

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 ID: JP085

Reviewer's Comment for Publication.

This study evaluates the quality of outpatient healthcare services and patient satisfaction in a government hospital in Kerala using the SERVPERF model. The study focuses on five service quality dimensions: tangibility, reliability, responsiveness, assurance, and empathy. . The results show that overall patient satisfaction and service quality are at a moderate level. Assurance received the highest score, while responsiveness received the lowest. The study suggests improving operational efficiency, staff communication, and infrastructure to increase patient satisfaction.

Strength:

1. Important healthcare topic
2. Clear objectives and discussion
3. Practical recommendations
4. Good use of SERVPERF model

Weakness:

1. Small sample size
2. Limited statistical analysis
3. Ethical approval not mentioned
4. Language and grammar need improvement

Overall assessment:

The article discusses an important issue related to patient satisfaction in public healthcare services. The study is informative and useful for hospital administrators and policymakers.

Recommendation: Manuscript accepted for publication.