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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 highlights the use of the American Customer Satisfaction Index (ACSI) to assess citizen satisfaction with Slovakia's e-Government services. It identifies key areas for improvement in the Slovensko.sk portal, such as service quality and design. The research also addresses the gap in evaluating both new and existing e-Government services in Slovakia and suggests potential improvements. This study provides a foundation for future research on enhancing digital public services.	
Is the title of the article suitable? (If not please suggest an alternative title)	The title is suitable, but it can be refined for clarity and focus. Here's a suggestion: "Assessing Citizen Satisfaction with Slovakia's e-Government Services: Applying the American Customer Satisfaction Index" This title clearly reflects the main focus of the study and the methodology used.	
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 generally comprehensive, but it could be made more concise and focused on key points. Here's what could be added or adjusted: Suggestions: <ol style="list-style-type: none"> Context and Purpose: Briefly highlight the role of e-Government in improving public services in Slovakia. Main Findings: Provide a clearer mention of the key result (61.7% satisfaction) and highlight the primary factors impacting satisfaction (e.g., service quality). Relevance of ACSI: Clarify how applying the American Customer Satisfaction Index in the Slovak context contributes to the field of e-Government research. Revised Abstract Example: "This study investigates citizen satisfaction with Slovakia's e-Government services using the American Customer Satisfaction Index (ACSI). The primary research reveals an overall satisfaction rate of 61.7%, with service quality identified as the most significant factor influencing satisfaction and user trust. The study highlights the portal's design and reliability as areas for improvement. Findings suggest the ACSI model is valuable for assessing e-Government services, but further research is needed to explore its application in future digital government models." This version is more direct, focusing on key findings and their implications.	
Is the manuscript scientifically, correct? Please write here.	Based on the provided content, the manuscript appears scientifically sound in its approach. The use of the American Customer Satisfaction Index (ACSI) to evaluate Slovakia's e-Government services is appropriate and grounded in established methods. The application of the chi-squared test to assess differences in portal usage between urban and rural residents is also a valid statistical approach. However, there are a few points that could be strengthened for scientific rigor:	

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	<ol style="list-style-type: none">Data Presentation: While the results of the chi-squared test and ACSI ratings are mentioned, more specific statistical details (e.g., p-values, confidence intervals) would enhance the clarity and scientific validity of the findings.Hypothesis Testing: It would be beneficial to explain how hypotheses were formulated in greater detail and how the ACSI model was specifically tailored for the Slovak context.Limitations: The manuscript could mention limitations such as sample size or potential biases in data collection (e.g., self-reported satisfaction scores), which are common in satisfaction studies. <p>In summary, the manuscript is scientifically correct, but a more detailed discussion of methodology and results could further strengthen its validity.</p>	
<p>Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.</p> <p>=</p>	<p>The references provided in the manuscript seem adequate for the context of evaluating e-Government services using the American Customer Satisfaction Index (ACSI). However, the inclusion of more recent studies could enhance the manuscript's relevance, especially regarding advancements in digital services and citizen satisfaction models.</p> <p>Suggestions for additional references could include:</p> <ol style="list-style-type: none">Recent studies on the application of the ACSI model in other e-Government contexts, particularly in European countries.Literature on user experience and satisfaction in the context of e-Government services, especially regarding usability and accessibility.Works discussing the development of e-Government 3.0 or the integration of emerging technologies (e.g., AI, blockchain) in public services.References on statistical methods used in similar research (e.g., chi-squared tests) to reinforce the methodological approach. <p>By adding more current references, especially those focused on technological developments and the evolving nature of e-Government, the manuscript would reflect ongoing trends and challenges in the field.</p>	

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<p>Is the language/English quality of the article suitable for scholarly communications?</p>	<p>The language and English quality of the article are generally suitable for scholarly communication but could benefit from some improvements for clarity, conciseness, and flow. While the content is understandable, some areas could be rephrased to make it more polished and professional. Here are a few suggestions:</p> <p>Sentence Structure: Some sentences are a bit lengthy and complex. Breaking them into shorter, clearer statements would improve readability.</p> <p>Precision: In some parts, the wording could be more precise. For example, instead of saying "process optimization and improvement have to be the main focus," you might say, "Optimizing processes and improving the quality of services should be prioritized."</p> <p>Consistency: Ensure consistent terminology, especially when referring to the same concepts (e.g., "Slovensko.sk" should always be written the same way, and "e-Government" should be consistent).</p> <p>Grammar and Phrasing: A few grammatical adjustments are needed, such as ensuring subject-verb agreement and refining phrasing for smoother transitions between ideas.</p> <p>With these adjustments, the manuscript would be more polished and better suited for scholarly publication.</p>	
<p>Optional/General comments</p>	<p>Clarity and Conciseness: The manuscript effectively conveys its research objectives and findings, but some sections could benefit from being more concise. Simplifying complex sentences and avoiding redundancy would enhance readability and make the key points stand out more clearly.</p> <p>Structure: The overall structure is logical and follows a clear flow, from the introduction to the results and conclusions. However, some transitions between sections could be smoother, and a clearer signposting of key arguments would help guide the reader through the text.</p> <p>Content Depth: The manuscript provides a solid analysis of the use of the ACSI model in the context of Slovakia's e-Government portal. However, deeper insights into the limitations of the model or potential areas for further research could add more depth to the discussion.</p> <p>Language and Grammar: While the overall language is understandable, some grammatical adjustments are needed, particularly in sentence structure and phrasing. Consider revising complex or awkward phrasing to improve clarity and ensure the manuscript meets scholarly communication standards.</p> <p>Methodology: The methodology is sound, but providing a bit more detail on how the ACSI model was applied could strengthen the research's validity. For example, elaborating on the survey design and sample size would add transparency to the research process.</p> <p>References: The references seem sufficient, but incorporating more recent studies or sources related to the evolving role of e-Government and digital public services could make the manuscript more relevant and up-to-date.</p> <p>Implications for Practice: The practical implications of the findings are discussed well, especially in terms of how the government can improve the Slovensko.sk portal. Further elaboration on specific strategies for improvement could make the recommendations more actionable.</p> <p>Suggestions for Future Research: The manuscript does well in suggesting avenues for future research, but these could be further expanded with a more detailed roadmap for addressing the identified gaps.</p> <p>Overall, the manuscript provides valuable insights into Slovakia's e-Government services, with potential for improvement in language and depth of analysis.</p> <p>The manuscript presents valuable insights into the application of the American Customer Satisfaction Index (ACSI) in the context of Slovakia's e-Government portal. However, a few areas such as clarity, conciseness, and further strengthening of certain arguments require revision. These minor revisions would enhance the overall quality and readability of the manuscript, making it suitable for publication after addressing the feedback.</p>	

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PART 2:

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

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