

Review Form 1.7

Journal Name:	Asian Journal of Economics, Business and Accounting
Manuscript Number:	Ms_AJEBA_115711
Title of the Manuscript:	Optimizing Queue Management in Healthcare Settings: Enhancing Patient Satisfaction through Strategic Approaches
Type of the Article	

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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)
<p>Compulsory REVISION comments</p> <p>1. Is the manuscript important for scientific community? (Please write few sentences on this manuscript)</p> <p>2. Is the title of the article suitable? (If not please suggest an alternative title)</p> <p>3. Is the abstract of the article comprehensive?</p> <p>4. Are subsections and structure of the manuscript appropriate?</p> <p>5. Do you think the manuscript is scientifically correct?</p> <p>6. Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form.</p> <p><u>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</u></p>	<p>Yes, it is important to a certain extent.</p> <p>Suitable.</p> <p>Yes.</p> <p>More subsections could have been provided. The details of surveyors were not provided. These could be segregated by providing with subsections like age-group and gender.</p> <p>The author could have provided more details about the five villages. The sample size could be more distinct.</p> <p>Literature review should have been done on the latest developments</p>	<p>We appreciate the reviewer's feedback on our manuscript. The demographic data has been organized into subsections based on factors such as hospital, gender, age, education, and marital status. Each category includes respondent numbers and percentages, ensuring clarity and ease of interpretation for readers. We believe this organization adequately addresses the reviewer's suggestion for further segmentation. We welcome any additional feedback or suggestions from the reviewer.</p> <p>We appreciate the reviewer's observation regarding the need for more detailed information about the hospitals involved in our study. The research was conducted on outpatients who visited selected government hospitals in the Ampara District of Sri Lanka (Ampara District General Hospital, Kalmunai North Base Hospital, Addalachenai Divisional Hospital Ampara, Akkaraipattu Base Hospital and Sainthamaruthu District Hospital). However, to maintain confidentiality, we have anonymized the hospital names as Hospital 1, Hospital 2, Hospital 3, Hospital 4, and Hospital 5 in the manuscript.</p> <p>We appreciate the reviewer's attention to the literature review in our manuscript. We have conducted a thorough review of the latest developments in the field and have incorporated them into the revised manuscript.</p>
<p>Minor REVISION comments</p> <p>1. Is language/English quality of the article suitable for scholarly communications?</p>	<p>Adequate. But some more strong phrases could have been used.</p>	<p>We have revised the manuscript to incorporate stronger language, as suggested by the reviewer.</p>

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Optional/General comments	As mentioned above, the details of survey has not been adequately provided in the manuscript. To make it more clearly some detailed information about the location should also have been mentioned.	The research was conducted on outpatients who visited selected government hospitals in the Ampara District of Sri Lanka (Ampara District General Hospital, Kalmunai North Base Hospital, Addalachenai Divisional Hospital Ampara, Akkaraipattu Base Hospital and Sainthamaruthu District Hospital). However, to maintain confidentiality, we have anonymized the hospital names as Hospital 1, Hospital 2, Hospital 3, Hospital 4, and Hospital 5 in the manuscript.
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PART 2:

	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)
Are there ethical issues in this manuscript?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	The research was conducted on outpatients who visited selected government hospitals in the Ampara District of Sri Lanka (Ampara District General Hospital, Kalmunai North Base Hospital, Addalachenai Divisional Hospital Ampara, Akkaraipattu Base Hospital and Sainthamaruthu District Hospital). However, to maintain confidentiality, we have anonymized the hospital names as Hospital 1, Hospital 2, Hospital 3, Hospital 4, and Hospital 5 in the manuscript.