Shiraz E-Medical Journal
Volume 23 · Issue 10 · e121816

OPEN PEER REVIEW

Assessment of HIV/AIDS Service Quality Using SERVQUAL Model in Iran: A Cross-sectional Study

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SUBMITTED	REVISED	ACCEPTED	DOI
14 Dec 2021	29 Jun 2022	2 Jul 2022	10.5812/semj-121816

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1 Original submission

0 comments

No public comments in this round.

2

Revision 1

AUTHORS' RESPONSE TO REVIEWERS

Authors' reply to reviewers

The next pages contain the authors' point-by-point reply to the comments of this revision round, as submitted with the revised manuscript. It is published as the authors wrote it.

Dear Editor;

We would like to thank you and the reviewers for your meticulous review of our work. You can find our reply below.

Thank you for your time,

Sincerely,

The Authors

Reviewer Comments:

Referee 1:

1. Include confidence intervals reported effect sizes.

   Confidence intervals included as instructed.

2. Conclusion is not consistent with results.

   Thank you for your comment. The conclusion was rewritten completely.

3. Select the keywords based on MeSH.

   The keywords were changed based on MeSH.

4. Introduction: Although it is long, it is not complete. It is better to write it more concisely but more accurately. For example, the following study may be included in the introduction section. “Health System Responsiveness for HIV/AIDS Treatment and Care Services in Shewarobit, North Shewa Zone, Ethiopia”

   Introduction was revised, the mentioned study was used in the rewrite of the introduction section

5. Methods:

   -What is the method to determine the sample size?

   A new paragraph on sample size calculation was added in the method section

   -I recommended defining a section called "Variables and Measurements" before data collection until you have defined them with more details.

   A new section named variables and measurements was added in the method section.

   -Has this questionnaire been applied to the Iranian population, previously? In other words, this questionnaire Italianizing?

   Thanks for your attention. New information on adaptation of the questionnaire in the Iranian population was included.

-Why did you perform simple regression? Previously, you stated some univariate analyses.

In the previous section (Table 2), univariate analyzes were used to determine the relationship between the studied variables with Expected service quality and perceived service quality separately. But in the Table 3, satisfaction (Definition of satisfaction: The difference between the expectation and perception scores was defined as the score of gap in the quality of services. The gap score was divided into two categories: score ≥0 (“satisfied”) and score <0 (“dissatisfied”)) in this section is a binary variable (satisfied and dissatisfied), logistic regression was used to determine the factors related to the satisfaction as a binary variable.

-Which variables were candidates for the multiple analysis?

Thanks for your good comment. We should enter variables in the multivariate model that had a significance level less than 0.2 in the univariate model, but in this study only the Educational status variable showed a significance level less than 0.2 in the univariate model, so we can’t run a multivariate model. We deleted the results of the multivariate model in the results section.

Results: Include the CIs for relevant summary measures.

Confidence Intervals added where relevant.

> Associate Editor's Comments:

Associate Editor 1:

Please indicate why you used the following tests: independent sample t-test, paired t-test, Pearson’s correlation test, and one-way ANOVA

Independent sample t-test was used for comparison between patients of different gender. Paired t-test was used for comparison & calculation of gap between service expectation and perception. One-way ANOVA was used to compare categories that had more than two groups (Educational status, marital status, frequency of visits to VCT centers in Table 2). Pearson’s correlation test was used to determine the relationship between Age and service expectation and perception

In table 1 remove column total and add p value

Table 1 was changed as instructed.

In table 2 remove column test and add the mean (SD)

Table 2 was changed as instructed.

In table 4 use the sum of score in each dimensions.

Table 4 was rewritten according to the instructions of SERVQUAL questionnaire.

2 Revision 1

1 comment · 2 Jul 2022

Editor-in-Chief

ACCEPT 2 Jul 2022

Accept