

Editor's Comment:

Regarding the above-sent paper:

1. Title is too long: The relationships between e-banking service quality and e-customers satisfaction and loyalty.
2. The abstract has to be written as a narrative presentation, not by sections.
3. To highlight that the questionnaire method is at the base of the analysis.
4. In the Conclusions part, derived from the Results, there are no influences in some cases.

Therefore, what does the bank management do in order to strengthen the relationships with no visible influences?

We understand those results, but what to do to be efficient and indeed customers to be satisfied?

5. Attention, not to write the authors into the brackets say something. Example, (Melinda, 2017) They...? Melinda (2017) explains.....or

(Budiman, Yulianto & Saifi, 2020) Explain.. No, correct is Budiman, Yulianto & Saifi (2020) explain.

Editor's Details:

Dr. Alexandru Trifu
Professor, "Petre Andrei" University of Iasi, Romania.