Review Form 2

Book Name:	Economics and Entrepreneurship
Manuscript Number:	Ms_BPR_ 3336.8
Title of the Manuscript:	SERVICE QUALITY AT DURBAN UNIVERSITY OF TECHNOLOGY, CENTRE FOR SOCIAL ENTREPRENEURSHIP RAPID INCUBATOR
Type of the Article	Book chapter

PART 1: Review Comments

Compulsory REVISION comments	Reviewer's comment	Author's Feedback *(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)*
Please write few sentences regarding the importance this manuscript for scientific community. Why do you like (or dislike) this manuscript? Minimum 3-4 sentences may be required for this part.	-"SERVICE QUALITY AT DURBAN UNIVERSITY OF TECHNOLOGY, CENTRE FOR SOCIAL ENTREPRENEURSHIP RAPID INCUBATOR" –this book chapter topic is innovative and important for the scientific community.	
Is the title of the article suitable? (If not please suggest an alternative title)	-The title of the journal book chapter paper is also suitable for the innovative perspective of the modern era. The study examined service quality dimensions and the significance of business incubators in maintaining high standards of service quality. The service quality gap model was used to examine the causes of service quality disparities and revealed that closing the gap between SMMEs' expectations and their perceptions of service quality was crucial.	
Is the abstract of the article comprehensive? Do you suggest addition (or deletion) of some points in this section? Please write your suggestions here.	-The abstract of the article is comprehensive but not perfectly organized. But need some grammatical correction. - If possible please add one or two more lines in the abstract part from the summary and recommendation part of this study.	
Are subsections and structure of the manuscript appropriate?	-The subsections and structure of the manuscript are appropriate and perfectly organized.	
Please write few sentences regarding the scientific correctness of this manuscript. Why do think that this manuscript is scientifically robust and technically sound? Minimum 3-4 sentences may be required for this part.	-I think this is scientifically correct. This study uses descriptive statistics for data analysis. Explain and Justify the research methodology of this study paper.	
Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form. -	-The number of references is 80, sufficient for any journal paper. Please add some more references if required. Please reshape the full reference part before final submission.	

Minor REVISION comments Is language/English quality of the article suitable for scholarly communications?	-Need to check grammatical and sentence structure before the final submission -"The findings identified gaps in service quality and contributed to existing knowledge on service quality in business incubators. Recommendations for enhancing CSERI's services include regular service quality measurement, involving every employee, improving promotional materials, introducing an employee dress code, maintaining current standards, and fostering reliability among employees. The study also recommended that management and staff should emphasize the importance of reliability in service quality, ensuring that promises are fulfilled within set time and employees show interest in solving problems."- I must admit very well written in recommendation part of this study paper.	
Optional/General comments	-The summary of all findings, results and conclusions are not clear enough for submitting this paper. Please rewrite before the final submission. -Add a section named Summary of all findings if possible. If not explain and justify -What is the findings from all literature reviews? Explain and Justify. - Please write the keywords. If not, justify. Keywords should be five to seven words. Keywords: Service, Service quality, Business incubation, Business development services, SMMEs • Abstract should be 150 -200 words. Explain and Justify. • What is the scholar's methods? Non-probability sampling and convenience sampling were utilised to select 330 SMMEs affiliated with the DUT CSERI. Inferential and descriptive statistical analyses were utilised to assess the quality provided by the DUT CSERI. This study revealed that the DUT CSERI provides SMMEs with exceptional service quality. Explain and Justify the sample method. • This study uses descriptive statistics for data analysis. Explain and Justify. • This study aimed to assess the service quality at the CSERI, a business incubator in Durban, South Africa, by identifying service quality gaps. The research findings were aimed to improve SMME retention, acquisition of the best SMMEs, and service to these SMMEs.. Explain and Justify this statement.	

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?	*(If yes, Kindly please write down the ethical issues here in details)*	

Reviewer Details:

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