

## Review Form 1.6

Journal Name:	<a href="#">Journal of Economics, Management and Trade</a>
Manuscript Number:	Ms_JEMT_81686
Title of the Manuscript:	Customer satisfaction characterized by service quality for revenue collection of Municipal Service in Sri Lanka. A pilot study.
Type of the 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:

(<https://www.journaljemt.com/index.php/JEMT/editorial-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	<ol style="list-style-type: none"><li>1. The authors didn't show any CITATIONS in the Introduction Section one.</li><li>2. In the findings section, authors talked about analysis of homosidaticity, performance of Linearity by using Scatter Plots and Loess curve, Durban Watson statistics, Linear Regression of Dependent Variable, and Cronbach's Alpha of six scales and many more but there is no any research VISUALIZATION of statistical tables and graphs in the analysis part of this article.</li></ol> <p>Therefore I am recommending this paper should go under major error correction</p>	
<b>Minor</b> REVISION comments		
<b>Optional/General</b> comments		

### PART 2:

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

### Reviewer Details:

Name:	Hussein Mohamed Irbad
Department, University & Country	Annamalai University, Somalia