

Review of: "The Nexus between corporate social responsibility and corporate social performance in the Service-Based Enterprises Sector: Insights from Zimbabwe"

Marhfor Marhfor¹

¹ Université du Québec en Abitibi-Témiscamingue

Potential competing interests: No potential competing interests to declare.

Below, you will find my comments:

1. It is not clear how the integration of the triple bottom line theory, the stakeholder theory, and the legitimacy theory enhances our understanding of CSR and sustainable business practices. Authors should improve the arguments that should allow a better/holistic understanding of CSR based on the fusion of these three theories.
2. Based on figure 1, corporate social performance (CSP) is based on only four measures linked to firm customers but not to other stakeholders. On the other hand, in Table 1, authors also refer to 7-items linked to CSP (Constructs column). Therefore, it is important to clarify how CSP is measured in the study. Furthermore, it is also important to explain why the CSP is based only on one stakeholder (firm customers).
3. In the same line of reasoning, it is not clear how authors measure FPRO, ECT, EIV, HRF, ICP and other variables (ex. Customer loyalty). In table 1, we have the description of variables but NOT the description of the variables' measurement.
4. Authors should also develop strong arguments that explain why PHR should be considered as a mediator that explains the relationship between CSR and CSP.