

## 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	

## PART 1: Review Comments

	Reviewer's comment	Author's comment <i>(if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. authors must write his/her feedback here)</i>
<p><b><u>Compulsory</u></b> REVISION comments</p> <p>1. <b>Is the manuscript important for scientific community?</b> (Please write few sentences on this manuscript)</p> <p>2. <b>Is the title of the article suitable?</b> (If not please suggest an alternative title)</p> <p>3. <b>Is the abstract of the article comprehensive?</b></p> <p>4. <b>Are subsections and structure of the manuscript appropriate?</b></p> <p>5. <b>Do you think the manuscript is scientifically correct?</b></p> <p>6. <b>Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form.</b></p> <p><b><u>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</u></b></p>	<p>1. <b>Yes, it is</b> important.</p> <p>2. <b>The study method is not clear in the title and the title is ambiguous. What exactly is the method of this article? It is written unclearly.</b></p>	<p>The exact method is an Assessment of Queue Management and Patient Satisfaction of Some Selected Government Hospitals in Ampara District</p>
<p><b><u>Minor</u></b> REVISION comments</p> <p>1. <b>Is language/English quality of the article suitable for scholarly communications?</b></p>		
<p><b><u>Optional/General</u></b> comments</p>		

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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.