



SDI Review Form 1.6

Journal Name:	Journal of Economics, Management and Trade
Manuscript Number:	Ms_JEMT_51159
Title of the Manuscript:	Service Quality and Customer Satisfaction on Budget Airlines: Kano model approach
Type of the Article	Original Research Article

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://www.sciencedomain.org/page.php?id=sdi-general-editorial-policy#Peer-Review-Guideline>)

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		
Minor REVISION comments	1. This is a well written paper. However, since there are some typos and grammatical errors the paper needs a proof-reading. (Line 248, ... Based on the studies by Matzler and Hinterhuber..., Line 293.... there were three must-be factors were identified., 2. The authors can improve the conclusion part and develop deeper recommendations for researchers and practitioners.	1. Thanks. These two are revised and other careless typos are revised too. 2. More recommendations added in conclusion.
Optional/General comments		

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)	