

# 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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A good study. Anyhow, there are some improvements that have to be made for the following items: 1. Explain clearly the research gap in the study. 2. Explain the basic theory used in this study and give justification for why the theory has been applied. 3. Extend the writing of the discussion. 4. Explain the theoretical and practical implications of the research.