

Review Form 3

Journal Name:	Asian Journal of Advanced Research and Reports
Manuscript Number:	Ms_AJARR_124502
Title of the Manuscript:	Evaluating Customers' Perceptions of the Reliability of Healthcare Services Provided by Government Hospitals: A Case Study of Ilala District Council
Type of the Article	Case Study

General guidelines for the 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 guidelines for the Peer Review process, reviewers are requested to visit this link:

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PART 1: Review Comments

<u>Compulsory</u> REVISION comments	Reviewer's comment	Author's Feedback <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her</i>
<p>Please write a few sentences regarding the importance of this manuscript for the scientific community. Why do you like (or dislike) this manuscript? A minimum of 3-4 sentences may be required for this part.</p>	<p>This manuscript is of great interest to the scientific community because it sheds light on customers' perceptions of the reliability of health care services in government hospitals, which is a critical issue for improving health care quality. Through a case study of Ilala District Council, this research provides real data that contributes to understanding the challenges and opportunities facing public healthcare systems. an often-overlooked angle in healthcare quality research, enhances decision makers' abilities to improve services based on actual needs</p>	
<p>Is the title of the article suitable? (If not please suggest an alternative title)</p>	<p>The title is good but needs proofreading for minor adjustments</p> <p>"Evaluating Customers' Perspectives on the Reliability of Healthcare Services in Government Hospitals: A Case Study of Ilala District Council"</p>	
<p>Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.</p>	<p>The abstract is largely comprehensive but could benefit from a few adjustments for clarity and impact.</p> <p>Add What will happen if this study is not conducted? Any Possible consequences? higher rate of infections? Higher death rates? declining public health etc??The urgent need to study this topic???</p> <p>What is the gap in this study??</p>	
<p>Are subsections and structure of the manuscript appropriate?</p>	<p>The subsections and structure of the manuscript are well-organized and enhance the overall clarity of the content.</p> <p>Each section is clearly labeled, allowing readers to navigate through the methodology, findings, and recommendations with ease. The logical flow of information helps to effectively convey the study's</p>	
<p>Please write a few sentences regarding the scientific correctness of this manuscript. Why do you think that this manuscript is scientifically robust and technically sound? A minimum of 3-4 sentences may be required for this part.</p>	<p>This manuscript demonstrates scientific robustness through its rigorous research design and methodology, utilizing both quantitative and qualitative approaches to gather comprehensive data. The use of validated instruments for data collection, such as service quality questionnaires and interviews, enhances the reliability of the findings. Additionally, the analysis methods employed are appropriate for the data type, allowing for meaningful interpretations of the results. Overall, the manuscript's adherence to established research practices and its thorough exploration of the topic contribute to its technical soundness and credibility in the field of healthcare services.</p>	
<p>Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.</p> <p>:-</p>	<p>The sources used in the article need to be updated, as most of them are outdated. References are preferably from the last five years to ensure that the information and research used reflects the latest developments in the field. It is important to include recent studies to support the findings and discussions, which will enhance the credibility of the research and its relevance to the current context.</p>	
<p><u>Minor</u> REVISION comments</p> <p>Is the language/English quality of the article suitable for scholarly communications?</p>	<p>The article needs further editing and proofreading to improve its overall quality. Addressing grammatical errors, inappropriate wording, and ensuring consistency in terminology will improve readability and clarity.</p>	
<p><u>Optional/General</u> 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>	

Reviewer Details:

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