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Journal Name:	Asian Journal of Research in Nursing and Health
Manuscript Number:	Ms_AJRNH_60912
Title of the Manuscript:	THE RELATIONSHIP OF ACCREDITATION WITH QUALITY OF SERVICE AND SATISFACTION OF HEALTH CARE CENTER PATIENTS IN EAST KOLAKA DISTRICT
Type of the Article	Original Research Article

General guideline for 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 guideline for Peer Review process, reviewers are requested to visit this link:

(<http://www.sciencedomain.org/journal/10/editorial-policy>)



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PART 1: Review Comments

	Reviewer's comment	Author's comment (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)
Compulsory REVISION comments	<p>This manuscript does a good job demonstrating the relationship between emotional accreditation with quality of service and satisfaction of health care center patients.</p> <p>The following major issues should be addressed before it can be published:</p> <ul style="list-style-type: none"> • The author(s) should improve the methodology section as follows: <ul style="list-style-type: none"> ○ It should be analyzed why this type of research was used instead of others ○ It should be explained why the research was carried out at the specific area of East Kolaka and if the results are representative of the whole country ○ It should be explained if the sample of 299 patients is representative of the research population and how can this be proven; did the authors use any of the available in the literature functions to calculate the sample? ○ A brief analysis of the questionnaire's structure is very important to be provided as well • The author(s) must enrich and support their theoretical analysis and discussion by adding more recently published papers to their literature. Such papers would be the following ones: <ul style="list-style-type: none"> ○ Gerber, A. H., McCormick, C. E., Levine, T. P., Morrow, E. M., Anders, T. F., & Sheinkopf, S. J. (2017). Brief report: factors influencing healthcare satisfaction in adults with autism spectrum disorder. <i>Journal of autism and developmental disorders</i>, 47(6), 1896-1903. ○ Drosos, D., Tsotsolas, N., Skordoulis, M., & Chalikias, M. (2018). Patient satisfaction analysis using a multi-criteria analysis method: The case of the NHS in Greece. <i>International Journal of Productivity and Quality Management</i>, 25(4), 491-505. ○ Chalikias, M., Drosos, D., Skordoulis, M., & Tsotsolas, N. (2016). Determinants of customer satisfaction in healthcare industry: the case of the Hellenic Red Cross. <i>International Journal of Electronic Marketing and Retailing</i>, 7(4), 311-321. ○ Zhang, X., Guo, X., Lai, K. H., Yin, C., & Meng, F. (2017). From offline healthcare to online health services: the role of offline healthcare satisfaction and habits. <i>Journal of electronic commerce research</i>, 18(2), 138-154. ○ Mannion, R., & Davies, H. (2018). Understanding organisational culture for healthcare quality improvement. <i>Bmj</i>, 363. ○ Campanella, P., Lovato, E., Marone, C., Fallacara, L., Mancuso, A., Ricciardi, W., & Specchia, M. L. (2016). The impact of electronic health records on healthcare quality: a systematic review and meta-analysis. <i>The European Journal of Public Health</i>, 26(1), 60-64. ○ Harris, R. B., Cormack, D. M., & Stanley, J. (2019). Experience of racism and associations with unmet need and healthcare satisfaction: the 2011/12 adult New Zealand health survey. <i>Australian and New Zealand Journal of Public Health</i>, 43(1), 75-80. ○ Kwan, A., Daniels, B., Bergkvist, S., Das, V., Pai, M., & Das, J. (2019). Use of standardised patients for healthcare quality research in low-and middle-income countries. <i>BMJ global health</i>, 4(5), e001669. • The author(s) should provide in a clear way the paper's novelty and contribution 	
Minor REVISION comments	<p>There are some minor issues in English language that should be addressed; it would be useful that the manuscript is proofread by a native speaker.</p>	
Optional/General comments		



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PART 2:

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

Reviewer Details:

Name:	Michalis Skordoulis
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