

### Review Form 3

Journal Name:	<a href="#">Asian Journal of Economics, Business and Accounting</a>
Manuscript Number:	Ms_AJEBA_127989
Title of the Manuscript:	Enhancing Customer Satisfaction in Healthcare Service: A Systematic Literature Review
Type of the Article	Systematic Review

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**PART 1: 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 feedback here)</i>
Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.	- The review is an important scientific effort in determining the agreement of 54 articles on main dimensions and important sub-variables of the topic under research - There is no doubt that the review will be an important and useful reference for researchers in this field -His use of PRISMA was successful in this review	
Is the title of the article suitable? (If not please suggest an alternative title)	Suitable	
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.	-Abstract: expressive, clear, and completes all aspects that give researchers a clear idea to benefit from it as a reference -Please add " PRISMA " To keywords	
Is the manuscript scientifically, correct? Please write here.	Yes	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.	-Sources are 96% current for the period 2019-2023 -However, it is small compared to the 54 articles, with one source for each one	
Is the language/English quality of the article suitable for scholarly communications?	Yes, suitable	
<b>Optional/General</b> comments	The manuscript "Enhancing Customer Satisfaction in a Healthcare Service: A Systematic Literature Review" is very well written and researched.  Paragraph Place and duration of study: Why is it referred to and the place and time of study not specified?	

**PART 2:**

	Reviewer's comment	Author's comment <i>(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)</i>
Are there ethical issues in this manuscript?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

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