

JOURNAL ARTICLE PUBLICATION STATEMENT

Letter Of Accepted (LoA)

Number : 2866/JMA/Vol4/No3/2026

Dear.

Al Malika Atayni, Eva Hany Fanida, Meirinawati, Neny Ayu Nourmanita

Thank you for submitting your best article to be published on **Jurnal Media Akademik (JMA)** with the title:

"EFEKTIVITAS SISTEM LAYANAN CALL CENTER SEBAGAI MEDIA PENGADUAN MASYARAKAT DI PERUMDA (PERUSAHAAN UMUM DAERAH) AIR MINUM SURYA SEMBADA KOTA SURABAYA"

Based on the results of the review and the decision of the editorial team, the article is declared **ACCEPTED** for publication in the **Jurnal Media Akademik (JMA)** edition **Volume 4 Number 3 Maret 2026**.

Thus we submit this letter of information to be used as it should be, we express our gratitude.

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Sidoarjo, 30 March 2026

Editor In Chief



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