

## **Reviewer comment-1**

The authors are exploring a understudied area that is important to the design of helping systems.

I might changing the word 'Examination' to 'field-based study' or something similar.

The abstract is complete and clear and describes the primary aspects of the research.

The Introduction could be reduced as not really germane to the study. The study is not about funding mechanisms. The paper perhaps should start with the Literature as the beginning. Methods, Results and Discussion are well written.

The references need to be carefully checked as some are inaccurate. The Obeid & Lyons reference is not optimal. That is about post-triangulation measurement. I believe the recommended CANS reference is Lyons 2009 Communimetrics The use of the Pearson reference does not seem appropriate. Lyons 2022 TCOM book is likely more to the point of examples of using the CANS for eligibility. Or Lyons & Fernando 2023 Frontiers paper on 'necessary infrastructure'

### **Specific Comments:**

This paper is a well-conceived and well-written description of research in an important and understudied area. The paper needs some basic edits and a careful reference check. The first section of the introduction is not particularly relevant to the study and could like improve the paper with its dramatic reduction or elimination. The literature is appropriate including the conceptual framework. The analysis is appropriate and the results are clearly presented. The discussion is sufficiently clear and to the point.