

Authors' satisfaction with the peer-review process in Revista Médica Electrónica**Satisfacción de los autores con el proceso de revisión en Revista Médica Electrónica****Satisfação dos autores com o processo de revisão no Revista Médica Electrónica**Maritza Petersson Roldán^{1*} , Carlos Huno Taboada Martínez² , Santiago Almeida Campos¹ ¹Universidad de Ciencias Médicas de Matanzas. Matanzas, Cuba.²Centro Provincial de Información de Ciencias Médicas. Universidad de Ciencias Médicas de Matanzas. Matanzas, Cuba.*Corresponding author: petersson.roldan@gmail.com

Received: 21-05-2025 Accepted: 18-06-2025 Published: 03-07-2025

ABSTRACT

Introduction: the editorial committee of Revista Médica Electrónica (RME) of the province of Matanzas, Cuba, is aware of the influence that manuscript evaluation has on the quality of its publications, and is interested in knowing the authors' perceptions of this process. **Objective:** to evaluate the level of satisfaction of Revista Médica Electrónica authors with the peer-review process of their manuscripts. **Method:** a qualitative study with quantitative features focused on authors' perceptions of the peer-review process. To this end, an online survey structured in two blocks was applied: the first to characterize the respondent and the second with five questions that allowed the ladov technique to be applied to measure satisfaction. **Results:** 53% of respondents were medical graduates, of whom 62.5% had published no more than three articles. Fifty percent of all authors had published more than three articles. By type,

original articles were the most frequently published (90.0%). Although some authors published before 2000, the highest scientific output during the study period was found in the 2020-2023 period (73.3%). 43.3% of respondents expressed clear satisfaction with the peer-review process, obtaining a group satisfaction index of 0.63. Weaknesses and potentialities of the review process were identified, and suggestions for improvement were made. **Conclusions:** there is general satisfaction with the manuscript evaluation, but the qualitative analysis reveals specific disagreements that require attention.

Keywords: satisfaction; manuscript review; ladov technique; peer review; scientific journals

RESUMEN

Introducción: al comité editorial de Revista Médica Electrónica de provincia Matanzas, Cuba, consciente de la influencia que tiene la evaluación de los manuscritos en la calidad de sus publicaciones, le resulta de interés conocer la percepción de los autores sobre este proceso.

Objetivo: evaluar el nivel de satisfacción de los autores de RME con el proceso de revisión de sus manuscritos.

Método: estudio con enfoque cualitativo y rasgos cuantitativos, centrado en la percepción de los autores sobre el proceso de revisión. Para ello se aplicó una encuesta en línea estructurada en dos bloques: el primero para caracterizar al encuestado y, el segundo, con cinco preguntas que permitieron aplicar la técnica ladov para medir satisfacción. **Resultados:** el 53% de los encuestados eran graduados en Medicina, de estos el 62,5 % no ha publicado más de tres artículos. El 50 % del total de los autores ha publicado más de tres artículos. Según tipología, los artículos originales fueron los más publicados (90,0 %). Aunque algunos autores publicaron desde antes de 2000, la mayor producción científica en el periodo de estudio se localizó en el periodo 2020-2023 (73,3 %). El 43,3% de los encuestados manifestó una clara satisfacción con el proceso de revisión, obteniéndose un índice de satisfacción grupal de 0,63. Se identificaron debilidades y potencialidades del proceso de revisión y se dieron sugerencias con vista a su mejoramiento. **Conclusiones:** existe satisfacción general con la evaluación de manuscritos, pero el análisis cualitativo revela inconformidades puntuales que requieren atención.

Palabras clave: satisfacción; revisión de manuscritos; técnica ladov; evaluación por pares; revistas científicas

RESUMO

Introdução: o comitê editorial da Revista Médica Eletrônica (RME) da província de Matanzas, Cuba, está ciente da influência que a avaliação de manuscritos tem na qualidade de suas publicações e está interessado em conhecer as percepções dos autores sobre esse processo. **Objetivo:** avaliar o nível de satisfação dos autores da Revista Médica Eletrônica com o processo de revisão de seus manuscritos. **Método:** estudo qualitativo com características quantitativas focado nas percepções dos autores sobre o processo de revisão. Para tanto, foi aplicado um questionário online estruturado em dois blocos: o primeiro para caracterizar o respondente e o segundo com cinco perguntas que permitiram aplicar a técnica ladov para mensurar a satisfação. **Resultados:** 53% dos entrevistados eram graduados em medicina, dos quais 62,5% haviam publicado no máximo três artigos. Cinquenta por cento de todos os autores publicaram mais de três artigos. Por tipo, os artigos originais foram os mais frequentemente publicados (90,0%). Embora alguns autores tenham publicado antes de 2000, a maior produção científica durante o período estudado foi registrada no período de 2020 a 2023 (73,3%). 43,3% dos entrevistados expressaram clara satisfação com o processo de revisão, obtendo um índice de satisfação do grupo de 0,63. Fraquezas e potencialidades do processo de revisão foram identificadas e sugestões de melhorias foram feitas. **Conclusões:** Há satisfação geral com a avaliação do manuscrito, mas a análise qualitativa revela discordâncias específicas que requerem atenção.

Palavras-chave: satisfação; revisão de manuscritos; técnica ladov; revisão por pares; periódicos científicos

How to cite this article:

Petersson Roldán M, Taboadad Martínez CH, Almeida Campos S. Authors' satisfaction with the peer-review process in Revista Médica Electrónica. Rev Inf Cient [Internet]. 2025 [cited Access date]; 104:e5041. Available at: <http://www.revinfcientifica.sld.cu/index.php/ric/article/view/5041>



INTRODUCTION

Scientific production in the health field has experienced significant growth in recent years. Scientific journals, the primary means of disseminating research and advances in medical science, play a crucial role in the communication of knowledge.⁽¹⁾ The availability of specialized journals in the health field is abundant, and with the emergence of Open Access journals, the possibilities for viewing research have increased. For this reason, researchers must consider a set of criteria when choosing the appropriate journal to publish their results, including the evaluation process.⁽²⁾

Manuscript review is a key element in the editorial process, as it is responsible for ensuring compliance with quality standards for the proper dissemination of knowledge.⁽³⁾ The standard practice in scientific journals for manuscript review is peer review. This process assumes that professionals who are experts in the subject matter addressed in the submitted document will review the manuscript. This allows them to critically evaluate the manuscript and highlight its strengths.⁽⁴⁾ This aspect is vital for biomedical sciences, as the publication of incorrect information can seriously compromise the security of public policies and the health system, thereby directing clinical decision-making toward inappropriate diagnostic or therapeutic actions.⁽⁵⁾

The editorial board of Revista Médica Electrónica de Matanzas (RME), aware of the importance of manuscript review within the editorial process, is concerned with ensuring the quality of this activity. and recognizes the need to implement actions for the continuous improvement of this process. To this end, it is very useful to understand the opinions of the various stakeholders in the editorial process. Specifically, this work aims to understand what authors think about the RME review process. The objective is to assess RME authors' level of satisfaction with the manuscript review process.

METHOD

A descriptive study was conducted with a qualitative-quantitative approach, focusing on the perceptions of authors who published in RME regarding the review process of their manuscripts.

An online survey structured in two sections was administered:

1. Author profile: sociodemographic data and previous publishing experience
2. Satisfaction assessment: five questions (three closed and two open) that allowed for the application of the ladov technique, this technique constitutes an indirect method for studying satisfaction,⁽⁶⁾ which is ideal for cases in which the subjects being evaluated are immersed in the context in which the process takes place.

The three closed-ended questions included in the questionnaire were linked using ladov's logical grid (Table 1). Based on their responses, each subject was assigned a box in the grid and received the corresponding rating. Their level of satisfaction was classified using the following scale: 1: Clearly satisfied; 2: More satisfied than dissatisfied; 3: Undefined; 4: More dissatisfied than satisfied; 5: Clearly dissatisfied; and 6: Contradictory.

Table 1: Iadov's logical grid with the questions posed in the questionnaire

Q3. Do you like the way your manuscripts were reviewed in the REM editorial process?	Q5. Do you consider that the review carried out on your manuscripts favored the quality with which they were published?								
	Yes			I don't know			No		
	Q1. In your experience as an author of articles published in RME, are you satisfied with the peer review implemented in the journal's editorial process?								
	Yes	I don't know	No	Yes	I don't know	No	Yes	I don't know	No
I like it a lot	1	2	6	2	2	6	6	6	6
I like it more than I dislike it	2	2	3	2	3	3	6	3	6
I don't care	3	3	3	3	3	3	3	3	3
I dislike it more than I like it	6	3	6	3	4	4	3	4	4
I don't like it	6	6	6	6	4	4	6	4	5
I don't know what to say	2	3	6	3	3	3	6	3	4

Calculation of the group satisfaction index (GSI) (Equation 1):

$$ISG = \frac{A + 0.5 * B - 0.5 * D - E}{N}$$

Where:

A: Total respondents with clear satisfaction

B: Total respondents with more satisfaction than dissatisfaction

D: Total respondents with more dissatisfaction than satisfaction

E: Clear dissatisfaction

The ISG ranges from +1 (maximum satisfaction) to -1 (maximum dissatisfaction) (Figure 1).

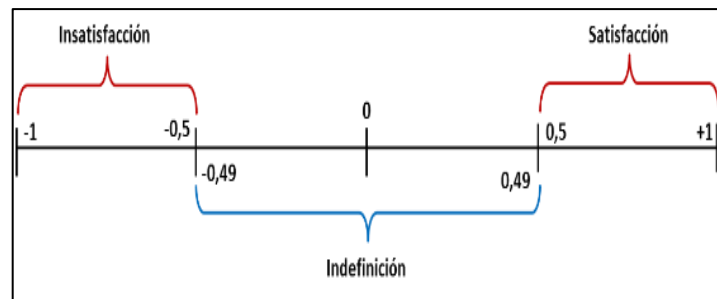


Fig. 1: ISG valuation ranges

The analysis of the open-ended questions made it possible to delve deeper into the causes of the different levels of satisfaction, identifying limitations and potential opportunities in the current review process and making it possible to infer actions for improvement.

The target population for the survey was all individuals who have published in the journal. The **electronic version of the questionnaire** was created using Google Forms. It was published on the social media platforms Facebook and Instagram, and their email addresses were also shared. Descriptive statistical methods were used to analyze the collected data.

RESULTS

Information was retrieved from 120 respondents. Considering that approximately 1,097 articles have been published in RME in the last four years, a response rate of 11% was obtained.

The results for the questions in the first section of the questionnaire are shown below.

Table 1 shows that the majority of respondents are medical graduates (64 out of 120, or 53.0%), of whom the majority (40) have not published more than three articles (62.5%); it can also be seen that half of the authors (50.0%) have published more than three articles.

Table 1: Number of publications by profession

			Profession			Total
			Nursing	Medicine	Others	
Publication ranks	1 to 3	Amount	12	40	8	60
		% Profession	50,0%	62,5%	25,0%	50,0%
	4 to 6	Amount	-	12	4	16
		% Profession	-	18,8%	12,5%	13,3%
	7 to 9	Amount	12	-	8	20
		% Profession	50,0%	-	25,0%	16,7%
	10 or more	Amount	-	12	12	24
		% Profession	-	18,8%	37,5%	20,0%
Total		Amount	24	64	32	120

Chart 1 show that the article type with the highest number of publications was original articles (90.0%), followed by review articles (30.0%). Case presentations, short communications, and others also accounted for 16.7%.

Regarding the frequency of publications by time (Chart 2), it can be seen that, although respondents published since before 2000 (13.3%), the majority of their publications were in the period 2020-2023 (73.3%). The trend from 2000 to 2023 has been increasing.

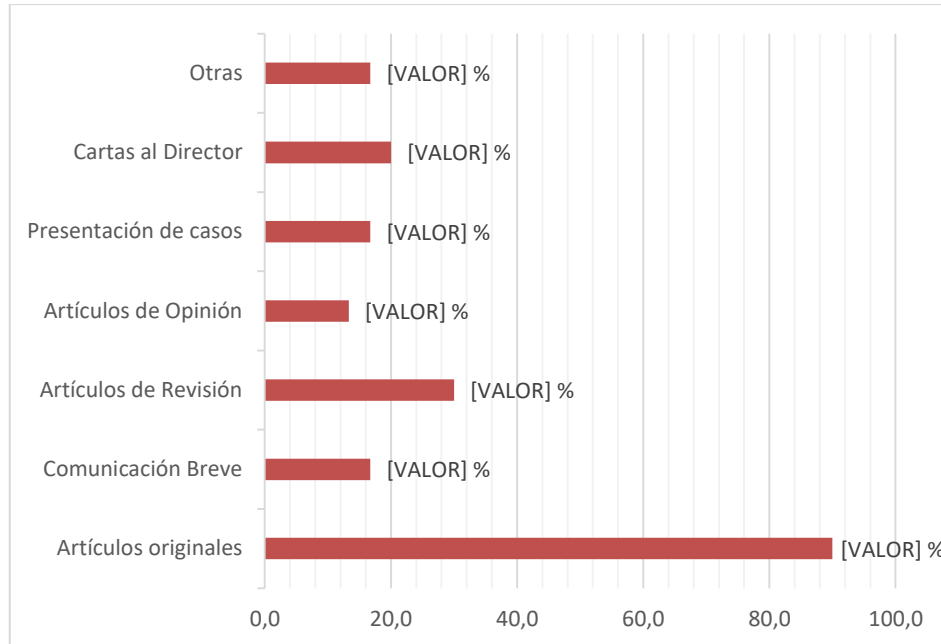


Chart 1: Frequency of publications by type.

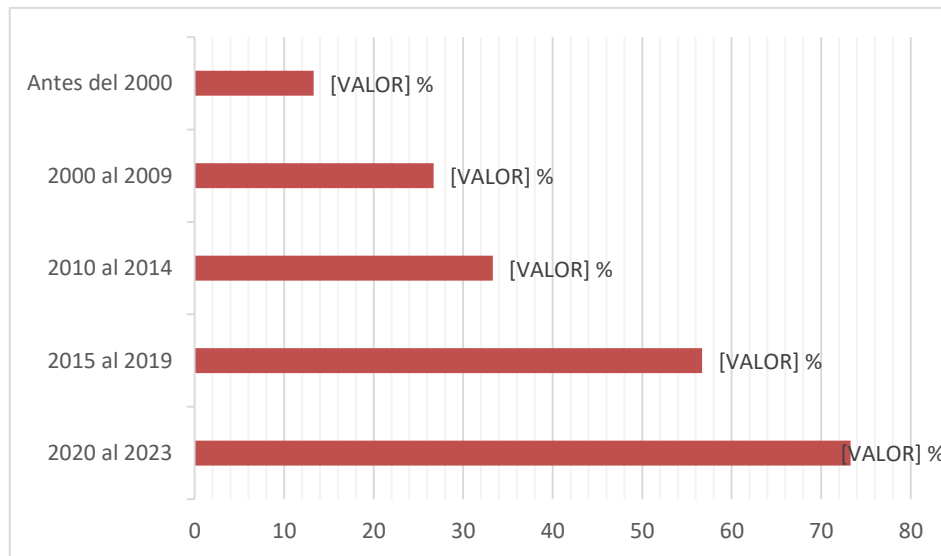


Chart 2: Frequency of publications by period

Using Iadov's logical framework and the responses to the closed-ended survey questions, the level of satisfaction of each of the authors surveyed was assessed. Table 3 shows the totals for each satisfaction level. Using this information and Equation 1, the GSI was calculated, which was 0.633. Since it is greater than 0.5, it can be stated that authors who have published in RME showed an acceptable level of satisfaction with the journal's peer review process.

Table 3: Individual satisfaction of respondents

Results	Amount	%
Clear satisfaction	52	43,3
More satisfied than dissatisfied	52	43,3
Undefined	8	6,7
More dissatisfied than satisfied	4	3,3
Clear dissatisfaction	-	-
Contradictory	4	3,3
Total	120	100,0

The qualitative analysis based on the responses to the two open-ended questions in the questionnaire administered to REM journal authors is presented below.

Q2. What aspects related to peer review do you think limit or enhance the publication process for scientific articles in REM?

Aspects that enhance the process:

- Suggestions for quality improvement: Authors emphasize that the comments received are useful, detailed, and aimed at substantially improving the manuscripts. This reinforces the perception of scientific rigor and editorial professionalism.
- The quality of the reviewers: The competence and relevance of many reviewers is recognized, which contributes to raising the final quality of accepted papers.
- Clarity and appropriateness of the review notes: Technical and editorial observations are valued when they are well-founded and accurately communicated, which facilitates the review and meets reasonable expectations.

Aspects that limit the process:

- Delays in the review: Several authors report delays in receiving editorial decisions, which affects the timeliness of scientific publication.
- Slowness of the overall process: The lack of agility in the various stages of the editorial process is a recurring source of frustration, especially in contexts where speed is key to scientific visibility.
- Failure to meet the review deadline by some reviewers: There are cases in which one or more reviewers fail to respond within the established timeframe, delaying the entire editorial process.
- Limited number of available reviewers: In certain subject areas, particularly in statistics and specialized topics, there are few experts willing or available to conduct reviews.
- Refusal of some reviewers to participate: Some researchers decline the invitation without offering justification or alternatives, which hinders editorial management.
- Lack of direct exchange between authors and reviewers: Many authors believe the process would be more transparent if there were a channel for dialogue between both parties, similar to the open review model.

Q4. How do you think the review process could be improved?

- a) Reduce review time without sacrificing quality. Speed is valued as long as it does not imply a decrease in scientific rigor.
- b) Improve communication with authors. Increased contact during the process and clearer explanations of the reasons for acceptance, rejection, or requests for corrections.
- c) Depth and clarity of reviewer comments: Reviewers are expected to explain the "why" of their observations, not just point out errors.
- d) Reviewer training: Proposal for courses or workshops to improve critical and constructive review skills
- e) Greater use of email for coordination: Facilitates swift communication between editors, authors, and reviewers.
- f) Incentives for reviewers: academic or institutional credits (useful for teaching status or scientific degrees), symbolic payment per review (as practiced in other international journals)
- g) Implement open peer review: This allows reviewers to meet and encourage direct exchange with authors, which increases transparency.
- h) Increase the number of available reviewers: Broaden the collaborator base, especially in technical and emerging areas.
- i) Incentive policies beyond moral recognition: Include tangible benefits to motivate reviewers to meet deadlines and provide quality feedback.

DISCUSSION

The response rate obtained was 0.11; although somewhat low, it is within the range of 0.10–0.33, which is typically the response rate for online surveys.⁽⁷⁾ Although the questionnaire design ensured that the criteria guaranteeing participation were met,⁽⁸⁾ perhaps other access options should have been sought, taking advantage of the platform where RME is published.

The Iadov technique detected that there is generally adequate satisfaction with the peer review process carried out by RME; however, this level of satisfaction is not homogeneous among all respondents, as evidenced in Table 3, where 86.6% of the authors expressed a positive perception of the peer review process. In Table 3, 43.3% expressed clear satisfaction, reflecting a very favorable assessment of the process. Another 43.3% reported being more satisfied than dissatisfied, suggesting a mostly positive experience, albeit with nuances or specific areas for improvement. On the other hand, 6.6% expressed a negative perception, comprised of those who felt more dissatisfied than satisfied (3.3%) or whose response was contradictory (3.3%), which implies areas for improvement in aspects such as review times, clarity of comments, or communication with the authors.

This study agrees with what Arias-Verdecia et al.⁽⁹⁾ and Fernández de Castro et al.⁽¹⁰⁾ stated that the analysis of open-ended responses complements the quantitative results collected in ISG and also allows us to understand the reasons behind the 10% negative and indefinite responses.

It can be noted how the number of limitations exceeded the potential of the review process, resulting in recurring delays in providing a response. The availability of reviewers was also highlighted, either due to their refusal to be reviewers or not meeting the deadline given by the editorial committee to carry out the review, which coincides with what was reported by Dorta Contreras.⁽¹¹⁾ Although it is not shared that the only cause of this is the arrogant, self-sufficient and immature attitude of some professionals, even more so if we take into account the opinion of those surveyed that reviewers should be stimulated and encouraged to carry out this task.

All of the above is in line with what Candal-Pedreira et al.⁽³⁾ and Vines and Mudditt⁽¹²⁾ stated when they clarified that these incentives do not have to be monetary, but rather should be rewards in other academic currencies, such as reputation, recognition, and success. Furthermore, considering the increasing number of articles submitted for publication, it is difficult to find a professional with a research background and experience in the specific topic who would dedicate their time to analyzing manuscripts submitted for publication and make a honest and impartial decision on whether they deserve publication or not, and if improvements are needed, to assist accordingly.⁽¹³⁾

The suggestions recorded from the second open question (Q4) confirmed the existence of some dissatisfaction with the process. It is noteworthy how some expressed their dissatisfaction with blind peer review in different ways, proposing a review with greater exchange and communication with reviewers, characteristic features of open peer review;⁽¹⁴⁾ while others declared open peer review as an improvement to the process.

CONCLUSIONS

It can be stated that the ladov technique allowed us to assess the level of author satisfaction with the review process carried out in the Electronic Medical Journal. The estimated value of the group satisfaction index shows that there is satisfaction; that take into account the suggestions of all stakeholders in the editorial process, especially the authors.

BIBLIOGRAPHIC REFERENCES

1. Ganga-Contreras F, Alarcón-Henríquez N, Suárez-Amaya W, Meleán Romero RA, Ruiz G, Cueva Estrada J. Causas que originan rechazo de artículos científicos en revistas científicas latinoamericanas. *Ingeniare: Rev Chil Ing* [Internet]. 2022 [cited 17Feb 2025]; 30(3):602-618. Available at: https://www.scielo.cl/scielo.php?pid=S0718-33052022000300602&script=sci_arttext
2. Reyes Rodríguez A, Moraga Muñoz R. Criterios de selección de una revista científica para postular un artículo: breve guía para no “quemar” un paper. *Sophia* [Internet]. 2020 [cited 17Feb 2025]; 16(1):93-109.DOI: <https://doi.org/10.18634/sophiaj.16v.1i.977>
3. Candal-Pedreira C, Rey-Brandariz J, Varela-Lema L, Pérez-Ríos M, Ruano-Ravina A. Los

- desafíos de la revisión por pares: cómo garantizar la calidad y transparencia del proceso editorial de las revistas científicas. *An Pediatr* [Internet]. 2023 [cited 17Feb 2025]; 99(1):54-59.DOI:<https://doi.org/10.1016/j.anpedi.2023.05.017>
4. Ruano-Ravina A, Pérez-Ríos M, Rey-Brandariz J, Candal-Pedreira C. Is it time for a common peer review format for biomedical journals? *J Clinic Epidem* [Internet]. 2023 [cited 17Feb 2025];155:129-30.DOI: <https://doi.org/10.1016/j.jclinepi.2023.01.001>
 5. Reyes-Carmona J. Revisión por pares en la publicación científica: recomendaciones desde ODOVTOS. *Odovtos-Int J Dent Sc*[Internet] 2021 [cited 17Feb 2025]; 23(3):10-22.DOI: <http://dx.doi.org/10.15517/ijds.2021.46343>
 6. RodríguezRevelo E, ItúrburuSalvador DD, CastroRosado JC, Ortiz Aguilar W. Iadov neutrosófico para la determinación del nivel de satisfacción de los estudiantes con la metodología Aula invertida en un curso de Matemática. *NCML* [Internet]. 2021 [cited 17Feb 2025]; 16:31-38. Available at: <https://fs.unm.edu/NCML/4Iadovneutrosoficodeterminacionnivel.pdf>
 7. Utzet M, Martin U. Las encuestas online y la falsa ilusión de la n grande. A propósito de una encuesta sobre la eutanasia en profesionales médicos. *Gac Sanit*[Internet]. 2020 [cited 17Feb 2025]; 34(5):518-520.DOI: <https://doi.org/10.1016/j.gaceta.2019.07.009>
 8. Cead'Ancona MA. Calidad, confianza y participación en encuestas. *Papers* [Internet]. 2022 [cited 17 Feb 2025]; 107(4):e3074.DOI: <https://doi.org/10.5565/rev/papers.3074>
 9. Arias-Verdecia LA, Valdés-Pérez L. Índice de Satisfacción por la Estrategia Didáctica para la utilización de Recursos Educativos Abiertos en la disciplina Historia de Cuba a través de la técnica Iadov. *Luz* [Internet]. 2022 [cited 17Feb 2025]; 21(2):29-38. Available at: http://scielo.sld.cu/scielo.php?pid=S1814-151X2022000200029&script=sci_arttext
 10. Fernández de CastroFabre A, SánchezOrtega N, ReyesFarrat Y. El proceso de validación mediante la Técnica de Iadov en cursos por encuentros. *Rev Ing Agríc* [Internet]. 2020 [cited 17Feb 2025]; 10(1):e10. Available at: <https://www.redalyc.org/journal/5862/586262449010/586262449010.pdf>
 11. Dorta Contreras JA. Apología al revisor científico. *Rev Cubana Invest Bioméd* [Internet]. 2021 [cited 17Feb 2025];40(2). Available at: http://scielo.sld.cu/scielo.php?pid=S0864-03002021000300001&script=sci_arttext&tln_g=es
 12. Vines T, Mudditt, A. What's Wrong with Paying for Peer Review? *EE.UU.: Society for Scholarly Publishing*; 2021 [cited 17 Feb 2025]. Available at: <https://scholarlykitchen.sspnet.org/2021/06/16/whats-wrong-with-paying-for-peer-review/>
 13. Canova-Barrios C. Errors and biases in peer review. *Salud Cienc Tecnol - Ser Conf* [Internet]. 2023 [cited 17Feb 2025]; 2:443. Available at: <https://doi.org/10.56294/sctconf2023443>
 14. Wolfram D, Wang P, Hembree A, Park H. Open peer review: promoting transparency in open science. *Scientometrics* [Internet]. 2020 [cited 17Feb 2025]; 125:1033-1051. Available at: <https://doi.org/10.1007/s11192-020-03488-4>

Conflicts of Interests:

The authors declare no conflicts of interest.

Author Contributions:

Maritza Petersson Roldán: conceptualization, formal analysis, research, methodology, supervision, visualization, writing of the original draft, writing-review, and editing. Carlos Huno Taboada Martínez: data curation, research, methodology, supervision, writing of the original draft, writing-review, and editing. Santiago Almeida Campos: research, methodology, writing of the original draft, writing-review, and editing

Financing:

No funding was received for the development of this article.

Supplementary File (Open Data):

[Encuesta aplicada en Satisfacción de los autores con el proceso de revisión en Revista Médica Electrónica](#)