

Review Form 1.7

Journal Name:	Advances in Research
Manuscript Number:	Original Manuscript_AIR_117735
Title of the Manuscript:	Cross-cultural Challenges Affecting Effective Communication between Health care Providers and Their Patients in Zambia
Type of the Article	

General guideline for Peer Review process:

This journal's peer review policy states that **NO** manuscript should be rejected only on the basis of '**lack of Novelty**', provided the manuscript is scientifically robust and technically sound. To know the complete guideline for Peer Review process, reviewers are requested to visit this link:

<https://www.journalacri.com/index.php/ACRI/editorial-policy>

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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> <ol style="list-style-type: none"> 1. Is the manuscript important for scientific community? (Please write few sentences on this manuscript) 2. Is the title of the article suitable? (If not please suggest an alternative title) 3. Is the abstract of the article comprehensive? 4. Are subsections and structure of the manuscript appropriate? 5. Do you think the manuscript is scientifically correct? 6. Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form. <p><u>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</u></p>	<p>Yes, the manuscript is important for the scientific community as it addresses a critical issue in healthcare communication within a specific context—Zambia. It provides valuable insights into the linguistic and cultural barriers that impede effective healthcare delivery, which is crucial for improving patient outcomes and healthcare practices in multicultural settings. The findings can inform policy changes and interventions to enhance communication between healthcare providers and patients.</p> <p>The title, "Cross-cultural Challenges Affecting Effective Communication between Healthcare Providers and Their Patients in Zambia," is suitable but could be more concise. An alternative title could be: "Cross-Cultural Communication Barriers in Zambian Healthcare: Implications for Patient Care."</p> <p>The abstract is comprehensive but requires revision for clarity and structure. It should succinctly summarize the background, methods, key findings, and conclusions to provide a clear overview of the study.</p> <p>The subsections and structure of the manuscript are generally appropriate. However, the presentation of data in the findings section could be improved by incorporating direct quotes, detailed examples, and visual aids such as tables or figures. The discussion section should also be expanded to include more connections to theoretical frameworks and existing literature.</p> <p>Yes, the manuscript appears to be scientifically correct. The methodology is robust, employing qualitative research techniques that provide a deep understanding of the communication challenges faced by healthcare providers and patients. The findings are consistent with existing literature on the importance of effective communication in healthcare settings.</p> <p>The references are generally sufficient and include relevant and recent studies. However, the inclusion of more recent studies on cross-cultural communication in healthcare from different geographical contexts could further strengthen the literature review.</p>	
<p>Minor REVISION comments</p> <ol style="list-style-type: none"> 1. Is language/English quality of the article suitable for scholarly communications? 		
<p>Optional/General comments</p>	<p>Strengths</p> <ol style="list-style-type: none"> 1. Clear Focus and Relevance: <ul style="list-style-type: none"> • The article addresses a significant and relevant issue in healthcare communication, particularly in the context of Zambia. By focusing on the cross-cultural challenges in communication between healthcare providers and patients, the study highlights a crucial area that affects healthcare delivery and patient outcomes. 2. Comprehensive Methodology: <ul style="list-style-type: none"> • The use of qualitative research methods, including semi-structured interviews and direct observations, is a strength. This approach allows for an in-depth understanding of the subjective experiences and perspectives of both healthcare providers and patients. The combination of interviews and observations enriches 	

	<p>the data and provides a holistic view of the communication challenges.</p> <ol style="list-style-type: none"> 3. Detailed Analysis: <ul style="list-style-type: none"> • The article provides a thorough analysis of the linguistic and cultural barriers affecting communication. The use of thematic and discourse analysis to identify recurring themes and scrutinize language usage in social contexts is well-executed. This methodological rigor enhances the credibility of the findings. 4. Practical Recommendations: <ul style="list-style-type: none"> • The article concludes with practical recommendations, such as implementing a language policy framework and employing qualified interpreters. These suggestions are actionable and provide a clear way forward for improving communication in healthcare settings. <p>Areas for Improvement</p> <ol style="list-style-type: none"> 1. Abstract Clarity and Formatting: <ul style="list-style-type: none"> • The abstract contains several grammatical errors and lacks proper formatting. Improving the clarity and structure of the abstract would make it more accessible and easier to understand. For instance, breaking down the abstract into distinct sections (e.g., background, methods, results, conclusions) would enhance readability. 2. Literature Review: <ul style="list-style-type: none"> • The introduction could benefit from a more extensive literature review. While it cites relevant studies, a broader discussion of previous research on cross-cultural communication in healthcare, particularly in similar contexts, would provide a stronger foundation for the study. Integrating more international perspectives could also highlight the global relevance of the issue. 3. Data Presentation: <ul style="list-style-type: none"> • The findings section could be improved by presenting the data more systematically. Including direct quotes from participants and more specific examples of communication breakdowns would illustrate the challenges more vividly. Additionally, summarizing key findings in tables or figures could enhance the presentation of the results. 4. Discussion and Implications: <ul style="list-style-type: none"> • The discussion section should more explicitly connect the findings to broader theoretical frameworks and existing literature. This would help situate the study within the larger field of healthcare communication research. Furthermore, discussing the implications of the findings for policy and practice in greater detail would strengthen the conclusion. 5. Conclusion and Future Research: <ul style="list-style-type: none"> • While the conclusion provides a summary of the findings and recommendations, it could be expanded to discuss the limitations of the study and suggest areas for future research. Addressing potential limitations (e.g., sample size, scope) would add a critical perspective and guide future investigations. <p>Suggestions for Improvement</p> <ol style="list-style-type: none"> 1. Enhance Abstract and Introduction: <ul style="list-style-type: none"> • Revise the abstract for clarity and structure, ensuring it succinctly summarizes the key points of the study. Expand the introduction to include a more comprehensive literature review, highlighting gaps that this study aims to fill. 2. Strengthen Data Presentation: <ul style="list-style-type: none"> • Use direct quotes and detailed examples in the findings section to illustrate key points. Consider using tables or figures to summarize data and enhance visual appeal. 3. Expand Discussion and Implications: <ul style="list-style-type: none"> • Deepen the discussion by linking findings to broader theoretical frameworks and existing research. Elaborate on the practical implications of the study for healthcare policy and practice. 4. Address Limitations and Future Research: <ul style="list-style-type: none"> • Discuss the limitations of the study and suggest areas for future research. This could include expanding the sample size, exploring other regions or healthcare settings, and investigating the long-term impact of implementing the recommended 	
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	<p>interventions.</p> <p>By addressing these areas, the article can provide a more comprehensive and impactful analysis of cross-cultural communication challenges in healthcare settings in Zambia.</p> <p>After a thorough review of the manuscript titled "Cross-cultural Challenges Affecting Effective Communication between Healthcare Providers and Their Patients in Zambia," I recommend its publication, contingent upon the incorporation of the following revisions. The article addresses a critical issue in healthcare communication, offering valuable insights into the linguistic and cultural barriers that impede effective healthcare delivery in Zambia. The methodology is robust, employing qualitative research techniques that provide a deep understanding of the experiences of healthcare providers and patients.</p> <p>However, to enhance the clarity and impact of the manuscript, several improvements are necessary. First, the abstract requires revision for better clarity and structure, ensuring it succinctly summarizes the key findings and implications. The introduction should be expanded to include a more comprehensive literature review, situating the study within the broader context of cross-cultural communication research. Additionally, the presentation of data can be strengthened by incorporating direct quotes and detailed examples, as well as visual aids such as tables or figures to summarize key findings.</p> <p>The discussion section would benefit from a deeper connection to theoretical frameworks and existing literature, elaborating on the practical implications for healthcare policy and practice. Furthermore, the conclusion should address the study's limitations and suggest areas for future research, providing a more rounded perspective.</p> <p>With these revisions, the manuscript will significantly contribute to the field of healthcare communication and offer practical recommendations for improving patient outcomes in multicultural settings. I am confident that these enhancements will prepare the article for successful publication.</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>	

Reviewer Details:

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