

**Review Form 3**

Journal Name:	<a href="#">Asian Journal of Education and Social Studies</a>
Manuscript Number:	Ms_AJESS_126966
Title of the Manuscript:	<b>Exploring The Effect of Reliability and Responsiveness on Customer Satisfaction at Kadron Photography</b>
Type of the Article	<b>Original Research Article</b>

**PART 1: Review Comments**

<b>Compulsory</b> REVISION comments	<b>Reviewer's comment</b>	<b>Author's Feedback</b> <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i>
<b>Please write a few sentences regarding the importance of this manuscript for the scientific community. Why do you like (or dislike) this manuscript? A minimum of 3-4 sentences may be required for this part.</b>	This manuscript provides a valuable contribution to the scientific community by examining the impact of reliability and responsiveness on customer satisfaction. Its focus on customer satisfaction in relation to these two key metrics offers insights that could be beneficial for both academic researchers and practitioners seeking to enhance service quality.	
<b>Is the title of the article suitable? (If not please suggest an alternative title)</b>	<b>Its okay</b>	
<b>Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.</b>	While the abstract is generally well-composed, it could be improved by explicitly mentioning which of the two factors : reliability or responsiveness has a greater impact on customer satisfaction, as this detail is important for drawing reader interest. Avoiding formulas and ensuring that the present/past tense is consistently used will improve the readability of the abstract.	
<b>Are subsections and structure of the manuscript appropriate?</b>	The structure and subsections of the manuscript are generally appropriate. However, for a more comprehensive and structured presentation, I recommend including distinct subheadings for policy implications, the significance of the study, gaps addressed, limitations, and future research recommendations. This addition would provide readers with clearer insights into the broader implications and potential directions for further study.	
<b>Please write a few sentences regarding the scientific correctness of this manuscript. Why do you think that this manuscript is scientifically robust and technically sound? A minimum of 3-4 sentences may be required for this part.</b>	This manuscript is scientifically robust and technically sound, as it addresses important variables in customer satisfaction research and presents a clear analysis of reliability and responsiveness. The methodology appears well-suited for answering the research questions, and the discussion is both relevant and insightful.	
<b>Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.</b>	No. Add five to eight more recent studies to literature	

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Minor REVISION comments		
<b>Is the language/English quality of the article suitable for scholarly communications?</b>	Proof reading is needed for the whole manuscript	
<b>Optional/General</b> comments		

**PART 2:**

	<b>Reviewer's comment</b>	<b>Author's comment</b> <i>(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)</i>
<b>Are there ethical issues in this manuscript?</b>	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

**Reviewer Details:**

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