

[Review Form 3](#)

Book Name:	Science and Technology: Developments and Applications
Manuscript Number:	Ms_BPR_4007
Title of the Manuscript:	ASSESSMENT OF THE SATISFACTION WITH ELECTRONIC PUBLIC ADMINISTRATION IN THE CONTEXT OF DIGITAL TRANSFORMATION
Type of the Article	Book chapter

PART 1: Comments

	Reviewer's comment	Author's Feedback <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i>
Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.	This manuscript provides valuable insights into public satisfaction with electronic public administration services in Slovakia, contextualized within the digital transformation era. Its findings highlight the effectiveness and shortcomings of e-Government services, offering a benchmark for other countries undergoing similar transitions. The use of the American Customer Satisfaction Index (ACSI) as a measurement tool adds rigor and replicability to the study, making it significant for policy-makers and researchers aiming to enhance digital governance.	
Is the title of the article suitable? (If not please suggest an alternative title)	The current title is relevant but could be more concise and engaging. Suggested alternative: "Evaluating Public Satisfaction with e-Government Services During Slovakia's Digital Transformation."	
Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.	The abstract is comprehensive, covering the aims, methodology, key findings, and conclusions. However, it could benefit from emphasizing the implications of the findings for broader e-Government development. Suggest adding: <ol style="list-style-type: none"> 1. The need for updated design and reliability improvements in public portals. 2. A brief mention of the role of ACSI in global benchmarking. 	
Is the manuscript scientifically correct? Please write here.	The manuscript appears scientifically sound, with a clear methodology and logical conclusions. The statistical approaches, including the use of ACSI, multi-correlation, and entropy weighting, are appropriate for the study's aims. No significant scientific inaccuracies were observed.	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form. =	The references are sufficient and include recent studies relevant to digital transformation and e-Government. For further enhancement, consider including: <ol style="list-style-type: none"> 1. Studies focusing on digital literacy and its role in public satisfaction. 2. Comparative analyses of e-Government systems in other EU countries 	

[Review Form 3](#)

<p>Is the language/English quality of the article suitable for scholarly communications?</p>	<p>. Simplify Overly Complex Sentences</p> <p>i) Original Sentence: "The process optimization and improvement have to be the main focus regarding the central site for public services' qualitative components."</p> <p>Revised Sentence: "The central public services portal should prioritize process optimization and quality improvement."</p> <p>ii) Original Sentence: "The findings suggest that, among the drawbacks and shortcomings of e-government, citizens recognize digital literacy and a lack of information as the most significant challenges."</p> <p>Revised Sentence: "Citizens identified poor digital literacy and lack of information as the main challenges of e-Government."</p> <p>iii) Original Sentence: "In addition to proper information organization and communication security, it is crucial that the content be presented in a way that is both understandable and readable."</p> <p>Revised Sentence: "Content should be secure, well-organized, and easy to understand."</p> <p>2. Standardize Terminology</p> <p>i. Original: "E-Government services progress through various levels, and their operational and developmental costs increase." Revision: "e-Government services evolve across levels, with rising operational and developmental costs."</p> <p>ii. Original: "The advancement of digitization greatly enhances the societal welfare in a developed economy." Revision: "Digital transformation significantly improves societal welfare in developed economies."</p> <p>iii. Original: "Digital transition processes need further adoption to ensure successful integration with government services." Revision: "Digital transformation must progress further to integrate effectively with government services."</p> <p>These examples demonstrate the value of concise phrasing and consistent terminology for improving clarity and maintaining scholarly standards.</p>	
---	--	--

[Review Form 3](#)

Optional/General comments	<ol style="list-style-type: none">1. The manuscript could benefit from a discussion of the practical implications of the findings for rural vs. urban users.2. Adding visual elements (e.g., comparative charts or graphs) for key data points would enhance readability and engagement.3. The study's focus on Slovakia is valuable, but briefly comparing findings with other countries' experiences might broaden its appeal. <p>Based on the content of the manuscript, there are no apparent ethical issues. The study involves a survey of citizens, and the methodology seems to follow ethical research guidelines, such as anonymized data collection and targeting an appropriate population. However, it would be useful to clarify if ethical approval was obtained from a relevant body or if informed consent from respondents was explicitly mentioned.</p>	
----------------------------------	--	--

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:	Mohammed Usman
Department, University & Country	University of Nizwa, Sultanate of Oman