

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.

Abstracts are written unsystematically. There is no explanation regarding the gaps or problems. The explanation regarding data collection should not be about using Google Forms but about how to determine the sample. When discussing the results, Indomaret was suddenly mentioned, which had never been explained before. Also, a proposal for improvement for Indomaret appears, even though the title doesn't mention anything about a place, including Indomaret.