

REVIEWER'S REPORT

Manuscript No.: IJAR-57544

Title: Service Quality and Patient Satisfaction in Public Healthcare: A SERVPERF Analysis of Outpatient Services

Recommendation:

Accept as it is

✓ Accept after minor revision.....

Accept after major revision

Do not accept (*Reasons below*)

Rating	Excel.	Good	Fair	Poor
Originality		✓		
Techn. Quality		✓		
Clarity		✓		
Significance	✓			

Reviewer Name: Dr S. K. Nath

Detailed Reviewer's Report

Strength of the study

- The study addresses an important issue related to public healthcare quality and patient satisfaction
- Use of the SERVPERF framework provides a structured analytical approach
- Focus on outpatient services gives practical administrative relevance
- The discussion connects health economics with service quality effectively
- Findings are supported with primary survey data and clear interpretation
- Suggestions provided are practical and useful for hospital management and policymakers

Weakness of the study

- Sample size of eighty respondents is relatively small for wider generalization
- Ethical clearance and informed consent details are not clearly mentioned
- Some grammatical and typographical errors affect readability of the manuscript
- Statistical analysis is limited mainly to descriptive interpretation
- Literature review could include more recent Indian healthcare studies
- Repetition of certain references and formatting inconsistencies are present
- Limited explanation regarding sampling technique and questionnaire validation process

Reviewers Comments

The manuscript presents a relevant analysis of service quality and patient satisfaction in a public healthcare setting using the SERVPERF framework. The topic is important because patient satisfaction has become a major indicator of healthcare efficiency and responsiveness. The paper successfully connects concepts from health economics and public healthcare management with practical issues faced in outpatient departments. The use of RATER dimensions provides a clear structure for analysis, and the findings regarding responsiveness, waiting time, and empathy are meaningful for policy and hospital administration. The discussion and recommendations are practical and aligned with current healthcare challenges in Kerala. However, the manuscript requires improvement in language quality, grammar, and formatting consistency. Ethical clearance and informed consent procedures should be clearly stated. The sample size is limited, and the statistical analysis remains largely descriptive, which restricts broader generalization of findings. Certain references are repeated, and some methodological details require clarification. Overall, the study is informative and useful for healthcare administrators, but moderate revision is necessary before publication consideration.

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