

### Review Form 3

Journal Name:	<a href="#">Asian Journal of Education and Social Studies</a>
Manuscript Number:	Ms_AJESS_128924
Title of the Manuscript:	The Influence of Police Officer Competence on Community Satisfaction Through Public Service Quality in Driver's Licence Services at Limboto Police Station
Type of the Article	

#### **General guidelines for the 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 guidelines for the Peer Review process, reviewers are requested to visit this link:

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**Review Form 3**

**PART 1: 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. A minimum of 3-4 sentences may be required for this part.</b>		
<b>Is the title of the article suitable? (If not please suggest an alternative title)</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>		
<b>Is the manuscript scientifically, correct? Please write here.</b>		
<b>Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.</b>		

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<p><b>Is the language/English quality of the article suitable for scholarly communications?</b></p>		
<p><b>Optional/General</b> comments</p>	<p><b>Comments on</b> “The Influence of Police Officer Competence on Community Satisfaction Through Public Service Quality in Driver’s Licence Services at Limboto Police Station”</p> <p>This article presents a strong foundation with clear objectives, a strong quantitative methodology, and meaningful insights into the interaction between police competence, public service quality, and public satisfaction. However, to ensure readiness for release, the following improvements are needed:</p> <ol style="list-style-type: none"> <li>1. Expand the discussion of insignificant results: Explain why police competence has an insignificant direct effect on public satisfaction and examine other factors that influence it.</li> <li>2. Strengthen the practical impact: provide more concrete and actionable recommendations for improving service quality and competence in similar public service contexts. This kind of research is useless, except to provide recommendations on things that need to be improved in administrative practices in Limboto.</li> <li>3. Improve generalization and contextualization: Address sample size limitations and strengthen links to broader public administration literature.</li> <li>4. Improve language and structure: Improve English skills and eliminate repetitive or overly technical expressions to make the article more understandable to international readers.</li> </ol> <p>If the author can solve these problems well, then the manuscript has great potential to be published. Therefore, I propose <b>conditional acceptance with major revisions</b>.</p>	

**PART 2:**

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

Reviewer Details:

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