

REVIEWER'S REPORT

Manuscript No.: **IJAR-53078**

Date: 31-07-2025

Title: STRATEGIES TO INCREASE SERVICE QUALITY THROUGH STRENGTHENING ORGANIZATIONAL SUPPORT, SERVANT LEADERSHIP, PERSONALITY AND JOB SATISFACTION

Recommendation:

Accept as it is

Accept after minor revision.....

Accept after major revision

Do not accept (*Reasons below*)

Rating	Excel.	Good	Fair	Poor
Originality		✓		
Techn. Quality			✓	
Clarity			✓	
Significance		✓		

Reviewer Name: Dr.P.Manochithra

Date: 31-07-2025

Reviewer's Comment for Publication.

(To be published with the manuscript in the journal)

The reviewer is requested to provide a brief comment (3-4 lines) highlighting the significance, strengths, or key insights of the manuscript. This comment will be Displayed in the journal publication alongside with the reviewers name.

This manuscript presents a comprehensive and data-driven study on improving service quality in vocational education through the integration of organizational support, servant leadership, personality, and job satisfaction. The use of path analysis and SITOREM provides robust insights, making the research both practical and theoretically significant for educational management practices.

REVIEWER'S REPORT

Detailed Reviewer's Report

Title of the Manuscript:

Strategies to Increase Service Quality Through Strengthening Organizational Support, Servant Leadership, Personality, and Job Satisfaction

General Comments:

This is a well-structured and empirically grounded research article that explores critical organizational and behavioral factors influencing service quality in vocational high schools. The problem addressed is timely and significant, especially considering the current gaps in graduate readiness in Indonesia's vocational education sector.

Strengths:**1. Relevance and Significance:**

The topic is highly relevant to educational policy and institutional development, particularly in the context of improving teacher performance and service outcomes in vocational education.

2. Methodological Rigor:

The combination of Path Analysis and SITOREM analysis provides depth to both the causal investigation and practical strategy recommendations. The statistical methods are appropriately applied and clearly reported.

3. Comprehensive Theoretical Framework:

The manuscript demonstrates a thorough literature review and synthesis of key constructs such as service quality, servant leadership, organizational support, personality, and job satisfaction.

4. Practical Implications:

The study yields actionable recommendations for educational stakeholders and offers a well-prioritized improvement strategy for each construct based on empirical findings.

Suggestions for Improvement:**1. Clarification of Variable Relationships:**

A more concise visual or tabular summary of all direct and indirect relationships (perhaps in the conclusion or implications section) could enhance reader understanding.

International Journal of Advanced Research

Publisher's Name: Jana Publication and Research LLP

www.journalijar.com

REVIEWER'S REPORT

2. Generalizability:

While the study is contextually rich, a brief discussion on how the findings might translate beyond Bogor Regency would broaden its academic contribution.

3. Language and Grammar:

Minor grammatical revisions and tighter phrasing in certain sections would improve clarity and professionalism.

Conclusion:

The manuscript makes a valuable contribution to educational management literature and is suitable for publication with minor revisions. It effectively combines theoretical insight with practical strategy formulation and should be of interest to researchers, practitioners, and policymakers alike.