

Annex 1

Items Using the Likert Scale Based on the Following Dimensions (Communication, Empathy, Fairness and Resilience)

Scale being used:

1 = I strongly disagree · 2 = I disagree · 3 = I neither agree nor disagree · 4 = I agree · 5 = I strongly agree.

Dimension	Item
Communication	The editorial team responded with clear and easy-to-understand messages
	The editorial decisions were explained with sufficient arguments
	The editorial team responded within a reasonable timeframe.
	I received regular updates on the status of my manuscript
Empathy	My questions and comments were addressed with interest.
	The editorial team's responses made me feel heard and understood in my concerns.
	I felt supported by the editorial team as they guided me through the steps to follow in the process.
	I perceived support from the editorial team beyond the technical aspects.
Fairness	I felt that I received fair treatment throughout the entire editorial process.
	The review observations were expressed with criteria of fairness and coherence, guaranteeing an ethical process
	The decisions were made using clear and objective criteria.
	Were the requested changes or the final decision adequately justified?
Resilience	In the event of delays or problems, the editorial team communicated clear solutions.
	Reasonable alternatives were offered when difficulties arose
	I perceived openness from the editorial team to improve their practices.
	The journal showed a willingness to stay updated and innovate.