

Peer Review

Review of: "Estimating Potential Demand and Customers' Perception of Service Value in a Two-station Service System"

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The manuscript deals with the estimation of customers' perceived service value and potential demand in queueing systems where customers can choose to join, or switch between stations after joining.

I appreciate the efforts of the authors, but the mathematical model used has no elements of originality. For instance, the assumption about interarrival service times is too weak, especially considering the recent scientific literature about queueing theory and networks. Examples of more original queueing models are in the following recent works:

<https://doi.org/10.3390/a17110493>

<https://doi.org/10.3390/math12142214>.

<https://doi.org/10.1007/s10479-023-05728-1>

Hence, the basic model is standard, the results are not original, and the motivations for the research theme are weak.

For these reasons, my final judgement is "rejection".

Declarations

Potential competing interests: No potential competing interests to declare.