

## SDI FINAL EVALUATION FORM 1.1

### PART 1:

Journal Name:	<a href="#">Asian Journal of Education and Social Studies</a>
Manuscript Number:	Ms_AJESS_126495
Title of the Manuscript:	<b>Will Machines Replace Humans in the Hospitality Business?</b>
Type of the Article	<b>Research Paper</b>

### PART 2:

<b>FINAL EVALUATOR'S comments on revised paper (if any)</b>	<b>Authors' response to final evaluator's comments</b>
<p>Overall, it is evident that the revisions have been well incorporated, with smoother flow in the context and significant improvement in the logical consistency of the content. However, a few areas still require contextual adjustments, and I would like to suggest the following revisions:</p> <ol style="list-style-type: none"><li>1. In the Abstract, under the section "Research Limitations and Implications," the phrase regarding the inability to review prior studies due to time constraints might convey to the readers that the author lacked competence. Therefore, my personal recommendation would be to rephrase it as follows: "This study has significance in deriving implications through a literature review. However, future research could focus on empirical analysis to examine the relationships between variables." This revision would be a more appropriate way to suggest an alternative research approach that was not undertaken in this study.</li><li>2. On page 8, line 17, where it states that various hospitality sectors have replaced human workers with technologies like artificial intelligence, a revision is necessary. As of 2024, airport and hotel reception desks still have staff members present to assist customers. Therefore, the original statement may mislead the readers. I suggest revising the sentence to: "Various hospitality sectors, such as customer service, reception, travel desk, ground staff management at airport terminals, and reservation and booking counters, have seen an increase in the use of AI and robots." The revised expression would more accurately reflect the current situation and avoid the potential dissemination of incorrect information.</li></ol>	

### Reviewer Details:

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