

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		
<ol style="list-style-type: none"> Is the manuscript important for scientific community? (Please write few sentences on this manuscript) Is the title of the article suitable? (If not please suggest an alternative title) Is the abstract of the article comprehensive? Are subsections and structure of the manuscript appropriate? Do you think the manuscript is scientifically correct? 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>Yes, the manuscript is important in the field, especially in e-commerce. Limited studies are conducted on the are chosen by the author.</p> <p>The Effect of E-Service Quality and Convenience of Online Services on E-Customer Loyalty Program through E-Customer Satisfaction of Mobile banking App</p> <p>Yes. The abstract is comprehensive.</p> <p>Some parts of the related literature review should be summarized and collapsed into fewer paragraphs.</p> <p>Yes</p> <p>Yes.</p>	
Minor REVISION comments		
<ol style="list-style-type: none"> Is language/English quality of the article suitable for scholarly communications? 	Yes.	
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)	

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