

Review Form 1.7

Journal Name:	Asian Journal of Education and Social Studies
Manuscript Number:	Ms_AJESS_112125
Title of the Manuscript:	Implementation Strategy to improve ISO-Based Service Quality Management Standards at SMK Telkom Makassar
Type of the Article	Review Article

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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)
<p>Compulsory REVISION comments</p> <ol style="list-style-type: none"> 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. <p><u>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</u></p>	<p>1.The manuscript addresses the implementation strategy of ISO 21001:2018-based Service Quality Management Standards at SMK Telkom Makassar. The importance for the scientific community depends on the significance of the findings and the potential contribution to the field of education and quality management. The emphasis on ISO standards and service quality in education is relevant, but the manuscript could benefit from more detailed discussions on the broader implications of the research.The positive impact that research may have on raising global educational standards, organizational implementation and policy development can be clearly identified and will help to establish its practical importance within the scientific community.</p> <p>2.The title, "Implementation Strategy of ISO 21001:2018-Based Service Quality Management Standards at SMK Telkom Makassar," is suitable as it accurately reflects the main focus of the manuscript. It clearly indicates the subject matter and sets the reader's expectations.</p> <p>3.The abstract provides a concise overview of the manuscript, including the background, research objectives, methods, results, and conclusions. However, it could benefit from more specific details regarding the implications of the study's findings and their broader significance. The abstract currently outlines the content well but could be enhanced by offering a clearer glimpse into the key contributions of the research.</p> <p>4.The manuscript is structured logically with clear subsections, including Introduction, Material and Methods, Results and Discussion, and Conclusion. However, there is room for improvement in terms of clarity and coherence in some sections. For instance, the transition between the introduction and the subsequent sections could be smoother. The subsections in the Results and Discussion section could be further organized for better readability.</p> <p>5.The scientific correctness of the manuscript largely depends on the accuracy of the information provided. While the manuscript discusses the strategy for implementing ISO standards and its impact on education quality, a more detailed presentation of the research methodology, data analysis, and specific results would enhance the scientific rigor of the manuscript.</p> <p>6. Yes.</p>	
<p>Minor REVISION comments</p> <ol style="list-style-type: none"> 1. Is language/English quality of the article suitable for scholarly communications? 	<p>Yes.</p>	
<p>Optional/General comments</p>	<p>The schools selected are representative, but represent the better schools in the area and do not well reflect the improvement in the quality of teaching and learning brought about by the management standards, and further thought could be given to the selection of schools. Secondly more detail could be written about the authenticity and diversity of the data and the links between the data and the research findings. Thirdly, the research methodology needs to be written in detail, including the focus and questions in the in-depth interviews, so that the research findings can be made more reliable.</p>	

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	The author obtained a lot of comprehensive research findings, and this part was well written. Overall the author's concern for the improvement of the quality of education is noteworthy and is relevant to the training of future talents.	
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PART 2:

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

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