

Review of: "A Study on Consumers' Perception of Food Delivery Platforms"

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Potential competing interests: No potential competing interests to declare.

The manuscript requires significant revisions throughout. Please refer to my comments below:

- Include a brief description of the data collected in the abstract.
- Citations should be used throughout the text. For example, when stating "According to statistics, the penetration rate of food delivery is...", please cite the source of this information.
- There is a brief mention of AI systems in this scenario, but they are not necessarily applicable. There is no AI involved in the app; it just allocates orders to delivery drivers. I recommend rephrasing the content to eliminate the unnecessary inclusion of AI.
- The introduction should avoid repeating the same information more than once. For example, the purpose of this study has been repeated at least three times in the introduction, and COVID-19 changes have been mentioned at least four times.
- In addition, the introduction should summarize past research and explain how this particular research is contributing to the advancement of technology. The current version of the research paper does not include this information.
- In this sentence, what research framework is the author referring to?: "The questionnaire for this study was designed based on the research framework."
- The author used eight interval-scale questions. However, what is the source of this questionnaire? Has this been tested and validated before?
- While the author discusses the usability of the platforms, the participants have never interacted with any apps. This is a flaw in the study design since usability cannot be measured without interacting with the system.
- Sampling is another major flaw in the design. A group of participants was recruited through social media. However, there is no information on their experiences with these food delivery platforms. To tie back to the usability feedback, collecting data from participants who may not have used any food delivery platform invalidates the findings.
- Similarly, it is not clear what type of questions were asked in the questionnaire. Occasionally, the authors refer to the questions as rating the importance of the functions, while at other times they refer to them as satisfaction levels.
- There is no discussion section in the manuscript.