

# A Study on Managing Customer Taking Advantages of Strict Customer Friendly Policies Using Fake Orders of Products

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**Abstract---** *In a particularly competitive distribution sector, a way to attain competitive advantage is to substantiate that the consumers unit of measurement happy. It is together an indisputable fact that having a good transport system could also be a pleasant issue to substantiate long haul services and growth the company. The study is to look out the role transportation play in achieving consumer satisfaction inside the non-public distribution sector a case study. Eventually, the results unit of measurement meant to boost this levels of consumer satisfaction with the form of transportation. Specifically it seeks to uncover the factors accounting for consumer satisfaction in transportation of merchandise. The study reviewed major theoretical area to develop a framework that implies that consumer satisfaction in Distribution Company would be Associate in nursing operator of service quality and consumer orientation of service staff. The info from the study planted staff and customers of xxxv people and was analyze through a descriptive statistics. The study reveals that the mode of transportation doesn't constantly reach swish delivery and satisfaction desired but adds value to the mode of transport. It together shows that delivery times to customers don't seem to be constantly meet. Most shoppers together agree that increase in client satisfaction together depends on transportation. Moreover, it's counsel on the premise of the proof that to understand consumer Satisfaction higher, the company ought to survey customers regarding every perceived service quality and therefore the perception regarding satisfaction. As further and extra enterprises notice the importance of adjusting into customer-centric in these days silos competitive economy, they embrace client relationship management as a core business strategy. Consumer relationship management associate integration of information technology and relationship commerce, provides the infrastructure that facilitates long relationship building with customers at associate enterprise-wide level. However, not all firms square measure prosperous in their client relationship management implementations. Many embody an elaborate implementation technique, notably in developing countries like China. This paper examines the implementation of client relationship management at variety one advanced company in Republic of India, and summarizes the factors that end in the success of client relationship management comes in Republic of India context supported the framework projected inside the paper. The results from the case study together counsel that people, technology, and business processes square measure all key enablers in client relationship management of implementation.*

**Keywords---** *Customer Management, Customer Expectations of Service, Police Using Fake of Orders Products.*

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## I. INTRODUCTION

Good shopper service is all concerning transportation customers' come. Additionally, concerning causing your business on to others them away happy enough to pass regeneration concerning, World Health Organization might then try the merchandise or service you give for themselves and in their flip become repeat customers. If you are honest worker, you'll be ready to sell one thing to anyone once. However, to shopper service that determines it will be your approach and the way do I approach forming such a relationship? Whether or not you will ever be ready to sell that person something. A relationship that that individual client feels and also the essence of wonderful shopper service is forming a relationship with shoppers that he would like to pursue. By memory, not what you say the one true secret of wonderful shopper service and acting consequently. You are planning to be decide by what you are doing. I do know these verges on the kind of statement that's sometimes seen on a sampler, but providing smart shopper service could also be a straightforward issue. Steps to good shopper Service talking answer.

## II. CUSTOMER MANAGEMENT

### 1. *Get telephony*

A responsive service would like to talk to an individual, recorded mechanism is not a pretend rent employees if you want to. However, make sure someone phone once somebody calls your business that someone is memorizing the. Notice I say somebody of the parents that call. For a great deal of on responsive the phone, see Phone responsive Tips to Win Business.

### 2. *Do not create guarantees*

As further and extra enterprises notice the importance of fixing into economy, they embrace client relationship management as a core business strategy. Relationship commercialism provides the infrastructure that facilitates long relationship building with customers at degree enterprise-wide level and Shopper relationship management degree integration of information technology.

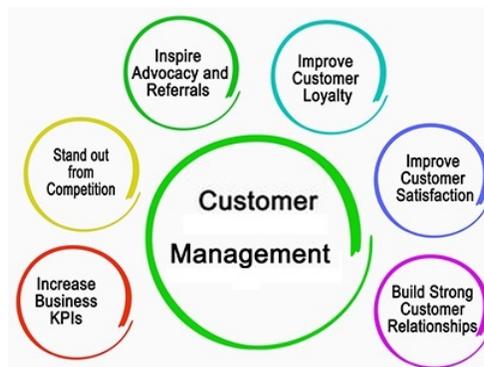


Fig.1: Customer Management

### 3. *Hear your customers*

Asearch the improvement of client relationship management at variety one advanced company in Republic of India, and that lead to the success of client relationship management summarizes the factors comes

in Republic of India context supported the framework projected among the paper. Jointly counsel that people from the case technology and the results study, and business processes are all key enablers in client relationship management of implementation.

#### **4. *Wear down complaints***

This initial profit utilization into the discussion of inexperienced power. It is ever increasing as humans, our demand for energy. Measure being progressive and introduced to the extraordinary world of this continues to be the case as additional countries unit of technology. Exercise plays its zero.5 among the inexperienced energy dialogue bound merchandise by reducing the number of energy needed to manufacture. This reduces gas lowers world energy consumption and emissions generated by the producing methodology.

#### **5. *Be useful***

The customers, may be know that you simply happy to just directly. After you recycle, you what is more might eliminate the requirement for see the impact through lower prices structure to a mass materials passes of the processes like containing and process. They need already got the material they need from you; therefore, it is merely a matter of proposing it.

#### **6. *Train your workers***

If you have got any to be forever helpful, courteous, and knowledgeable. Do someone to educate him or her it yourself or rent. Ask for recommendation from them relating to good shopper changes of service and what it's not often. Most importantly, supply every member of your staff enough information and power to form those very little customer-pleasing picks, so he ne'er has to say, I don't apprehend, but bum ar progressing to be back.

#### **7. *Take the additional step***

If someone asks, you to help them notice one issue and walks into your store, don't merely say. The shopper to the item. Higher the return, wait and see on it if he has queries, or extra needs. in spite of the extra step might even be, if you would like to produce sensible shopper reprocessing service, take it. These won't say therefore to you, but people notice once people produce a further affected and might speak one thing others.

#### **8. *Give a contribution one thing additional***

It is a future coupons of discount, additional info on some way to the merchandise use, or a true smile, they thought they were getting people wish to get quite. Additionally, don't suppose that a gesture has to be huge to be effective. The native art construct that they tend to use package attaches a of image to every image he collages. Very little issue, but so appreciated.

### **III. UNDERSTANDING CLIENT/CUSTOMER EXPECTATIONS OF SERVICE**

- Same firms have quite simply a competitive advantage in client service they need unwavering client loyalty. However do they are doing it? The authors argue that the key to providing superior service is

knowing and responding to client expectations. Through their analysis, two very different styles of expectations emerged, each of which might modification over time and from one service encounter to subsequent for an equivalent client. By responding fittingly to those expectations, managers will be on their thanks to developing a customer franchise.

- Understandings consumer expectations could also be a necessity for delivering superior service; customers compare perceptions with expectations once deciding a firm's service. However, the character of consumer service expectations and also the approach they're intentional has remained ambiguous. Researchers have made public consumer service expectations throughout a form of how within which but with no abstract framework to link different types of expectations or indicate their interactions in influencing perceptions of service performance.

- Motivated by the necessary role of shopper expectations in commission quality assessments, and by the restricted knowledge regarding their structure and formation, we've undertaken a study designed to answer several basic questions: What is that the character of customers' service expectations? Unit of measurement their differing types of expectations. What factors influence the formation of these expectations? How stable unit of measurement the expectations? Do they modify over time? Do they vary across service things and across customers? How can companies manage expectations to bolster customers' perceptions of service? What can companies do to exceed customers' expectations?

- To answer these and connected queries we tend to conducted sixteen focus cluster interviews with customers in six service sectors (automobile insurance, industrial property and casualty insurance, business instrumentation repair, truck and tractor rental and leasing, automobile repair, and hotels. Eight of our focus cluster interviews were with business customers and eight were with customers. We tend to describe our analysis approach in additional detail within the Appendix.



Fig.1: Client/customer Expectations of Service

- The analysis reportable on here is that the most recent introduce associate current subject of study on services clearness. The systematically learning this subject passes to a strictly style sequence of each building on, added to, and analysis is split the phases, and process in sides from dividing the phases. The analysis tools

explore has been to queries pass the analysis, we discover, then check the relation between the customers sat intervals the elements through systematic analysis.

- We tend to debate key findings from our hottest analysis half. Since this half was a qualitative, half our results square measure extra at intervals the variability of preliminary conclusions than by trial and error verified to the analysis. we tend to tend to can all constant, the insights we tend to tend to debate here square measure supported consistent patterns of responses and these conclusions explore in our next quantitatively analysis half. Obtaining the main focus groups in town is representing varied business and consumer kinds. we tend to tend to interview every business customers owing to we tend to tend to thought one team is expectations might disagree from the others. They tend to go looking least variations. Understand the consumer requirements.

#### **IV. STRICT CUSTOMER FRIENDLY POLICIES USING FAKE ORDERS PRODUCT**

However, the fake-product-problem isn't incorrigible; there square measure still some solutions on the market to unravel these problems. The government might play a awfully necessary role to restrain fake-products flowing inside the market. The govt. might support a section of companies' innovation-project, as associate example, bear a section of a company's vogue expense to support the look of a product they produce on their own instead of copy different existing product. These funds might come back from either wise or faux corporations. most manufacturers have restricted capital, to chop back their prove expense, so as that they forever copy different exist product. Even some manufacturer copies different company is whole to avoid wasting the expensive creating expense. Yet, if the govt. coated some innovation expense, companies' expense is reduced, and designers wage would be accumulated, consequently designers or innovators passion square measure aroused and firms square measure able to turn out their own product and notice some patents.

Consequently they could gain rather additional profit. Finally, not alone created in Republic of India|Bharat|Asian country Asian nation would be replace by designed by India, but to boot the amount of fake-products square measure reduced. On the alternative hand, the govt. might to boot increase penalization of counterfeiters and provide awards or incentives to whistleblowers to increase voters awareness of copyright. As associate example, once offender is found, they have to pay huge fines to the govt. . This money must exceed the complete value of their fake-products thrice, thus this money need to be accustomed support different legitimate corporations. to boot to the present, the govt. need to reward whistleblowers money. This cash additionally ought to return from a part of the fine from the illegitimate company they impeached. To boot, government got to boot people to induce fake-products. Once someone is found to possess bought fake-products, he or she got to go to pay identical amount of money as its quality wise to the government. Then government got to use this money to support some legitimate corporations. Therefore, once this strategy is carried not only the counterfeiter's square measure punished, but to boot variety of legitimate corporations got to receive cash facilitate. The most forceful technique to unravel the fake-product drawback is to increase copyright awareness education. Some colleges or high schools got to add some elective classes related to copyright awareness, to increase people's copyright awareness once they're students.

the extra awareness of copyright there's the higher wages of designers there'll be, that suggests further people with talent square measure willing to undertake and do vogue work whereas less designers would modification their major or go abroad to hunt out another job. Once a company finds people with wise skills of favor, they have the flexibleness to create their own product, and earn further profit.

## **V. POLICE USING FAKE OF ORDERS PRODUCTS**

### ***1. Fake order of products begun with the counterfeiting of cash that evolved to the counterfeiting of products***

The faux merchandise square measure produces in Asian nation. There's numerous information on social consequences of counterfeiting in China where they're manufactured by children bureau are below the age of sixteen. Most of these children square measure orphans bureau work and live at lower place really frightful things. There has in addition been proof of production of counterfeit merchandise in Asian nation. Once we have a tendency to go searching in our homes, offices, everywhere around North yank nation everywhere a reality. We can square measure able to count the number of things that are created in Asian nation. From basics to huge instrumentation and even the computers we have a tendency to tend to use daily there is a minimum of 1 factor we have a tendency to tend to use that's created in China.

All first-time users can mechanically receive. Daydiscount not entirely is it unhealthy that we tend to tend to use these things; but, we tend to tend to square measure unaware of the very fact that they're factory-made in industries that exploit children. This square measure homeless children office square measure for the most part orphans and haven't any voices to demand for his or her protection and rights. This makes the assembly costs to be terribly low that the merchandise in addition end up being terribly affordable as compared to the originals and this is often what attracts most patrons, the low prices. Poverty is answerable for the flow of the counterfeits. Raids inside the suburbs of borough in long island have in addition unearthed cartels pass contraband immigrants making an attempt to create a living in America. It entirely shows that counterfeiting is completed anyplace and for as long we tend to tend to keep up the demand for this merchandise, their production will prevail.

### ***2. The counterfeit merchandise has loads of negative effects***

It is estimable that the interchange counterfeit merchandise compose 6 June 1944 to seven-member of the full trade everyplace the earth. The trade is estimable to worth over \$600 billion dollars value of counterfeit merchandise that each year square measure produces into the market. This frightful trade, in 2010, caused a world sales loss of estimable by organizations. The worldwide loss, the corporations' lost associate estimable that would be a amount of money. The loss important associate estimable giant loss of over jobs in America alone. The matter is international and affects most aspects of people's lives. Governments the earth over try to fight this menace because of the economic impacts it's on the earth economies. Counterfeiting costs the \$64000 businesses over \$600 billion. This ends up in major job cuts since most corporation notice they cannot compete fairly.

### ***3. Counterfeiting is worker by criminal organization for them to induce funds to fund their bootleg activities***

Criminal organizations and terrorists use counterfeits as their main provider of finance. Organizations just like the Mexican cartel, the Yakuza, the front, al-different criminal groups depend on counterfeit merchandise sales for his or her funding. Counterfeiting to boot works inside the funding of human trafficking, drug commerce, weapons trade, murder, black market, kidnapping, and in several criminal activities. typically this can be often mainly why the trade has been therefore burdensome to beat since it's criminal hardliners protecting it and even worse is that the indisputable fact that every day we have a tendency to tend to withdraw and keep it alive by buying these merchandise.

### ***4. In places where counterfeits are produce, children below the age of sixteen are used to build this counterfeits***

We are the custodians of the children of the earth however; we tend to tend to look to be closing our eyes on the issues that have a bearing on them. Their human rights are desecrated on everyday notably the orphans and other people from poor backgrounds. Instead of educating them, we tend to tend to still give them another day to travel add the consumptive counterfeit trade by buying the counterfeit merchandise. Starvation, abuse and even death of child laborers are reportable from this trade by the media but we tend to tend to look to forget all regarding them straightaway.

Besides just being the right issue to do to try to service, consumer has very most vital benefits: 1st, the of honest consumer service policies. Policies of mouth of word of you'll be able to first off unfold, activity you with invaluable connected and whole constriction. It generates trust in conjunction with your customers, World Health Organization will return to in conclusion that you simply are able to any issue solve any they have with none drawback. Additionally, second, there's the great factor regarding word of mouth:

Most considerably, honest consumer service will improve your bottom line. It is additionally progress the aim at your business by construction a business atmosphere employee can behappy. An investment in client happiness tends to come back up with larger increasing by profits of consumer and giving client further price. There are 3 necessary samples of companies getting service consumer right:

Zippos is an online product merchandiser is attentive to but necessary shopper service. Facilitate for patrons to look all out stock things on contestant websites; and no less cost returns it regularly goes the extra ways that, with shipping next day on orders created before of the midnight; Zippos that it's even ensures passive shopper services is sensible via an inventory system of management that's correct of the time. By teaching shopper services in each all issue it'll, Zippos has ready been to construct self to the important on-line arrangement.

### ***L.L. Bean***

L.L. Bean structure and rugged outcome, ways that and tenting merchandise, yet as clothes, backpacks, footwear, and baggage. World Health Organization repeatedly came a backpack, Fuller responded: L.L.

Bean's chief commercialism managers, however repeatedly talked relating to the very fact that she is came that backpack and L.L. Bean gave her a innovative whereas not question. It is far-famed for producing quality merchandise and is available back that name with its unthinkable amount of your time guarantee. While a amount guarantee may appear variety of a gimmick, even 10 years previous. Has antecedently mentioned he believes this may be an outsized advantage and it'll gaily come things that area unit one, five.L.L. Bean takes this very seriously. In improve to associate degree reports, many reporter's pictures that's very the price of the guarantee.

### *Amerisleep*

Saleroom mattresses modify to visualize a clear comfort for several seconds; but, an internet website doesn't modify you to undertake it in any respect. We determined to indicate this interrupts into probability. Therefore, to verify that client understand a pad that operating for the advance of the policies. We offer on a daily basis of the trial. We have been partner with native charities to gift. Any came mattresses and facilitate in wish policies. Within when we have a tendency to first begin, a supplier, the foremost necessary several drawbacks we've a bent to feature was overcoming the hurdle of mercantilism mattresses on-line. The terribly less instance of that a consumer has not search the right batch; the to boot take consumer satisfaction a step extra by still as a year warrant with pad any our tradesman purchase. Mix with the prolonged trial surely that every consumer is glad in conjunction with her purchase.

## **VI. ADVANTAGE**

### *1. Recycling taken into consideration*

one altogether the best things we tend to area unit able to do as separate voters pollution onto decrease our planet. it's notably really our energy absorbs theistreduces environmentally friendly, on a world scale. Therearea unit quite few different edges to utilization additionally, that we are going to get into among the paragraphs to follow. we are going to even be taking a a lot of in-depth crosscheck the few advantages listed more than. Without any a lot of hustle, we tend to tend to gift to you the advantages of utilization.

### *2. Reduced Energy Consumption*

This initial profit is what catapults utilization into the discussion of inexperienced energy. Ashumans, our demand for energy is ever increasing. As customers, you'll be happy to understand simply} just directly see the impact through lower prices. This continues to be the case as extra countries area unit being progressive and introduced to the extraordinary world of technology. Recycling plays itsat intervals the inexperienced energy dialogue by reducing the amount of energy required to manufacture certain merchandise. This reduces gas emissions generated by the manufacturing technique and lowers world energy consumption. They have already got the material they need from you, therefore it's merely a matter of repurposing it. When you recycle, you moreover could eliminate the requirement for manufacturers to amass raw materials through processes like mining and process.

### **3. *Minimized Pollution***

What do all of them have in common? They are classified as industrial waste that is that the primary supply of pollution to our planet in today's world. Coke bottles, soda cans, and people plastic ring holders. Rather than those soda cans going into a lowland to muddle the world, they are taken back to the manufacturer to be softened and reused. By utilization, you drastically cut back the quantity of commercial waste. The less waste we tend to throw onto the world, the cleaner and safer it will be for future generations to come back.

### **4. *Thought of terribly Friendly***

The Amazon rain forest continues to be raze over in record amounts. so approved chucking their used materials into that blue bin. Why? to create further of our precious paper merchandise. Recycled paper merchandise mean less trees that need being block and processed. This alone is one altogether the most reasons pro-recyclers feel. Recycling is Associate in nursing act which will heavily have an effect on the deforestation draw back on Earth. Whenever you're doing it, you're most likely saving a tree from being block.

### **5. *Slows the speed of Resource Depletion***

However, the priority continues to be there. By utilization, you limit the necessity to mine and use those raw materials to form new merchandise. Instead, your recycled material is employee. Eventually, the world goes to run out of raw materials. It is not be for a protracted whereas; can you imagine what number natural resources we might conserve if everyone on the world recycled?

### **6. *Fights heating***

Global warming continues to be a heated dialogue topic across the globe. The other manner is by reducing the number of waste that's burned once it's time to clear some space. We have already mentioned earlier a way that utilization reduces gas emissions. By utilization, less material becomes waste that has got to be burned and it's instead worker in ways in which within which area unit rather additional useful to the atmosphere. Burning piles of waste leads to toxic emissions that accelerate the speed at that our planet is warming up.

### **7. *Decreases lowland Waste***

Recycling used merchandise means less trash into landfills. This will be a wise issue since landfills slowly destroy the natural atmosphere. Simply put, we have a tendency to tend to try to not want them to remain growing. Already existing utilization programs forestall loads of waste from being drop into landfills annually, and that they area unit only sick. We have already indirectly mentioned it a number of times through the advantages, but we have a tendency to tend to feel it deserves its own spot at intervals the limelight.

## VII. CONCLUSION

Fake orders products merchandise area unit an enormous drawback to the society; this drawback affects all in conclusion, delivering client price is that the responsibility of the whole organization at massive, this includes all the departments and the workers along. If a corporation points at the promoting department to try to all the promoting then the corporate has not enforced effective promoting therefore it will be less economical. It is the task of all workers to understand that their duty is to form, serve, and satisfy customers thus on bring home the bacon potency within the organization and therefore deliver price effectively and expeditiously. Aspects of the society, political, economic and social. A haul affects all with fatal consequences. There reports of Fake orders products medication within the market, counterfeit food, counterfeits garments and virtually each product. Additionally there are a unit aspects of criminals finance and the use of youngsters within the production of the merchandise. It is so vital that each individual ensures that continually make sure that solely purchase and consume real merchandise.

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