Global Conference on Advances in Business and Social Sciences (GCABSS – 2020 Online)

Comments and Questions
GCABSS 2020

Paper No. 201225

Comment 1
The paper is about recovery justice, an interesting concept which many may not be very much aware. The authors attempt to provide new insights regarding the impact of Chinese cultural factors (the doctrine of the mean - traditional Confucius interpersonal style emphasizing interpersonal harmony and connection) on student reactions to educational service recovery. At the same time, the study examines the moderating impact of the Chinese cultural factor in the perceived recovery justice - satisfaction link in the higher academic service domain. In short, it is a novel but the complex topic and I am afraid that the average reader may not find the concepts presented here so easily understandable.

Reply
Thank you!

Comment 2
What is this all about? I guess I am at a loss because I have no background in Chinese history or philosophy. Maybe when authors tried to translate a few Chinese concepts into English, some of the concepts and their meanings were transmuted or altered altogether. I would suggest using a native language expert to handle this situation. On the other, the paper is a good one. Comment 3 A difficult paper which has many new and uncommon ideas.

Reply
Thank you!

Question No. 1
What is recovery justice?

Reply
The justice that the consumers found after post-recovery satisfaction.

Question No. 2
What is the "mean" in your title, and what should a reader understand from that?

Reply
“Mean” refers to consumers using peaceful way to solve problems.

**Question No. 3**
Please explain the scope and limitations of your study?

**Reply**
No samples are drawn from other locations besides Hong Kong.