

Review Form 3

Journal Name:	South Asian Journal of Social Studies and Economics
Manuscript Number:	Ms_SAJSE_128577
Title of the Manuscript:	e-Qual: Development and Validation of Online Quality Service Assessment Tool in Higher Education Institution
Type of the Article	

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PART 1: Comments

	Reviewer's comment	Author's Feedback <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i>
Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.	This article provides valuable insights into service quality measurement within the education sector. It explores the application of the SERVQUAL method, offering practical guidance on how to effectively utilize this framework for assessing and improving service quality.	
Is the title of the article suitable? (If not please suggest an alternative title)	Yes, it is	
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.	It is written well but I suggested to more visibility write in Section, like Purpose, Method, Findings, Implication, Originality value, Limitation	
Is the manuscript scientifically, correct? Please write here.	This article needs a lot of corrections. 1- Literature Review is old, write latest Literature Review, prefer to write last five years 2- He used Model but he didn't clear his is testing this mode, and if he is testing what is his new finding. 3- Methodology section is also not written properly please review some latest Papers and rewrite again. 4- Dimensions are not understandable. 5- Discussions should be aligned with your latest literature review.	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.	Please Use Citation Management tools for making references and citations, please use APA 7	
Is the language/English quality of the article suitable for scholarly communications?	Please correct the Grammarly errors	
Optional/General comments	The author needs to be major revision in this study this study could be impactful if all the comments address properly.	

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>	

Reviewer Details:

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