**Detailed Instructions for Authors and Editors**

### Manuscript Submission

It is the responsibility of authors to ensure the originality, authorship, accuracy, complete reference, coherent organization, and legible appearance of their manuscripts. Submission of a manuscript implies: that the work described has not been published before; that it is not under consideration for publication anywhere else; that its publication has been approved by all co-authors, if any, as well as by the responsible authorities -- tacitly or explicitly -- at the institute where the work has been carried out. The publisher will not be held legally responsible should there be any claims for compensation.

Use of high-quality grammar and style is essential. Authors should employ the services of a professional editor if they need assistance with grammar and style. The formatting template will be provided at the journal website after the paper is accepted.

### Permissions

Authors wishing to include figures, tables, or text passages that have already been published elsewhere are required to obtain permission from the copyright owner(s) for both the print and online format and to include evidence that such permission has been granted when submitting their papers. Any material received without such evidence will be assumed to originate from the authors.

### Online Submission

Authors should submit their manuscripts online. Electronic submission substantially reduces the editorial processing and reviewing times and shortens overall publication times. Manuscripts should be submitted electronically to the Website listed below.

**URL address for submissions:** http://www.soss.or.kr/journal_submit

### Review Process

**Journal of Service Science Research (JoSSR) uses a double-blind review process with respect to authors and reviewers; however, it is possible that a reviewer may have seen an earlier version of the research in the form of a conference paper, a paper presented at a research seminar, or a working paper.** The Editor-in-chief and an editor from the editorial board are aware of author identity. The authors are not aware of the identity of the editor.

- The editor-in-chief first screens the submission. The editor-in-chief evaluates whether the paper (1) addresses a topic within the scope of JoSS and (2) has achieved a level of quality that justifies further evaluation by a review team.
- If submissions do not pass the initial screening, they are returned to the authors as inappropriate submissions.
- Papers that pass the initial screening are then subject to the review process.
- The editor-in-chief may select a panel of reviewers (usually two or three), or may choose an editor from the editorial board for taking charge of the remaining review process.
- Once review comments are returned to the editor, the editor assimilates them and makes an editorial recommendation regarding publication, revision, or rejection. The editor uses this recommendation as a basis for his/her final decision.
- The editor is guided by the recommendations of reviewers, but he/she does not necessarily comply with the majority recommendation of the reviewers. Instead, he/she is required to make his/her own judgment on the merits of a paper. Similarly, the editor-in-chief is guided by the recommendations of reviewers and the editor, but required to make his/her own judgments on the merits of a paper.
- The editor-in-chief makes a final decision on a manuscript and sends a copy of the reports provided by the reviewers and the editor to authors.
- A referee's decision is made in four categories as "acceptance without revision", "acceptance after minor revision", "review again after revision", and "rejection".
- The reviewed manuscript is returned back to the corresponding author with comments and
recommendations. Name and individual decisions of the reviewers are not transmitted to the author.

- For papers 'accepted without revision,' authors are asked to reformat the paper according to the publication format.
- Papers 'accepted after minor revision' are returned to corresponding authors for minor revision. Resubmitted papers do not go through another full process of peer-review but are subject to acceptable explanations for the points raised by the reviewers. However, Editor-in-Chief may request additional review or comments on the revised paper by members of editorial board, if necessary.
- Papers with 'review after major revision' are returned to corresponding authors for full revision. Resubmitted papers will go through another complete review process and are subject to acceptable explanations for the points raised by the reviewers.
- For the 'rejected' papers, a letter of rejection is sent to the corresponding author by the name of Editor-in-Chief with reasons for rejection.

Revisions are usually requested to take account of criticism and comments made by reviewers. Revised manuscripts should be re-submitted. Failure to resubmit the revised manuscripts within eight weeks is regarded as withdrawal from the publication by author(s). Corresponding author must indicate clearly what alterations have been made in response to the reviewers’ comments, point by point. Acceptable reasons should be given for noncompliance with any recommendation by the reviewers.

Once fully accepted, the final paper will be published.

The submission formatting includes:

- No more than 40 pages in length including references, illustration, and appendices
- 1-column format of double-spaced text with ample margins
- Standard A4 size
- Include all figures, exhibits, and tables in the same electronic file that contains the text.

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### Cover Page

The cover page should include:

- A concise and informative title (Running Title)
- The full name(s) of the author(s)
- The affiliation(s) and address(es) of the author(s)
- The e-mail address of the corresponding author

The authorship order should be determined by the amount of contribution to manuscript writing. The first author should be the person who made a major contribution to the work, followed by the second and third.

Corresponding author should be marked with the asterisk after the name, and the corresponding author's e-mail should be included in the title page. Omit the asterisk, if there is only one author. Corresponding author doesn't necessarily have to be the main author.

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### First Page

**First Page**

**Abstract**

**Keywords**
First Page
The first page should include:

- A concise and informative title (Running Title)
- a short abstract
- Keywords.

Abstract
The abstract should be less than 250 words.

Keywords
Please provide at least 5 keywords which can be used for indexing purposes.

Text
Text Formatting
Abbreviations
Acknowledgments

Text Formatting
Manuscripts should be submitted in MS-Word or PDF format.

- Use a normal, plain font (12-point Times Roman) for text.
- Use italics for emphasis.
- Use the automatic page numbering function to number the pages.
- Do not use field functions.
- Use tab stops or other commands for indents, not the space bar.
- Use the table function, not spreadsheets, to make tables.
- Use the equation editor or MathType for equations. Note: If you use Word 2007, do not create the equations with the default equation editor but use the Microsoft equation editor or MathType instead.
- Save your file in doc format. Do not submit docx files.

Abbreviations
Abbreviations should be defined at first mention and used consistently thereafter.

Acknowledgments
Acknowledgments of people, grants, funds, etc. should be placed in a separate section before the reference list. The names of funding organizations should be written in full.

References
Citation
Reference list

Citation
In the text as well as in footnotes, cite references by name and year in parentheses. Some examples:

- Negotiation research spans many disciplines (Thompson 1990).
This result was later contradicted (Becker and Seligman 1996).

This effect has been widely studied (Abbott 1991; Barakat et al. 1995; Kelso and Smith 1998; Medvec et al. 1993).

Reference list
The list of references should only include works that are cited in the text and that have been published or accepted for publication. Personal communications and unpublished works should only be mentioned in the text. Do not use footnotes or endnotes as a substitute for a reference list. Reference list entries should be alphabetized by the last names of the first author of each work.

Journal article

Article by DOI

In Press

Book

Book chapter

Online document

Journal Article:

Monographs and Reports:

Contributions in Monographs and Proceedings:
- Chung S-T, Morris RL (1978) Isolation and characterization of plasmid deoxyribonucleic acid from Streptomyces fradiae. In: Abstracts of the 3rd international symposium on the genetics of industrial microorganisms, University of Wisconsin, Madison, 4-9 June 1978

Thesis:

Web Resource:

Regarding abbreviation please always use the standard abbreviation of a journal’s name according to the ISSN List of Title Word Abbreviations, refering to http://www.issn.org/2-22661-LTWA-online.php
Figure and Table

Figures
Write numbers and titles under figures (For Example: Fig.1. Definition Sketch). In the printed paper, the width of each figure should be 7cm (1 column). Photo should be 3x4 or larger. Chroma printing of figure and is also available, but authors shall shoulder the cost. Image resolution should be 150~225 dpi (Grayscale), and line drawings should be 600~900 dpi (Bitmap). When placing more than two figures and photos under the same number of title, assign subtitles by dividing each figure and photo by (a) or (b). In the text, figures shall be marked as: Fig.2, Fig 3(a), Figs. 3 and 4.

Tables
Table number and title should be written in the upper portion of the table. (For example: Table 1. Summary of Resilient Modulus). When placing more than two tables under the same number of title, assign subtitles by dividing each table by (a) or (b). In the text, tables shall be marked as: Table 1, Table 2(a) and 2(b).

After acceptance

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Online First
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