

## Review Form 1.6

Journal Name:	<a href="#">Asian Journal of Advanced Research and Reports</a>
Manuscript Number:	Ms_AJARR_88355
Title of the Manuscript:	The Influence of Service Quality on Customers' Satisfaction in Ghayathi Medical Centers
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:

(<https://www.journalajarr.com/index.php/AJARR/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	<ul style="list-style-type: none"><li>- I cannot find the gap that this study aims to address and considering the topic there is no newness in this study</li><li>- Correctly address customer and consumer</li><li>- Many references are old (&gt;5 years)</li><li>- When addressing customer satisfaction, there's a mix with service quality. Author should clearly separate the construct of customer satisfaction and service quality.</li><li>- There is no clear definition of population and how the author come up with the number of sample</li><li>- I cannot find the measurement (indicators of variable)</li><li>- How author analyze the data?</li><li>- No validity and reliability test for the measurement as well as normality of data distribution</li></ul>	<ul style="list-style-type: none"><li>-The gap of this study was added at the end of introduction</li><li>- I use customers as we investigating service sector</li><li>-many reference are old because they investigate the health sector and needed for the study.</li><li>- The construct of customer satisfaction and service quality is clarified in 2.3. SERVICE QUALITY AND CUSTOMERS' SATISFACTION.</li><li>- A clear definition of the population added at the end of 4.1 SAMPLING AND DATA COLLECTION</li><li>- Measurement of variables (tabe2,3,4,5,6, and 8)</li><li>-New paragraph added to show the research analysis 5. RESEARCH ANALYSES</li><li>-Reliability test added to the research 6.2. RELIABILITY TEST</li></ul>
<b>Minor</b> REVISION comments		
<b>Optional/General</b> comments	I don't see significant contribution of this paper.	

### 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?	(If yes, Kindly please write down the ethical issues here in details)	