

# 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. In the introduction section, motivation and limitations of the state-of-the-art must be added before jumping to the objectives of this paper.
2. Lengthy paragraphs must be avoided in literature work, and all papers used must be from the last 3 to 6 years, and that too from well-indexed databases. If necessary, add the following references:
  - Brahami Menaouer, Semaoune K., Mohammed El Amine Belayachi, Benslimane Amine. (2021). The Role of Drop Shipping in E-Commerce: The Algerian Case. *International Journal of E-business Research (IJEBR)*, 17(4), 54-72. DOI: <http://doi.org/10.4018/IJEBR.2021100104>
  - Brahami, Menaouer, Adjaine, M., Semaoune, K., & Matta, N. (2020). The Influences of Knowledge Management and Customer Relationship Management to Improve Hotels Performance: A Case Study in the Hotel Sector. *Information Resources Management Journal (IRMJ)*, 33(4), 74-93. DOI: <http://doi.org/10.4018/IRMJ.2020100105>
3. The proposed methodology is not introduced clearly in Section 3. But it is preferable to add a description of the methodology and a description of the sample.
4. Results must be compared with the state-of-the-art to show how your methodology is more efficient than existing works.
5. What are the practical and managerial implications of what you are proposing? This should be a separate, strong section.
6. The conclusion of the paper needs improvement by citing the strengths and limitations of the study.