



SDI Review Form 1.6

Journal Name:	<u>British Journal of Economics, Management & Trade</u>
Manuscript Number:	Ms_BJEMT_19269
Title of the Manuscript:	The Impact of Electronic Banking on Customer Satisfaction in Ghana
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.

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



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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	- Before developing hypothesis and conceptual frame work, the author must on the review of literature explain the theoretical concepts: convenience, reliability and availability, he must develop the theoretical foundation of hypothesis. (theoretical foundation that justify relation between these variables and satisfaction) And restructure hypothesis : he must indicate if the hypothesis test the presence of positive or negative impact of independent variable on dependant variable -The authors can indicate on methodology , that in this paper he applicate a multiple regression	The authors have explained the theoretical concepts: convenience, reliability and availability in relation to literature and developed the foundation of the hypothesis and highlighted in yellow. The hypotheses test for positive and the hypotheses have been restructure and indicated in yellow. The authors have indicated and highlighted ij yellow that multiple regression analysis was used in this paper.
Minor REVISION comments	-At the abstract and L109, the authors use "24/7banking services) : he must explain this ? -L92 , there are a presentation of ebanking in Ghana : it's not a review literature - l19, the table 3 , can be presented before the presentation of equation and interpretation	The authors have explained the meaning of 24/7 as used in the work and have indicated in yellow. The authors have taken away the lines that merely talk about e-banking presentation in Ghana. The authors have restructured this part and as such Table 3 is presented before presentation of equation and interpretation which is also highlighted in yellow.



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<u>Optional/General</u> comments	- keywords : the authors can integrate : convenience, reliability, availability and eliminate Ghana -The authors use IBM SPSS, he can eliminate IBM	The authors have eliminated Ghana and integrated convenience, reliability and availability into the keywords. IBM has been eliminated