



PT MAJU MALAQBI MAKKARANA
**ECONOMICS AND BUSINESS JOURNAL
(ECBIS)**

TERAKREDITASI SINTA • E-ISSN: 2963-7589



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LETTER OF ACCEPTANCE (LOA)

ID LoA: 598/ECBIS Journal/Vol4/No6/2026

Dear Author(s):

Desy Marpaung, Lambok DR Tampubolon

Thank you for submitting your research paper to **Economics and Business Journal (ECBIS)**. We are pleased to inform you that your manuscript entitled:

"Analysis of the Influence of Human Resource Quality, Waiting Time, and Facilities on Customer Satisfaction, Moderated by Service Quality, at Bhayangkara Level II Hospital, Medan"

Based on the peer-review reports and editorial team decisions, your article has been officially **ACCEPTED** for publication in **Economics and Business Journal (ECBIS)**, scheduled for **Volume 4 No. 6 (2026)**.

Please check and monitor the status of your article after publication via our official journal portal using the article link: <https://ecbis.net/index.php/go//article/view/598>

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PUBLISHED BY

PT Maju Malaqbi Makkarana • Perumahan Nusa Harapan Permai B15 No.2 BTP Kota Makassar, Indonesia
WhatsApp: +6285299931836 • Email: ecbis.journal@gmail.com



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CERTIFICATE OF PUBLICATION

ECONOMICS AND BUSINESS JOURNAL (ECBIS)
E-ISSN: 2963-7589

This certificate is proudly awarded to:

Desy Marpaung, Lambok DR Tampubolon

In recognition of the publication of the research paper titled:

"Analysis of the Influence of Human Resource Quality, Waiting Time, and Facilities on Customer Satisfaction, Moderated by Service Quality, at Bhayangkara Level II Hospital, Medan"

Journal: Economics and Business Journal (ECBIS)

Registration No: LOA20260903183402

Publication Edition: Volume 4 No. 6 (2026)

Certificate ID: CERT/598/ECBIS Journal/2026



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(ECBIS)**