

Review Form 1.6

Journal Name:	Journal of Economics, Management and Trade
Manuscript Number:	Ms_JEMT_84769
Title of the Manuscript:	What Factors of Aftersales Services Affect Customers' Recommendations in Mobile Phones Industry?
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.journaljemt.com/index.php/JEMT/editorial-policy>)

PART 1: Review Comments

	Reviewer's comment	Author's comment (if agreed with reviewer, corrects the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
<u>Compulsory</u> REVISION comments	<ul style="list-style-type: none">❖ No Keywords❖ General comments<ul style="list-style-type: none">❖ Use Times Roman with font 12 and❖ Spacing between sentences 1.5❖ Use 14 fonts for titles and sub-titles❖ No indentation between paragraphs, use spacing❖ Introduction or background is enough to write article no need of writing literature review	
<u>Minor</u> REVISION comments	<ul style="list-style-type: none">❖ In discussion part also the author discussed in fantastic way<ul style="list-style-type: none">• By using tables• By using diagrams, that is absolutely fantastic	
<u>Optional/General</u> comments	<ul style="list-style-type: none">❖ In methodology part as far as my knowledge is concerned it have to include the following<ul style="list-style-type: none">• Research design• Instruments of data collection• Method of data analysis (Qualitative, Quantitative or both), though mentioned (statistical tools)❖ The author is Very good in showing us, the sources of Data❖ And also, materials for research are there, that is good❖ The finding of the research is good , author showed it by Table and diagram❖ Excellent	

[Review Form 1.6](#)

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:	Shambel Tufa
Department, University & Country	Dire Dawa University, Ethiopia