

Review Form 1.7

Journal Name:	Asian Journal of Economics, Business and Accounting
Manuscript Number:	Ms_AJEBA_115153
Title of the Manuscript:	INTERNATIONAL TOURISTS' SATISFACTION ON THE DEPARTURE NON - PROCESSING SERVICE PERFORMANCE AT KILIMANJARO INTERNATIONAL AIRPORTS IN TANZANIA
Type of the 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>	<ol style="list-style-type: none"> 1. Is the manuscript important for scientific community? (Please write few sentences on this manuscript) The manuscript on international tourists' satisfaction with departure non-processing services at Kilimanjaro International Airport in Tanzania contributes valuable insights to the scientific community. Understanding the factors that influence tourists' satisfaction at airports is crucial for improving overall travel experiences and supporting the tourism industry's growth. By examining specific aspects of airport service performance and their impact on satisfaction levels, this study offers practical implications for airport operators and policymakers seeking to enhance visitor experiences and maintain competitiveness in the global tourism market. Therefore, this manuscript holds significance for researchers, practitioners, and stakeholders interested in airport management, tourism development, and customer satisfaction within the context of international travel. 2. Is the title of the article suitable? (If not please suggest an alternative title) The title of the article, "INTERNATIONAL TOURISTS' SATISFACTION ON THE DEPARTURE NON - PROCESSING SERVICE PERFORMANCE AT KILIMANJARO INTERNATIONAL AIRPORTS IN TANZANIA," effectively conveys the focus of the study on international tourists' satisfaction with departure non-processing services at Kilimanjaro International Airport in Tanzania. However, a minor improvement could be made for clarity and conciseness: Alternative Title: "Satisfaction of International Tourists with Departure Services at Kilimanjaro International Airport: A Study in Tanzania" 3. Is the abstract of the article comprehensive? Overall, the abstract provides a concise summary of the study's objectives, methodology, findings, and recommendations. However, it could be improved by providing more specific details about the methodology, such as how the survey was conducted and the specific measures used to assess satisfaction and service performance. Additionally, including more context about the significance of the study and its potential implications for tourism management in Tanzania could enhance the comprehensiveness of the abstract. 4. Are subsections and structure of the manuscript appropriate? <ul style="list-style-type: none"> • The introduction subsections and structure of the manuscript appear appropriate. Overall, the subsections flow logically and provide sufficient context for the study's objectives and rationale. Here are some suggestions for improvement in the introduction section: <i>Focus on Key Points:</i> Trim down some of the less essential background information to maintain focus on the main points. For instance, while statistics on global tourist flow and the COVID-19 pandemic are relevant, ensure they directly contribute to framing the study's context and objectives. <i>Highlight Study's Contribution:</i> Emphasize the significance of the current study's contribution to the existing literature on airport service quality and tourist satisfaction. Clearly articulate how the study fills a gap in knowledge and what makes it unique compared to previous research. • The findings for the Structural Measurement Model of the manuscript appear to be appropriate. The analysis addresses key statistical measures such as collinearity values (VIF), effect size (f2), significance levels (P-values), Q2 values, and R2 values. • The Discussion and Conclusion sections of the manuscript appear to be appropriate, as they effectively summarize the study findings and offer insightful interpretations and 	

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	<p>implications.</p> <p>5. Do you think the manuscript is scientifically correct?</p> <p>6. Overall, the manuscript demonstrates adherence to scientific principles and contributes meaningfully to the understanding of airport service performance and its impact on tourist satisfaction.</p> <p>Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form</p> <ul style="list-style-type: none"> • The references provided cover a wide range of topics related to airport service quality, passenger satisfaction, and tourism, which is suitable for the discussion in the manuscript. However, it's important to ensure that the references are recent and relevant to the topic at hand. • While many of the references are recent, some are older, and it's advisable to prioritize recent studies to ensure that the information is up-to-date and reflects the current state of research in the field. Additionally, we might want to consider including references from reputable journals and academic publishers to strengthen the credibility of the manuscript. • Here are a few suggestions for additional references that you may find relevant: • Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. <i>Journal of Retailing</i>, 64(1), 12-40. • Bakır, M., Akan, Ş., Özdemir, E., Nguyen, P. H., Tsai, J. F., & Pham, H. A. (2022). How to Achieve Passenger Satisfaction in the Airport? Findings from Regression Analysis and Necessary Condition Analysis Approaches through Online Airport Reviews. <i>Sustainability</i>, 14(2151), 1-20. • Gajewicz, L., Walaszczyk, E., Nadolny, M., & Nowosielski, K. (2022). Criteria of quality assessment of regional airport service week last picture before the COVID-19 pandemic. <i>Journal of Air Transport Management</i>, 103, 1-10. 	
<p>Minor REVISION comments</p> <p>1. Is language/English quality of the article suitable for scholarly communications?</p>	<p>Based on the provided text, the language and English quality appear to be suitable for scholarly communications</p>	
<p>Optional/General comments</p>		

PART 2:

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

Reviewer Details:

<p>Name:</p>	<p>Ninuk Purnaningsih</p>
<p>Department, University & Country</p>	<p>IPB University, Indonesia</p>