

Review of “Residential Customers Satisfaction with Public Water Provision in Ojota, Nigeria”

Comments for the Authors:

General Comments:

This is an important topic and a useful paper focusing on the residential customers satisfaction with public water provision in Ojota (Nigeria). This is an important research topic and fills, in part, a major gap in the literature in Nigeria/Africa. This study also has policy implications. My overall assessment is that this paper would make an important contribution to the literature, as well as informative reading for the audience of the *European Scientific Journal*, but only if some major revisions (“Return for major revision and resubmission”) are undertaken by the authors.

Specific Comments:

- a) There is need for a better Introduction (pp. 2-3). Also consider the following questions: What makes this paper original/unique and important? What are the major policy implications? What are the main research questions guiding this study?
- b) There is need for a more in-depth/updated “literature review”. I recommend writing a more updated review/critique of the current empirical literature dealing with “water provision and residential customers satisfaction” in Nigeria as well as in Africa. After reading this paper I was unsure whether this case study contradicts or validates the existing African scholarship/literature.
- c) “The Study Area” (p. 4) and “Method of Study (pp. 5-7) - This paper needs a stronger methodology section. It needs to provide more information on the study area (Ojoto) (e.g., more information is needed on the composition of its population; total population of Ojoto?; demographic and S.E.S. of its population, etc....) and justify the choice of this study area (see p. 4). Please provide more information about the sampling strategies and administration of the questionnaires. Also expand on the main limitations/biases of the sample/sampling strategies used.
- d) “Results and Discussion” (pp. 7-16): The balance of description and interpretation must be shifted toward the latter. The author(s) need to improve the reporting of the findings. Use quotations from respondents/questionnaires. In sum, what can we learn from these results. What can we conclude from this section of the paper?
- e) Conclusion (p. 16): One paragraph! Too short! There is room to expand the Conclusion. What are the policy implications of this study? What areas are recommended for further research and why? From a policy perspective, why is it important to look at this research topic?