

REVIEWER'S REPORT

Manuscript No.: IJAR-53078

Date: 01-08-2025

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

Recommendation:

Accept as it isyes.....

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: Mr Bilal Mir

Reviewer's Comment for Publication.

The manuscript addresses a highly relevant issue in the field of education management, particularly within vocational high schools (SMK) in Indonesia. By focusing on service quality and its relationship with organizational support, servant leadership, personality, and job satisfaction, the study provides meaningful insights into the factors influencing educational outcomes. The paper situates itself within the broader challenge of improving the employability of SMK graduates, highlighting service quality as a critical dimension of teacher effectiveness and institutional performance.

The abstract outlines the scope and methodology clearly, emphasizing the use of quantitative methods through Path Analysis and SITOREM analysis. The study's population of 237 permanent foundation teachers (GTY) in Bogor Regency and the representative sample of 149 respondents provide a solid empirical base. The research objective—to determine strategies for improving service quality by strengthening key organizational and personal factors—is well articulated.

The background section effectively contextualizes the study within pressing national educational challenges. It cites recent data from the Ministry of Education, Culture, Research, and Technology (Kemendikbudristek) and the Central Statistics Agency (BPS) to underscore the gap between teacher competencies and labor market demands. The link between low service quality, underqualified teachers, and the high unemployment rate among SMK graduates is clearly established. This provides a strong rationale for the research and underscores its relevance to ongoing policy discussions.

The manuscript also acknowledges government initiatives such as the SMK Center of Excellence (SMK PK) and Link and Match 8+i programs, which aim to strengthen curriculum alignment with industry needs. By situating the study within these national strategies while also recognizing the implementation challenges—particularly in frontier, outermost, and remote (3T) areas—the research contributes to a broader discourse on educational reform and workforce readiness.

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Conclusion of Review:

The manuscript presents a well-structured and empirically grounded investigation into strategies for enhancing service quality in vocational high schools. By linking organizational and personal factors with broader systemic challenges, it offers valuable insights into the improvement of teacher effectiveness, institutional support, and ultimately, the employability of graduates. The study is both timely and significant, contributing to the advancement of educational management research and practice in Indonesia.