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Driving Transformative Impact Across Disciplines

Peer-Review Report Form

Manuscript Title:	The Influence of In-App Communication on Customer Trust and Satisfaction in Ride-Hailing Services
Type of Article:	Original Article

FIRST ROUND

Editor

General Comments and Recommendations
The reviewers acknowledge the significance of your manuscript and recommend several revisions to further improve its clarity, coherence, organization, and overall scholarly quality. In addition, you are advised to thoroughly review and validate all references included in the manuscript. Please ensure that all cited sources are accurate, accessible, and retrievable through Google Scholar to uphold the credibility and reliability of the study. Additionally, make sure to include the DOI or website link for every reference to facilitate verification and accessibility of sources. Furthermore, only sources that are cited within the manuscript should appear in the References section, and all entries listed in the References section must also be cited in the text. For example, if 20 unique sources are cited in the manuscript, then only those 20 sources should be included in the References section. Please note that repeated citations of the same source within the text are counted as a single reference entry; therefore, the total number of references may be lower than the total number of in-text citations.

Reviewer 1

General Comments and Recommendations
The paper addresses a relevant issue in ride-hailing services and the empirical results are presented in a generally understandable manner. However, I have a serious concern about whether the study is actually measuring the constructs claimed in its title and objectives. The conceptualization of in-app communication, trust, and satisfaction appears blurred at the measurement level, and this makes the reported correlations difficult to interpret with confidence. The manuscript may have statistically significant results, but significance alone cannot resolve a problem concerning what the variables themselves actually represent.

Specific Comments and Recommendations
In-app communication quality is measured through perceived usefulness, perceived ease of use, behavioral intention, and actual use. These are essentially technology acceptance or technology-use constructs rather than direct dimensions of communication quality. Likewise, customer satisfaction includes expectation, confirmation, purchase intention, and perceived performance, while trust includes perceived risk alongside platform trust, driver trust, and reputation. This creates substantial construct contamination. For example, behavioral intention is treated as a dimension of communication quality and is then correlated with trust, yet

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behavioral intention normally represents an outcome or intention toward system use rather than a quality attribute of communication. The same problem appears when purchase intention is treated as part of satisfaction. More troubling, perceived risk is reported as a trust dimension with a positive mean and a positive correlation with satisfaction, while the discussion later interprets the finding as reduced or low perceived risk being related to satisfaction. This leaves the direction and meaning of the construct uncertain. Because these variables form the basis of the hypotheses, correlations, discussion, and conclusion, the issue affects the entire inferential structure of the manuscript. At present, it is difficult to determine whether the study demonstrates that communication quality relates to trust and satisfaction, or simply that several overlapping positive attitudes toward ride-hailing applications are correlated with one another.

Please indicate your recommendation by checking the appropriate box below.

Decision	
	Accept the manuscript for publication.
/	Reconsider the manuscript after the authors have satisfactorily addressed and complied with the reviewers' comments and recommendations.
	Reject the manuscript, as it is not suitable for publication.

Reviewer 2

General Comments and Recommendations
Your focus on digital communication quality in Mandaluyong City is both timely and practical. You clearly possess a strong grasp of the subject matter. However, I must be exceptionally stern about the conceptual execution. The paper attempts to blend multiple theories without a robust theoretical synthesis.
Specific Comments and Recommendations
Title and Abstract- The title captures the essence of the variables at play. I advise you to add the geographical context to attract the precise demographic of scholars interested in Southeast Asian transport logistics. The abstract provides a succinct overview. You mention the selection of one hundred fifty active users. Expand slightly on the statistical techniques applied. You state that you used analysis of variance, but you should detail the specific post hoc tests if relevant.
Introduction- You highlight issues like delay in driver response. This grounds the study in reality. Yet, I must challenge the theoretical integration. You present the Technology Acceptance Model alongside the Commitment Trust Theory and the Expectation Confirmation Theory. You must synthesize them deeply rather than merely list them.
Methodology- You declare a sample size of 150 users. For a correlational study that aims to validate multiple theoretical constructs, this number sits on the lower boundary of acceptability. Furthermore, you note that 66% of participants are eighteen to twenty four years old and 71 percent are female. This extreme skew implies your results predominantly reflect the views of young women. You must justify why this demographic represents the broader population.
Results- Your statistical presentation reveals a critical issue. In your second table, your mean scores range from 4.13 to 4.37 on a five point scale. This indicates a severe maximum score artifact. You report strong positive correlations, such as a .685 correlation between behavioral

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intention and trust. You must discuss whether these high correlations are artifacts of the extreme positive skew.
Discussion and Conclusion- You correctly point out the intention behavior gap, which shows excellent analytical depth. You state that reputation showed a comparatively moderate relationship to satisfaction. Contrast this result with previous studies to explain why direct experiences outweigh reviews in this locale. Your conclusion summarizes the core arguments well. You suggest that companies should provide professional interaction protocols. To make this spectacular, offer highly specific design recommendations for developers.
References- I found a critical mismatch here. In your text, you cite Davis, Morgan, Hunt, Oliver, and Bhattacherjee. However, your reference list includes Gefen and Straub, McKnight and colleagues, Van Tonder and Petzer, and Venkatesh and colleagues. None of these latter authors appear in your actual text. This is an academic oversight. You must harmonize your citations.

Please indicate your recommendation by checking the appropriate box below.

Decision	
	Accept the manuscript for publication.
/	Reconsider the manuscript after the authors have satisfactorily addressed and complied with the reviewers' comments and recommendations.
	Reject the manuscript, as it is not suitable for publication.

SECOND ROUND

Decision	**Editor**	**Reviewer 1**	**Reviewer 2**
Accept the manuscript for publication.	/	/	/
Reconsider the manuscript after the authors have satisfactorily addressed and complied with the reviewers' comments and recommendations.			
Reject the manuscript, as it is not suitable for publication.			