

Review Form 1.7

Journal Name:	South Asian Journal of Social Studies and Economics
Manuscript Number:	Ms_SAJSSSE_98556
Title of the Manuscript:	The Effect of E-Service Quality and Convenience of Online Services on E-Customer Loyalty through E-Customer Satisfaction on Livin By Mandiri Users
Type of the Article	Original Research Article

General guideline for Peer Review process:

This journal's peer review policy states that **NO** manuscript should be rejected only on the basis of '**lack of Novelty**', provided the manuscript is scientifically robust and technically sound. To know the complete guideline for Peer Review process, reviewers are requested to visit this link:

(<https://www.journalsajsse.com/index.php/SAJSSE/editorial-policy>)

PART 1: Review Comments

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Compulsory REVISION comments 1. Is the manuscript important for scientific community? (Please write few sentences on this manuscript) 2. Is the title of the article suitable? (If not please suggest an alternative title) 3. Is the abstract of the article comprehensive? 4. Are subsections and structure of the manuscript appropriate? 5. Do you think the manuscript is scientifically correct? 6. Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form. (Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)	<p>In the context of e-commerce and the area that the researcher wan to test is still important. The title of the paper is reflecting the content of the manuscript. The abstract is not comprehensive and it should be revised.</p> <p>The authors have covered all the related section for this manuscript and it was appropriate. This manuscript is scientifically correct. Is just that the LRs part is not meticulous and the explanation of the relationship between IVs and DVs are still blur. Is there any mediating effect tested in this study, if not, why must have Mediated Relationship Explanation? Some references are acceptable. The formatting should be revised. Especially the citation part in the manuscript which is identified so many mistakes.</p> <p>The research methodology is not explained well. There is no explanation on how the authors dealing with data bias. Other part of methodology was also missing such as how the data collection is done.</p> <p>The discussion of the result also is not working for me and required major correction.</p>	
Minor REVISION comments 1. Is language/English quality of the article suitable for scholarly communications?	Some spelling errors were found in the manuscript. Grammatical and the sentences need to be revised. Please send this paper for proofreading.	
Optional/General comments		

PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	(If yes, Kindly please write down the ethical issues here in details)	

Reviewer Details:

Name:	Norshima Humaidi
Department, University & Country	Universiti Teknologi MARA, Malaysia