

REVIEWER'S REPORT

Manuscript No.: IJAR-59008

Title: Augmented Supply Chain Workforce Solutions for Saudi Arabia: Integrating ERP, Warehouse Management Systems and Digital Decision Support toward Vision 2030

Recommendation:

Accept as it is

Accept after minor revision... ..

Accept after major revision few

Do not accept (*Reasons below*)

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

Reviewer's ID: JPR-215

Detailed Reviewer's Report

Review Report

1. Overall assessment

Recommendation: Major Revision

Review Report

The manuscript addresses a **relevant and contemporary topic** by integrating ERP, WMS and Digital Decision Support (DDS) with a human-in-the-loop/augmentation perspective in the Saudi Arabian Vision 2030 context. The paper has a clear conceptual direction and a useful implementation roadmap. However, substantial revisions are required before publication, particularly regarding **methodological rigor, originality, systematic-review transparency, conceptual framework validation, and reference verification**.

2. Major strengths

1. Contemporary research topic

The integration of ERP, WMS, AI/DDS and workforce augmentation is highly relevant to Industry 4.0/5.0 and supply-chain digitalisation.

2. Clear central argument

The distinction between **automation and augmentation** is one of the strongest aspects of the

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manuscript. The paper appropriately argues that technology should enhance rather than simply replace human capabilities.

3. **Good conceptual integration**

The proposed relationship among ERP → WMS → DDS → human decision-making provides a logical conceptual structure.

4. **Practical implementation roadmap**

The four-phase roadmap—Foundation, Connected Execution, Decision Augmentation and Scaled Autonomy—is useful and potentially valuable for practitioners.

5. **Workforce-oriented KPIs**

The inclusion of decision latency, exception-resolution time, recommendation acceptance/override, training completion, skill coverage and safety events adds practical value.

Major concerns requiring revision

A. Methodology needs much stronger justification

The paper calls itself a “**focused systematic integrative review**” and states that it conforms to PRISMA 2020. However, the methodology does not provide enough information to demonstrate a genuinely systematic review.

The manuscript states that searches were conducted through publisher records and academic databases, but it does not clearly report:

- Exact databases searched
- Date of each search
- Number of records identified
- Number of duplicates removed
- Number screened
- Number excluded at each stage
- Full-text exclusion reasons
- Final number included
- Search strategy for each database
- Quality-assessment instrument or scoring procedure

The manuscript says that the final core set consists of **30 sources**, but the selection process is not sufficiently reproducible.

Recommendation: Add a PRISMA flow diagram and a detailed search/selection table.

B. The research gap needs to be sharper

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The paper states that previous reviews rarely integrate ERP, WMS and decision support specifically around the Saudi workforce. This is potentially the manuscript's main contribution. However, the gap is presented mainly narratively.

The authors should explicitly establish:

What previous studies have examined → What they have not examined → What this study uniquely contributes.

C. Figure 1 and Figure 2 need greater explanatory value

The paper refers to:

- Figure 1: Integrated ERP-WMS-DDS architecture
- Figure 2: Human-in-the-loop learning cycle

But the surrounding discussion carries much of the conceptual explanation.

The figures should be redesigned to clearly demonstrate:

ERP → WMS → DDS → Worker → Feedback → ERP/WMS/DDDS

and distinguish:

- Information flow
- Decision flow
- Human intervention
- Automated action
- Feedback/learning

The figures should be understandable independently of the text. If possible