

REVIEWER'S REPORT

Manuscript No.: IJAR-53434

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Title: THE INFLUENCE OF CASE MANAGER COMPETENCY AND COMMITMENT ON EMPLOYEE PERFORMANCE THROUGH SERVICE QUALITY IN WITNESS AND VICTIM PROTECTION INSTITUTIONS IN 2025

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 **abstract** is clear, informative, and well-structured. It provides an overview of the study's purpose, methodological approach, population and sampling technique, analytical tools, and key findings. The articulation of the relationship between case manager competency, commitment, employee performance, and service quality is presented logically. The inclusion of service quality as a moderating variable enhances the study's theoretical and practical value.

The **introduction** establishes the background convincingly by linking the legal foundation (Law No. 13 of 2006) with broader issues of governance, human rights, and democratic transition in Indonesia. The role of LPSK is emphasized as strategically significant, particularly in ensuring protection for witnesses and victims in cases involving serious legal violations. The discussion effectively connects high public expectations of service delivery with the need for competent and committed case managers, making the study relevant to both policy and practice.

The **research design** is quantitative and employs Structural Equation Modeling (SEM) using SmartPLS software. The explanation of the methodology in the abstract is precise, mentioning the population, sampling technique (saturated sampling), and the number of respondents (375). The use of SEM path analysis provides a robust analytical framework for examining complex

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relationships among variables such as competence, commitment, employee performance, and service quality.

The **findings** are reported with clarity. The results indicate that competence and commitment positively influence employee performance and service quality. Moreover, employee performance is shown to mediate the relationship between competence, commitment, and service quality. This emphasizes the importance of employee performance as a key mechanism through which organizational and individual attributes translate into better institutional outcomes.

The **theoretical grounding** is evident, as the manuscript situates employee performance within established definitions, such as that of Mangkunegara & Waris (2015), and aligns the constructs with organizational performance literature. The framework contributes to both the academic discourse on human resource development and the practical discourse on improving institutional accountability and responsiveness.

Overall, the manuscript is well-structured, methodologically sound, and contextually significant. It provides valuable insights into the interrelationships between individual competencies, organizational commitment, employee outcomes, and service quality in a vital public institution.