



DISCOVERING HIDDEN CLUSTER STRUCTURES IN CITIZEN COMPLAINT CALL VIA SOM AND ASSOCIATION RULE TECHNIQUE

Reviewer 1: --

1. The sentence construction should be proper in several sections in this article to be modified.
2. In several sections' sentences and paragraphs have some margin and space problem, which needs to be properly adjusted.
3. In several sections, sentences have spelling and grammar mistakes, which need to be corrected.

Page No.	Actual	Suggested
1	improvement in communication	improving communication
1	Citizen	Citizens
1	SOM were created new	SOM has created a new
1	with Apriori	with the Apriori
1	it's general	it's a general
1	In fact, customer	Customer
2	Discuss	Discusses
3	of research	of the research
3	is a work	is the work
3	about the customer	about customer
3	Method	Methods
5	its good	it's a good
5	Customer	Customers
5	Variable	Variables
5	represented, greater customer's	represented, the greater customer
5	algorithm in	The algorithm is
5	that have been	that has been
5	as classification analysis tools in businesses related	as a classification analysis tool in business-related
6	use Dunn	Use the Dunn
6	Is distance	Is the distance
6	Is diameter of cluster	Is the diameter of the cluster
7	Response	Responses
7	the lift	the lifted
7	The aim of association rule extraction is	Association rule extraction aims

7	used normalization	used the normalization
7	Table	Tables
9	Appreciate	Appreciative
9	and classified	and is classified
9	as third	as a third
9	Variable	Variables
9	with lift value lees	with a lift value less
10	of 9	of the 9
10	in pervious	in the previous
10	Section	Sections
10	build more	build a more
10	of arising	of the arising
10	of municipality	Of the municipality
10	of subject'	of the subject
10	of 7 rules	of the 7 rules
11	which refer	which refers
11	of final	of the final
11	of subject of being	of the subject being
11	of municipality	of the municipality
11	Citizen	Citizens
11	with probability 93.5%.	with a probability of 93.5%.
11	of subject	of the subject
12	of the region	of region
12	Idea	Ideas
12	and private	and a private
12	Publish	publishing

Comments to Editor :

After some modification as per the reviewer's comments, the article can be accepted for possible publication.

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Reviewer 2: --

1. The paper should be written properly in JMCMS Journal format.
2. References and in-text citations are not in JMCMS Journal format. More references should be included and sequentially/adequately arranged, as cited in the text.
3. Authors are advised that the abstract part should be more specific.
4. Result and Discussion section should be specific and informative.
5. Mention the full form of the abbreviations.
6. Conflict of interest regarding the article should be mentioned in the text.

Comments to Editor :

This article needs some modification. After some modification, the article can be accepted for possible publication.

Reviewer 3: --

1. The Paper should be written in JMCMS Journal format.
2. References and in-text citations are not in JMCMS format. More references should be included and sequentially/adequately arranged, as cited in the text.
3. The abstract part is needed to be modified and try to write in short.
4. All the pictures should be clear and the resolution should be high.
5. Conflict of interest regarding the article should be mention in the text.

Comments to Editor :

1. After modifying the said points, the paper can be accepted for possible publication.

[Note: This is a computer-generated Report hence, no need for any Signature.]