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| Book Name: | [**Language, Literature and Education: Research Updates**](https://www.bookpi.org/bookstore/product/language-literature-and-education-research-updates-vol-1/) |
| Manuscript Number: | **Ms\_BPR\_6120** |
| Title of the Manuscript: | **Mapping Stakeholder Perceptions of Service Quality: Development and Validation of an e-Tool in HEIs** |
| Type of the Article | **Book Chapeter** |

**Special note:**

**A research paper already published in a journal can be published as a Book Chapter in an expanded form with proper copyright approval.**

**Source Article:**

**This chapter is an extended version of the article published by the same author(s) in the following journal.**

**South Asian Journal of Social Studies and Economics, 22(1): 38-52, 2025.**

**DOI: 10.9734/sajsse/2025/v22i1943**

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| PART 1: Comments | | |
|  | Reviewer’s comment **Artificial Intelligence (AI) generated or assisted review comments are strictly prohibited during peer review.** | 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 a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.** | This manuscript holds significant value for the scientific community, particularly in the fields of educational management and service quality assessment. By adapting and validating the SERVQUAL model for use in a higher education setting, the study provides a practical and empirically grounded tool for evaluating institutional service performance. It addresses the growing demand for accountability and stakeholder satisfaction in universities, offering insights that can inform policy and quality assurance practices. Furthermore, the study contributes to the broader literature by demonstrating the flexibility and applicability of the SERVQUAL model beyond commercial contexts, reinforcing its relevance in academic and administrative environments. |  |
| **Is the title of the article suitable?**  **(If not please suggest an alternative title)** | **Yes** |  |
| Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here. | **Suggestions for Additions:**   1. Clarify the tool development process. e.g The study involved the adaptation and pilot testing of the SERVQUAL model tailored for CBSUA offices...” 2. Include sample size and methodology: Briefly mention how many participants, how data was collected (e.g., survey, interviews), and how the tool was validated. 3. State the significance of your study. |  |
| **Is the manuscript scientifically, correct? Please write here.** | **Scientific Correctness:**   1. Use of an established model: The manuscript utilizes the SERVQUAL model, which is a widely accepted and validated framework for measuring service quality, adding theoretical reliability to the study. 2. Clear Objective and Relevance: The research has a well-defined goal—developing and validating a service quality assessment tool for higher education—which is a genuine and germane scientific search. |  |
| **Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.**  **-** | Areas for Improvement:   * Several cited works are older than 10 years, e.g.:   Setyawan (2003), Şavga (2013), Abdullah (2006), Singh & Kumar (2014)   * While foundational works are acceptable, the lack of very recent sources (post-2020) weakens the manuscript’s alignment with current trends in educational quality assurance, digital service delivery, and stakeholder expectations in HEIs.   Missing current literature on digital transformation in HEIs:   * The study claims to support e-governance and digital QA processes. Yet, it doesn’t reference recent literature on:   Digitalization in higher education post-COVID-19  Online service delivery and stakeholder feedback systems  Technology-enhanced QA tools in HEIs  Suggested Additional (Recent) References:  Digital transformation & service quality:  Ndou, V. (2020). *E-governance for enhancing higher education service delivery*. *Education and Information Technologies*.  OECD (2021). *The State of Higher Education: One Year into COVID-19*.  Recent applications of SERVQUAL in HEIs:  Padma, P., & Ahn, J. (2020). *Service quality and student satisfaction: A PLS-SEM approach in Indian HEIs*. *The TQM Journal*.  Ali, F. et al. (2021). *Assessing student perceptions of service quality in online higher education using SERVQUAL*. *Studies in Higher Education*.  Philippine or ASEAN-based studies:  *Educ. Sci.* 2023, *13*(1), 83; <https://doi.org/10.3390/educsci13010083>  Pan, Melinda P. 2025. “Online Service Quality Assessment in Higher Education: Development, Validation, and Implementation of an E-Tool”. *South Asian Journal of Social Studies and Economics* 22 (1):38-52. https://doi.org/10.9734/sajsse/2025/v22i1943. |  |
| Is the language/English quality of the article suitable for scholarly communications? | Yes |  |
| Optional/General comments |  |  |

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| **PART 2:** | | |
|  | Reviewer’s comment | Author’s comment *(if agreed with the 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 detail) Not that I know* |  |

**Reviewer details:**

**Abolarinwa, Samson Ige, University of Nigeria, Nigeria**