

Review Form 1.6

Journal Name:	South Asian Journal of Social Studies and Economics
Manuscript Number:	Ms_SAJ SSE_70720
Title of the Manuscript:	FACTORS INFLUENCING READER SATISFACTION AND QUALITY OF SERVICE IN MODERN LIBRARIES
Type of the Article	Social Studies, Quality assessment based for Consumer satisfaction.

General guideline for Peer Review process:

This journal's peer review policy states that **NO** manuscript should be rejected only on the basis of '**lack of Novelty**', provided the manuscript is scientifically robust and technically sound. To know the complete guideline for Peer Review process, reviewers are requested to visit this link:

(<http://peerreviewcentral.com/page/manuscript-withdrawal-policy>)

PART 1: Review Comments

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Compulsory REVISION comments	Inclusion of last 5 years literature will strengthen the value of this article. Methodical analysis related to every factors of SERVQUAL or SERVPERF will enrich the article (ex. Mention issues related to 'RELIABILITY', 'RESPONSIVENESS' etc.).	
Minor REVISION comments	Citation protocols have not been followed on many occasions. Kindly review the spelling of different authors and other (ex. Likert, Parasuraman etc.). The conclusion should be more constructive and focused.	
Optional/General comments	A model based on observation can be proposed.	

PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

Reviewer Details:

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