

Change of review system from double-blind to single-blind

The Journal of Serviceology has used a double-blind peer review system. In the double-blind system, the reviewers' name and affiliation information are not disclosed to the author, and the author(s)'s name, affiliation, and acknowledgment information are not disclosed to the reviewers. This ensures anonymity in the peer review process.

However, with the recent increase in the number of submissions to the journal, the issue of the burden of confirming the conflict of interests between author(s) and reviewers by the secretariat has become apparent. In addition, even in the current situation of reviewing by the double-blind system, there are cases in which papers related to presentations at the domestic/international conference of the Society of Serviceology are submitted to this journal, and the authors can be inferred from the published information in the conference presentations. In some cases, such information can be easily obtained through the Internet and other sources, making it difficult to maintain a strict double-blind system. Besides, in recent years, the use of preprint servers has become more widespread, and it has become possible to publish preprints at the same time as, or prior to, the submission of a paper.

Therefore, the review committee has decided to improve the efficiency of the peer review process by changing the system of peer review from double-blind to single-blind.

In the single-blind system, the name of the reviewer is not revealed to the author, but the reviewer reviews the paper with the author's information still listed. The double-blind system requires the author(s) to remove their personally identifiable information before submitting it. The single-blind system reduces the burden of that task on the author(s). Adopting a single-blind system allows reviewers to declare their own conflict of interests in authors and relieve the secretariat of its workload. Also, this leads to increasing the efficiency of the review process and shortening its period.

The Society of Serviceology adopts a peer review process in which the results of

peer review are sent to the review committee and approved after confirmation by the review committee members. Since the content of peer review is checked by the members from a third-party perspective to ensure that there are no problems, there will be no major problems such as bias in the content of peer review even after the transition to a single-blind system.

Single-blind peer review will be adopted for submissions after November 21, 2021. Therefore, authors submitting papers for which the single-blind system will be applied are requested to use the manuscript template for single-blind. As a transitional measure, we will accept submissions made using past manuscript templates for the time being, but please understand that the names of authors and the affiliations will be disclosed to reviewers after the transition to single-blind.

The review committee is dedicated to improving the quality and efficiency of the peer review process, and we look forward to receiving your active submissions in the future.

We would like to apologize for the last-minute announcement regarding this matter.

October 22, 2021

Journal of Serviceology

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