

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: This study is interesting to develop further, however, regarding the article written, the researcher needs to add the following things: 1. explain the theory gap and research gap 2. the author needs to explain the basic theory used in this study. There are weaknesses in the instrument that should be stated in positive sentences. the discussion needs to be deepened. The author also needs to explain the theoretical and practical implications of the research.

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