

Review of: "The Influence of Service Quality and Customer Relationship Management (CRM) as Moderators on Customer Satisfaction for Private University Students"

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Potential competing interests: No potential competing interests to declare.

1. The title just states the name of the university, it doesn't need to be a private university because it's too broad, unless you add a case study at Bandar Lampung University.
2. The title is not about Indomaret, but in the introduction, there is Indomaret, and in the Framework, Indomaret doesn't appear? The title must be in line with the content of the article.
3. Abstract at the beginning of the sentence, briefly adding the urgency of conducting research on this topic, and reducing the detailed explanation of the research methodology.
4. Mention of Bandar Lampung University must be consistent. Bandar Lampung University (UBL) or Bandar Lampung University or Indomaret UBL?
5. Introduction: the phenomenon has not yet been seen to take up the theme of this research, and there is a lack of synchronization between the title and the introduction. Making a research introduction is carried out deductively. Then the references used are the latest references in the last 1-5 years.
6. Research Model/Framework: to write H1, H2, H3 in the direction of the arrow.