

# Conflict Management Model Based on Behaviorism and Effective Communication in Social Security Treatment Management in Markazi Province

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## 1. Round 1

### 1.1. Reviewer 1

Reviewer:

While the introduction effectively outlines the importance of conflict management, it would benefit from a more explicit statement of the research gap. Specifically, after citing Andreoni & Chang (2019) and Macassi (2019), consider adding a sentence that clearly articulates what existing studies have not addressed, thereby justifying the need for your research.

The literature review primarily references studies up to 2022. To ensure comprehensiveness, incorporate more recent studies (2023-2024) that discuss advancements in conflict management, especially those integrating behaviorism and communication theories.

Ensure that all tables are referenced and discussed in the text. For example, when introducing Table 1, provide an overview of what the table illustrates and highlight key codes that emerged from the data.

There appears to be inconsistency in naming categories (e.g., "Conflict Management Communication" vs. "Conflict Management through Open Communication"). Standardize the terminology used for categories and sub-categories to enhance readability and coherence.

Authors revised the manuscript and uploaded the new document.

### 1.2. Reviewer 2

Reviewer:

The opening statement defines conflict management broadly. It would enhance clarity to provide a more precise definition or framework that will be used throughout the study, possibly referencing a seminal work or established model in conflict management literature.

While the qualitative paradigm is stated, the rationale for choosing this approach over a quantitative one is not fully articulated. Expand on why a qualitative, interpretive approach is most suitable for exploring conflict management in the Social Security Organization.

The description of the interview process is brief. Include more details about the semi-structured interviews, such as the types of questions asked, duration of interviews, and whether they were conducted face-to-face or virtually, to assess the depth and reliability of the data collected.

The application of the CVR formula is mentioned, but the process lacks detailed explanation. Include a brief description of how the CVR was calculated, the criteria used for determining the relevance of sub-categories, and any thresholds applied beyond the Lawshe table.

While the discussion connects findings to existing literature, it would be beneficial to delve deeper into how your findings support, contradict, or extend previous research. For instance, when discussing behaviorism, compare specific behaviors identified in your study with those highlighted in Thomas (1992).

Authors revised the manuscript and uploaded the new document.

## 2. Revised

Editor's decision after revisions: Accepted.

Editor in Chief's decision: Accepted.