre after logging in to <https://mc.manuscriptcentral.com/jstpm>.

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Thank you for submitting your manuscript to the Journal of Science and Technology Policy Management.

Yours sincerely,

Prof. PATRICIA ORDOÑEZ DE PABLOS

Journal of Science and Technology Policy Management

<https://orcid.org/0000-0002-1945-5342>

Subject: Journal of Science and Technology Policy Management - Decision on Manuscript ID JSTPM-01-2021-0005.R2
Date: Tuesday, 10 August 2021 00.51.45 Eastern Indonesia Time
From: Journal of Science and Technology Policy Management
To: d.inan@unipa.ac.id
Attachments: Attached standard file: * How-to-submit-a-revision.pdf

09-Aug-2021

Dear Dr. Inan, Manuscript ID JSTPM-01-2021-0005.R2 entitled "Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile Banking" which you submitted to the Journal of Science and Technology Policy Management, has been reviewed. The comments of the reviewer(s) are included at the bottom of this letter.

The reviewer(s) have recommended publication, but also suggest some minor revisions to your manuscript. Therefore, I invite you to respond to the reviewer(s)' comments and revise your manuscript.

To revise your manuscript, log into <https://mc.manuscriptcentral.com/jstpm> and enter your Author Centre, where you will find your manuscript title listed under "Manuscripts with Decisions." Under "Actions," click on "Create a Revision." Your manuscript number has been appended to denote a revision.

You will be unable to make your revisions on the originally submitted version of the manuscript. Instead, revise your manuscript using a word processing program and save it on your computer. Please also highlight the changes to your manuscript within the document by using the track changes mode in MS Word or by using bold or coloured text.

Once the revised manuscript is prepared, you can upload it and submit it through your Author Centre.

When submitting your revised manuscript, you will be able to respond to the comments made by the reviewer(s) in the space provided. You can use this space to document any changes you make to the original manuscript. In order to expedite the processing of the revised manuscript, please be as specific as possible in your response to the reviewer(s).

IMPORTANT: Your original files are available to you when you upload your revised manuscript. Please delete any redundant files before completing the submission.

Because we are trying to facilitate timely publication of manuscripts submitted to the Journal of Science and Technology Policy Management, your revised manuscript should be uploaded as soon as possible. If it is not possible for you to submit your revision in a reasonable amount of time, we may have to consider your paper as a new submission.

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Once again, thank you for submitting your manuscript to the Journal of Science and Technology Policy Management and I look forward to receiving your revision.

Yours sincerely,
Prof. PATRICIA ORDOÑEZ DE PABLOS
Editor, Journal of Science and Technology Policy Management
patriop@uniovi.es

Reviewer(s)' and Associate Editor Comments to Author:

Referee: 1

Recommendation: Minor Revision

Comments:

The relationship between Service Quality and SDT constructs is possible but I think the author needs strong empirical evidence to support it.

Additional Questions:

1. Originality: Does the paper contain new and significant information adequate to justify publication?: Yes. The paper seeks to introduce Self-Determination theory to support the relationship between Service Quality and Continuous Usage of Mobile Banking

2. Relationship to Literature: Does the paper demonstrate an adequate understanding of the relevant literature in the field and cite an appropriate range of literature sources? Is any significant work ignored?: It is a good attempt to link Wellbeing with relatedness, autonomy and competence because Ryan and Deci, 2001 have stated their sub concept under well-being. However, He et al. 2020; Su et al., 2016 in measuring Wellbeing did not examine relatedness, competence, and autonomy in their studies. Therefore, these studies cannot be used as empirical evidence for the development of a hypothesis. Will it be appropriate to say that Ryan and Deci, 2001 also used the SDT (relatedness, competence and autonomy) in predicting wellbeing? Though relatedness, competence and autonomy are related, the use of them to form hypotheses for Service Quality is not strong due to a lack of empirical studies.

The relationship between Service Quality and SDT constructs is possible but I think a Conceptual paper is needed to explain this first.

The studies cited (He et al.,2020; Su et al., 2016) did not show how an information system's Service Quality affects the various Constructs.

3. Methodology: Is the paper's argument built on an appropriate base of theory, concepts, or other ideas? Has the research or equivalent intellectual work on which the paper is based been well designed? Are the methods employed appropriate?: YES

4. Results: Are results presented clearly and analysed appropriately? Do the conclusions adequately tie together the other elements of the paper?: YES

5. Implications for research, practice and/or society: Does the paper identify clearly any implications for research, practice and/or society? Does the paper bridge the gap between theory and practice? How can the research be used in practice (economic and commercial impact), in teaching, to influence public policy, in research (contributing to the body of knowledge)? What is the impact upon society (influencing public attitudes, affecting quality of life)? Are these implications consistent with the findings and conclusions of the paper?: The implications for pursuing service quality and SDT dimensions were presented.

6. Quality of Communication: Does the paper clearly express its case, measured against the technical language of the field and the expected knowledge of the journal's readership? Has attention been paid to the clarity of expression and readability, such as sentence structure, jargon use, acronyms, etc.: YES

Referee: 2

Recommendation: Accept

Comments:

The paper has improved significantly. However, the paper requires adding a framework of the methodology and professional proofreading before publication.

Additional Questions:

1. Originality: Does the paper contain new and significant information adequate to justify publication?:

The paper is interesting. Studying the service quality and Self-Determination theory usage intention of Mobile Banking in Indonesia is important for many other developing countries. The paper has improved significantly after revision.

2. Relationship to Literature: Does the paper demonstrate an adequate understanding of the relevant literature in the field and cite an appropriate range of literature sources? Is any significant work ignored?:

Yes, the paper demonstrates an adequate understanding of the relevant literature. The author(s) have improved this section according to the reviewers' comments.

3. Methodology: Is the paper's argument built on an appropriate base of theory, concepts, or other ideas? Has the research or equivalent intellectual work on which the paper is based been well designed?

Are the methods employed appropriate?: Yes, the paper's argument is built on an appropriate base of theory. The methodology is appropriate, and the explanation is better now. Still, it is recommended to add a framework of all the steps taken in the methodology.

4. Results: Are results presented clearly and analysed appropriately? Do the conclusions adequately tie together the other elements of the paper?:

Yes, the results are presented clearly and analyzed appropriately.

The authors(s) have addressed the comments of the reviewers adequately.

5. Implications for research, practice and/or society: Does the paper identify clearly any implications for research, practice and/or society? Does the paper bridge the gap between theory and practice? How can the research be used in practice (economic and commercial impact), in teaching, to influence public policy, in research (contributing to the body of knowledge)?

What is the impact upon society (influencing public attitudes, affecting quality of life)? Are these implications consistent with the findings and conclusions of the paper?:

The study contributes to the growing body of knowledge about the literature of the continuance usage intention of m-banking. Self-Determination Theory (SDT) is important to understand and contribute to the M-banking post-adoption factors. The research aims to investigate to

improving the understanding of the banking industries of the predictive factors: service quality and the self-determination of the theory that can influence significantly to retain the m-banking custom.

6. Quality of Communication: Does the paper clearly express its case, measured against the technical language of the field and the expected knowledge of the journal's readership? Has attention been paid to the clarity of expression and readability, such as sentence structure, jargon use, acronyms, etc.:

The paper still needs professional proofreading to correct all the spelling, structural and grammatical mistakes.

Associate Editor

Comments to the Author:

(There are no comments.)

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Subject: Journal of Science and Technology Policy Management - Author update

Date: Tuesday, 10 August 2021 00.48.31 Eastern Indonesia Time

From: Journal of Science and Technology Policy Management

To: d.inan@unipa.ac.id, nizar@cs.ui.ac.id, r.juita@unipa.ac.id

09-Aug-2021

Dear Author(s),

It is a pleasure to inform you that all required reviews have been received for your manuscript entitled "Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile Banking" and that your paper is now awaiting an Editor Decision.

Yours sincerely,

Prof. PATRICIA ORDOÑEZ DE PABLOS

Journal of Science and Technology Policy Management

patriop@uniovi.es

Subject: Journal of Science and Technology Policy Management - Author update
Date: Monday, 31 May 2021 22.46.21 Eastern Indonesia Time
From: Journal of Science and Technology Policy Management
To: d.inan@unipa.ac.id, nizar@cs.ui.ac.id, r.juita@unipa.ac.id, f.soemawilaga@cs.ui.ac.id, f.melinda@cs.ui.ac.id, p.puspacinantya@cs.ui.ac.id, y.amalia@cs.ui.ac.id

31-May-2021

Dear Author(s),

It is a pleasure to inform you that your manuscript titled Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile Banking (JSTPM-01-2021-0005.R2) has passed initial screening and is now awaiting reviewer invitation.

The manuscript was submitted by Dr. Dedi Inan with you listed as a co-author.

As you are listed as a co-author, if you have not already done so please log in to <https://mc.manuscriptcentral.com/jstpm> and check that your account details are complete and correct, these details will be used should the paper be accepted for publication.

Yours sincerely,
Prof. PATRICIA ORDOÑEZ DE PABLOS
Editor, Journal of Science and Technology Policy Management