

Review Form 3

Journal Name:	Asian Journal of Economics, Business and Accounting
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

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: 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 patient satisfaction is very important for any growing community and healthy society. Largely service quality among healthcare service providers has been a long time concern. Therefore, the manuscript is very important.	
Is the title of the article suitable? (If not please suggest an alternative title)	No Enhancing Patient Satisfaction by Healthcare Service providers : A Systematic Literature Review	
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.	Yes comprehensive	
Is the manuscript scientifically, correct? Please write here.	Yes correct	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.	Yes sufficient	
Is the language/English quality of the article suitable for scholarly communications?	demands modification. English language suitable but require refinement.	
Optional/General comments	<ol style="list-style-type: none"> 1. Modify the topic and refine the English language. 2. Service quality connects to outcome of treatment and also nurses and doctor behaviour , communication works for the satisfaction 	

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>	

Reviewer Details:

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