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# International Journal of Service Management and Sustainability

## International Journal of Service Management and Sustainability

*International Journal of Service Management and Sustainability* (IJSMSust) is an official academic journal of Universiti Teknologi MARA (UiTM) Cawangan Sarawak. It is an international refereed journal (blind reviewed) which promotes cross-disciplinary research and managerial practices for sustainable service management. IJSMSust is published twice a year (March and September) and indexed in ASEAN Citation Index (ACI), MyCite (Malaysian Citation Centre, Ministry of Higher Education), UDL-Edge and Google Scholar.

### Aim and Scope

This journal aims to focus on service management and sustainability in order to leverage and sustain performance of the services sector as well as improve and sustain the quality of customer service (for all economic sectors), natural environment and quality of life.

The scope of this international, refereed and blind-reviewed journal (IJSMSust) includes service management and sustainability for better performance of individuals, private and public organizations, the economy, government(s), nation(s), regions(s) and the natural environment.

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#### Editorial Office:

Chief Editor, International Journal of Service Management and Sustainability (IJSMSust), Universiti Teknologi MARA Cawangan Sarawak, Kampus Samarahan, 94300 Kota Samarahan, Sarawak, Malaysia.  
Tel: +6082677723. Email: ijsms@uitm.edu.my

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Printed by Lee Ming Press Sdn Bhd, Kuching, Sarawak, Malaysia

Available online at <https://ijsmssarawak.com>

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