



SDI Review Form 1.6

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| Journal Name: | Advances in Research |
| Manuscript Number: | Ms_AIR_40368 |
| Title of the Manuscript: | IMPACT OF TECHNOLOGICAL INFRASTRUCTURE ON QUALITY OF SERVICE IN THE NIGERIAN HEALTH SECTOR |
| Type of the Article | Review 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/page.php?id=sdi-general-editorial-policy#Peer-Review-Guideline>)



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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) |
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| Compulsory REVISION comments | <p>This manuscript serves as an investigation of the healthcare sector in Nigeria. It offers a fairly simple statistical analysis of certain factors, including the infrastructure, the healthcare service quality as well as the impact of the current facilities on the quality of the offered health service.</p> <p>The inadequacy of infrastructure and manpower was reported as well as the resulting impact that those have in the overall quality of the healthcare service in Nigeria.</p> | |
| Minor REVISION comments | <p>Minor Revision Comments:</p> <p><i>Note:</i> The text in red below represents the suggested changes/additions.</p> <p>Page 1.</p> <p>Line 21: Please rewrite as "The development...".</p> <p>Lines 24-25: Please rewrite as "...generates value for the society²; moreover, open access to infrastructure would generate significantly positive results for the society^{1,3}".</p> <p>Page 2.</p> <p>Lines 33-35: Please rewrite as "This is not surprising, as it is well established in the literature, that service delivery quality has a significant relationship with customer satisfaction. In case patients or customers perceive functional issues...".</p> <p>Line 37: Please rewrite as "...facilities, internal process, interactions...".</p> <p>Line 40: Please rewrite as "...operates at four levels: primary, ...".</p> <p>Line 62: Please rewrite as "This study, therefore, sought to investigate and bridge this gap."</p> <p>Page 3.</p> <p>Line 68: Please rewrite as "...on patients' and healthcare workers' perception...".</p> <p>Lines 72-73: Please rewrite as "(X-ray, echocardiography, ECG, ultrasound and laboratory equipment)".</p> <p>Line 86: Please rewrite as "...it is not uncommon to see that patients often remain long...".</p> <p>Lines 88-89: Please rewrite as "Also, there was inadequacy of drugs offered in hospitals, which often result the alternative solution for patients of purchasing drugs from pharmacies outside...".</p> <p>Page 4.</p> <p>Line 99: Please rewrite as "... (GOPD), otolaryngology (ear, nose and throat, ENT) department, ...".</p> <p>Line 114: Please rewrite as "However, most of the patients (51.3%) were satisfied...".</p> <p>Page 5.</p> <p>Line 149: Please rewrite as "Similarly, the majority of the patients (86.1%) were...".</p> <p>Line 154: Please rewrite as "...staff as well as the equipment inadequacy...".</p> | |



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| | <p>Line 158:Please rewrite as "...was examined. Among...".</p> <p>Page 6.</p> <p>Lines 162: Please rewrite as "...have significant relationships ($p<0.05$) with...". Please use italics for mathematical/statistical notations or relations. For example, the <i>F</i> value or the <i>p</i> values mentioned in lines 170, 171, 172, 180, etc. in the manuscript.</p> <p>Page 7.</p> <p>Line 194: Please rewrite as "Non-government organizations such as social, religiousetc, could...".</p> <p>Table 1: General comment about tables: Do not use bold text inside a table's values or in notations (above or below a table); use bold only in descriptive text in table's column or rows, or to emphasize specific values. Apply this rule to all the other tables in the manuscript.</p> | |
| <u>Optional/General</u> comments | | |

Reviewer Details:

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