

Review Form 1.7

Journal Name:	Current Journal of Applied Science and Technology
Manuscript Number:	Ms_CJAST_114936
Title of the Manuscript:	Employees Benefites and Service Quality Among the Restaurants Staff in Bislig City
Type of the Article	Social Sciences

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### 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)
<p><b>Compulsory</b> REVISION comments</p> <ol style="list-style-type: none"><li><b>Is the manuscript important for scientific community?</b> (Please write few sentences on this manuscript)</li><li><b>Is the title of the article suitable?</b> (If not please suggest an alternative title)</li><li><b>Is the abstract of the article comprehensive?</b></li><li><b>Are subsections and structure of the manuscript appropriate?</b></li><li><b>Do you think the manuscript is scientifically correct?</b></li><li><b>Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form.</b></li></ol> <p><b><u>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</u></b></p>	<ol style="list-style-type: none"><li>The manuscript investigates an important topic concerning the relationship between employee benefits and service quality among restaurant staff in Bislig City. However, to enhance its significance for the scientific community, the authors could provide more context on the broader implications of their findings within the field of hospitality management and workforce satisfaction.</li><li>The title of the article accurately reflects the content and scope of the study. No suggested alternatives at this time.</li><li>The abstract provides a concise summary of the research objectives, methods, findings, and conclusions. However, it could be strengthened by including more specific details about the key results and implications of the study.</li><li>The manuscript's subsections and structure appear well-organized and follow a logical flow. Each section effectively contributes to the overall understanding of the research topic. However, I recommend ensuring consistency in formatting and style throughout the manuscript.</li></ol>	<p>The purpose of this study is to investigate the correlation between employees' benefits and service quality. Descriptive method design and stratified random sampling techniques were used to select 15 restaurant establishments into three categories, which are snack bar/café, canteen/cafeteria style, and catering cuisine restaurants in Bislig City during the school year 2022-2023. Two questionnaires were used to collect data through the face-to-face survey. Mean, standard deviation, and Pearson product-moment correlation analysis were also used to analyze the data collected. Results revealed that the canteen/café restaurant had the highest mean in job satisfaction in terms of employee benefits, while empathy had the highest mean in service quality. Employee benefits represent job satisfaction/recreation leaves, health protection benefits, and flexible working hours, while quality represents reliability, responsiveness, assurance, empathy, Empathy and tangibles. The results proved that the relationship between employment benefits and service quality among restaurant staff indicates a moderately positive correlation.</p> <p>Parasuraman, Berry, and Zeithaml (1985) established five particular aspects of service quality that apply to all service industries, viz. certainty, attentiveness, tangibility, empathy, and dependability. They have designed a scale called SERVQUAL since there were various models (scales) for the measuring of service quality and the happiness of customers, they are frequently too generic or ad hoc, and as</p>

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	<p>5. Overall, the manuscript appears scientifically sound, with appropriate methodologies and data analysis techniques employed. However, I recommend clarifying certain methodological aspects, such as the sampling procedure and data collection methods, to enhance the rigor and reproducibility of the study.</p>	<p>such challenging to apply in the hospitality business. On the other hand, TQM, which began first and foremost in organizations that dealt with products, due to the specificities of services related to issues such as impalpability, inseparability from the supplier and receiver of service, and perishability (6). In addition, SERVQUAL is an analytical tool that can assist managers find the gaps between variables impacting the quality of the giving services This theory is measuring gaps at various levels. and has been modified throughout time, and some argue that just performance, as</p> <p>Service quality was defined as the difference between consumers' expectations of service and their opinion of the services they received. Furthermore, measuring service quality was a crucial step in the quality improvement process since it offered feedback on the sort of service delivered and how well it matched the needs of the clients. Furthermore, service quality was frequently judged by customers rather than the organization itself, implying that a service was distinguished from a good by attributes such as intangibility, heterogeneity, perishability, and inseparability, complicating the evaluation of service performance. ( 7). assessed by the SERVPERF model, is required to determine perceptions of service quality (8)</p> <p>This notion was founded on the idea that customers may assess a company's service quality by comparing their impression of its service to their own expectations. The SERVQUAL was a common measurement technique used to assess service quality. The service quality measurement was required for the company to examine to obtain the customer's feedback on their service performance ( 9).Suliman (2013) supports this approach, arguing that the customer's voice serves as a guide for the service provider by providing ideas and complaints. These suggestions enabled the provider to take precise measures in designing the operational procedure. To acquire a sense of perception, expectation was also taken into account, as it is an important factor in determining service quality. Measurement of both expectations and perceptions was required before evaluating service quality ( 10).</p> <p>REFERENCES</p>
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	<p>6. The references provided are relevant to the topic and sufficiently recent. However, I suggest including additional references to recent studies or industry reports that could further support the research findings and provide additional context for the study's significance.</p>	<ol style="list-style-type: none"> <li>1. Vu, Travis. Service Quality And Its Impact On Customer Satisfaction. University of Northampton. 2021 (12). DOI: <a href="https://doi.org/10.6084/m9.figshare.17089454">10.6084/m9.figshare.17089454</a></li> <li>2. Johnson, Ehigie C., Karlay, Jesse S. Impact of Service Quality on customer Satisfaction. Faculty of Education and Business Studies. 2018 (12-13)</li> <li>3. Kanwal, Sara, Luqman, Muhammad, Mahmood, Atif, Rana, Tauheed. Relationship between Service Quality, Customer Loyalty and Customer Satisfaction. <i>The Lahore Journal of Business</i>, 2018. DOI: <a href="https://doi.org/10.35536/ljb.2018.v6.i2.a6">10.35536/ljb.2018.v6.i2.a6</a></li> <li>4. Dharanipriya, KKolsalya, A, Ramya, N. Service Quality and Its Dimension. EFRA International of Research Development. 2019 (38-39). t: <a href="https://www.researchgate.net/publication/333058377">https://www.researchgate.net/publication/333058377</a></li> <li>5. Jeyalakshmi, Santhana, Meenakumari, S. Service Quality Management: A Literature Review. Shanlax International Journal of Management. 2016 (23-24). <a href="https://www.shanlaxjournals.in/pdf/MGT/V3N4/MGT_V3_N4_005.pdf">https://www.shanlaxjournals.in/pdf/MGT/V3N4/MGT_V3_N4_005.pdf</a></li> <li>6. Susilowati, Yeni, Yasri, Yasri, The Effect of Service Quality and Customer Satisfaction Toward Word of Mouth Intention. <i>Advance in Economics, Business and Management Research</i>. 2018. <a href="https://doi.org/10.2991/piceeba2-18.2019.52">https://doi.org/10.2991/piceeba2-18.2019.52</a></li> <li>7. Jeyalakshmi, Santhana, Meenakumari, S. Service Quality Management : A Literature Review. Shanlax International Journal of Management. 2016. <a href="https://www.shanlaxjournals.in/pdf/MGT/V3N4/MGT_V3_N4_005.pdf">https://www.shanlaxjournals.in/pdf/MGT/V3N4/MGT_V3_N4_005.pdf</a></li> <li>8. Baharun, Rohaizat, Feiz, Setareh, Ghotbabadi, Al Remazani, A Review of Service Quality Models. 2015. <i>International Journal of Academic Research in Business and Social Sciences</i>. <a href="http://dx.doi.org/10.6007/IJARBS/v5-i2/1484">http://dx.doi.org/10.6007/IJARBS/v5-i2/1484</a></li> <li>9. Karim, Mobarak, Serqual Model for Measuring Customer Satisfaction: An Analysis of Quantitative Data. <i>Noble International Journal of Business and Management Research</i>. 2020. <a href="http://napublisher.org/?ic=journals&amp;id=2">http://napublisher.org/?ic=journals&amp;id=2</a></li> <li>10. Sulieman, Aymn, Basic Dimensions of the (Servqual Model) and Its Impact on the Level of Customer Satisfaction: An Emperical Study of Housing Bank in Karak, Jordan. <i>European Scientific Journal</i>. 2013. <a href="https://core.ac.uk/download/pdf/236410034.pdf">https://core.ac.uk/download/pdf/236410034.pdf</a></li> <li>11. Nisar, Sahar, Siddiqui, Danish Ahmed. A Survey on the Role of Fringe Benefits in Employee Satisfaction – An Analysis of Organizations of Pakistan. <i>International Journal of Human Resource Studies</i>. 2019. doi: <a href="https://doi.org/10.5296/ijhrs.v9i1.14162">10.5296/ijhrs.v9i1.14162</a></li> <li>12. El-Said, Osman Ahmed Kattara, Hanan Saad, Weheba, Dina. The Impact of Employee Behaviour on Customers' Service Quality Perceptions and Overall Satisfaction. <i>Tourism and Hospitality</i></li> </ol>
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		<p>Research.2008.<a href="#">DOI:10.1057/thr.2008.35-questionnaire</a></p> <p>13. Apuke ,Oberiri Destiny.Quantitative Research Methods A Synopsis Approach. Arabian Journal of Business and Management Review.2017(42-43).<a href="#">DOI: 10.12816/0040336</a></p> <p>14. Galanaki,Eleanna.Gender and the Importance of Fringe Benefits: Exploring Their Link with Organizational Commitment and Job Satisfaction.2013. <a href="#">DOI: 10.2139/ssrn.2325426</a></p> <p>15. Andriani,Claudia,Tanti Stevany,Naini,Nurul Fitriani,Santoso,Sugeng,The Effect of Product Quality, Service Quality, Customer Satisfaction on Customer Loyalty.<i>Journal of Consumer Sciences</i> (2022), 7(1), 34-50 .<a href="#">DOI:  https://doi.org/10.29244/jcs.7.1.34-50</a></p> <p>16. Anjum ,Uzma,Chughtai,Muhammad Salman,Ma,Jiyun, Muneeb, Farhan Muhammad.ostering Employee's Service Quality and Customer Satisfaction: Evidence from Emerging Pakistan.Business Ethics and Leadership.2019.<a href="#">http://doi.org/10.21272/bel.3(3).47-67.2019</a></p> <p>17. Gilaninia,Shahram,Nejadjavad,Maryam .The Role of Service Quality in Organizations.Kuwait Chapter of Arabian Journal of Business and Management Review.2016.<a href="#">https://www.arabianjbm.com/pdfs/KD_VOL_5_7/3.pdf</a></p> <p>18. Boudreaux,Christopher J.Employee compensation and new venture performance: does benefit type matter? 2020.<a href="#">https://link.springer.com/article/10.1007/s11187-020-00357-5</a></p> <p>19. Zirra, Clifford Tizhe Oaya,Mambula,Charles J.,Impact of Fringe Benefits on Employee Performance: A Study of Nasco Group, Jos Plateau State. 2019 ( 6-7).</p> <p>20. Guyo,Wario,Mugaa,Lucinda Gitura,Odhiambo,Romanus.Influence of Fringe Benefits on Employee Performance in Large Commercial Banks in Nairobi City County in Kenya.Stratford Peer Reviewed Journals and Book Publishing Journal of Journal of Strategic Management.2018 (34-35)</p>
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<div>Minor REVISION comments</div> <div>1. Is language/English quality of the article suitable for scholarly communications?</div>	<div>The language and English quality of the article are generally suitable for scholarly communication. However, I recommend minor revisions to improve clarity and coherence in certain sections. Specifically, pay attention to sentence structure, grammar, and punctuation to ensure a smooth and fluid reading experience for the audience. Additionally, consider using academic terminology consistently throughout the manuscript to maintain scholarly rigor. Overall, with these minor adjustments, the language quality of the article will be well-suited for scholarly communications.</div>	<div>I already enhance the grammar.</div>
<div>Optional/General comments</div>		

PART 2:

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