

Review of: "Internet Banking Fulfilment and Customer Trust: a Study of Bauchi State Tertiary Institutions"

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Potential competing interests: No potential competing interests to declare.

Interesting article that contributes to the available knowledge on service quality.

Language Quality: The article exhibits numerous grammatical errors and instances of awkward phrasing, detracting from its overall clarity and professionalism. For instance, sentences often lack coherence and contain misplaced or misused words, which disrupts the flow of information. The structure of some sentences is convoluted, making it difficult for readers to grasp the intended meaning quickly. There is also a noticeable inconsistency in tense usage and syntax, which further hinders the readability of the text.

Empirical Work: The literature review, while extensive, lacks a cohesive structure and depth in certain areas. It fails to cover all the expected aspects of a comprehensive review, such as a more detailed discussion of previous studies' methodologies, findings, and their relevance to the current study. The empirical methods used in the study are adequately detailed.

Suggested Improvements:

1. **Language and Grammar Revision:** Thorough proofreading and editing are needed to correct grammatical errors and improve sentence structure for clarity and coherence.
2. **Enhance Literature Review:** Expand the literature review to include a more thorough analysis of previous studies, focusing on methodologies, findings, and their relevance to this study.
3. **Strengthen Conclusion:** Ensure that the conclusion succinctly summarizes the key findings and their implications, linking back to the literature review and study objectives.
4. **Consistency in Terminology:** Maintain consistency in the use of terminologies and concepts throughout the article.