

## Review Form 1.6

Journal Name:	<a href="#">Asian Journal of Agricultural Extension, Economics &amp; Sociology</a>
Manuscript Number:	Ms_AJAEES_76950
Title of the Manuscript:	AN ASSESSMENT OF QUALITY OF SERVICE EXTENDED BY SELECT AGRICLINICS AND AGRIBUSINESS CENTRES IN UNION TERRITORY OF PUDUCHERRY
Type of the Article	Original Research Article

### General guideline for 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 guideline for Peer Review process, reviewers are requested to visit this link:

(<http://peerreviewcentral.com/page/manuscript-withdrawal-policy>)

### 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)
<b>Compulsory</b> REVISION comments Details of 23 criteria	This study uses 2x23 criteria to describe the five dimensions of service quality. Details of the 23 criteria above should be made so that every reader can see comparison of service quality dimensions between expectation and perception.	
<b>Minor</b> REVISION comments Correction of the mention of Table 4 to Table 3, otherwise Table 3 to Table 4	The sentence on page 6 line 1-2 "The reliability coefficients are presented in Table 4" should be "The reliability coefficients are presented in Table 3". Similarly, the last sentence under the subtitle "(iii) Analysis of Service Quality Gaps" on page 6, namely "The details are presented in Table 3" should be "The details are presented in Table 4".	
<b>Optional/General</b> comments Tjiptono and Chandra SERVQUAL Scale	In Indonesia the SERVQUAL scale made by Tjiptono and Chandra in 2008 is exactly the same as developed by Parasuraman, Berry, and Zeithaml in 1985, which consists of 5 dimensions, namely tangibility, reliability, responsiveness, assurance, and empathy. Furthermore, Tjiptono and Chandra had developed the five dimensions into 21 attributes or indicators to determine service quality. The details of the 21 indicators are <b>tangibility</b> (2 attributes) (neatness and appearance of the extension workers and the ability of the instructor in using the local language), <b>reliability</b> (9 attributes) (practicing directly in the field, regular training and visits, facilitation of facilities and infrastructure, preparation of farming activity plans, assisting in making group administration, providing new technology information, providing market information, providing information on business opportunities and capital, and yield improvement), <b>responsiveness</b> (2 attributes) (responding quickly in dealing with existing problems and handling farmer complaints quickly), <b>assurance</b> (5 attributes) (assisting in decision making to establish business partnership, the importance of a friendly the extension workers, knowledge and skills in providing material, service/problem solving completely, and knowledge of problems in the field), and <b>empathy</b> (3 attributes) (convenience to be found or contacted, equal service and fair treatment to every farmer, and special services for certain problems).	

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**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>	

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