

## Review Form 1.6

Journal Name:	<a href="#">Journal of Economics, Management and Trade</a>
Manuscript Number:	Ms_JEMT_82241
Title of the Manuscript:	Effect of Service Quality Dimensions on Customers' Satisfaction: The Case of Selected Commercial Banks in Hawassa, Ethiopia
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	<b>This research is quite comprehensive and will certainly contribute to the knowledge base of researchers and bankers in their quest to improve on customer service delivery.</b>  <b>It's important the researcher enumerates some of the positives of service quality delivery as it is practiced in the banking industry.</b> <b>Also, what the findings stipulate will affect the banks should they not practice service quality delivery.</b>	
<b>Minor</b> REVISION comments		
<b>Optional/General</b> comments	Grammatical errors abound numerously in this manuscript. It should be checked	

### 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:	Patrick Atiemo
Department, University & Country	Health Management College, Ghana