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## **[iCAST 2021] Information about paper #1570749160 (Service Innovation in the New Normal Era at Restaurants in Ubud Bali Tourism Area) has been changed**

2 messages

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**Amiril Azizah (icast2021@polnes.ac.id)**

<icast2021@polnes.ac.id@edas.info>

Mon, Sep 20,  
2021 at 6:07 PM

Reply-to: Amiril Azizah <icast2021@polnes.ac.id>

To: Ni Made Sudarmini <madesudarmini@pnb.ac.id>

Cc: I Wayan Pugra <wayanpugra@pnb.ac.id>, Ida Ayu Ketut Sumawidari Sumawidari <dayuketutsumawidari@pnb.ac.id>, NI Kadek Muliati

<kadekmuliatipnb@gmail.com>, Ni Wayan Sukartini <wayansukartini@pnb.ac.id>

Dear Mrs. Ni Sudarmini:

Information about your paper #1570749160 ('Service Innovation in the New Normal Era at Restaurants in Ubud Bali Tourism Area') for iCAST 2021 was changed by Ni Made Sudarmini, Darmi ():

Abstract: The objectives of this study are to 1) analyze the factors that determine service innovation in terms of service demands in the new normal era; and 2) to find out the types of service innovations in the New Normal Era at the Restaurant in the Ubud Bali Tourism Area. The number of samples studied was 100 consumers, and data were collected using interviews, observations, questionnaires, and documentation. Data collection techniques included accidental sampling. Then the data obtained were analyzed using: 1) exploratory factor, and qualitative descriptive. The results of the study showed that: 1) five factors determine service innovation in the new normal era, namely health awareness factors, technological factors, attitude and skills in service, restaurant atmosphere, and communication & product knowledge. 2) the types of service innovations that must be carried out by restaurants in the Ubud Bali tourist area are a) implementing health protocols, b) implementing a takeaway service strategy by collaborating with business startups such as Gofood and Grabfood, c) upgrading employee skills through training, and d) changing restaurant layouts. The suggestions given are: in addition to paying attention to the atmosphere, attitudes, skills, communication, and product knowledge, the most important thing to pay attention to is the application of health protocols and the use of technology.

No further action is required from you.

If you have already submitted your manuscript, you can change it at any time before the deadline, by following the instructions below:

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Regards,

Amiril Azizah, S.E., M.Si., Ph.D

Conference Chair

2021 International Conference on Applied Science and Technology (iCAST)

Conference Website : <https://icast.isas.or.id/2021/>

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**Ni Made Sudarmini** <madesudarmini@pnb.ac.id>

Mon, Sep 20, 2021 at 6:29 PM

To: Ni Wayan Sukartini <wayansukartini@pnb.ac.id>

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