

## BUKTI KORESPONDENSI

### ARTIKEL JURNAL INTERNASIONAL BEREPUTASI

Judul artikel : **Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia**

Jurnal : **Open Public Health Journal, 2023, Volume 16, 1 – 9.**

Penulis : Hasan Sazali, Tri Niswati Utami, Chuzaimah Batubara, Noor Azizah, Susilawati, Muhammad Irwan Padli Nasution, Muhammad Syukri Albani Nasution, Seva Mayasari, Rafnitul Hasanah Harahap

Link jurnal:

<https://openpublichealthjournal.com/VOLUME/16/ELOCATOR/e187494452305290/FULLTEXT/>

No	Perihal	Tanggal
1	<b>Bukti summit abstrak</b>	19 Oktober 2022
2	Bukti abstrak disetujui, dan summit semua dokumen	24 Oktober 2022
3	<b>Revisi 1</b> koreksi gambar	28 Oktober 2022
4	Pemberitahuan Kelengkapan naskah	7 Nopember 2022
5	<b>Revisi 2 komentar dari editor dan 2 reviewer</b>	24 Maret 2023
6	Penulis merevisi lengkap	27 Maret 2023
7	Perkembangan artikel dalam OJS	28 Maret 2023
8	<b>Naskah diterima → Accepted</b>	26 April 2023
9	Permintaan editor penulis melakukan editing	29 Mei 2023
10	Editor meminta penulis melakukan proofreading	30 Mei 2023
11	<b>Perkembangan dalam OJS → Ready to publish</b>	8 Juni 2023

# 1. Bukti Summit Abstrak → tanggal 19 Oktober 2022

The screenshot shows a web browser window with the URL `bentham.manuscriptpoint.com/submit/Dashboard/manuscript_details/232625`. The page is titled "MPS Control panel" and is powered by Eureka. The user is logged in as Hasan Sazali, who is online. The main content area displays the "Summary" for manuscript **BMS-TOPHJ-2022-184**. The submission type is "Research Article". The title is "Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia". The abstract is available via a "View Abstract" button. The running head title, keyword, submitted date (2022-10-19), and funders are also listed. Below the summary, the "Author Details" section shows a table with columns for First Name, Last Name, Email Address, Field of Expertise, ORCID, Affiliations, and Action.

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Hasan Sazali Online

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## Summary

### BMS-TOPHJ-2022-184

Submission Type:	Research Article
Title:	Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia
Abstract:	<a href="#">View Abstract</a>
Running Head Title:	
Keyword:	Stunting, stunting service, cross-sectoral communication, interpersonal communication, sanitation, facilities.
Submitted Date:	2022-10-19
Funders:	

## Author Details

First Name	Last Name	Email Address	Field of Expertise	ORCID	Affiliations	Action
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29°C Berawan

Search

20.36 08/06/2023

## 2. Abstrak disetujui → summit fullteks dan kelengkapan naskah tanggal 24 Oktober 2022

Mail

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Dari: [tophj@benthamopen.net](mailto:tophj@benthamopen.net) <[admin@bentham.manuscriptpoint.com](mailto:admin@bentham.manuscriptpoint.com)>

Date: Sen, 24 Okt 2022 13:24

Subject: Manuscript Initial Submission letter [BMS-TOPHJ-2022-184]

To: <[hasansazali@uinsu.ac.id](mailto:hasansazali@uinsu.ac.id)>

**Reference#: BMS-TOPHJ-2022-184**

Submission Title: Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia

Dear Dr. Hasan Sazali,

We are pleased to inform you that your article entitled, "**Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia**" has been initially approved by the Editorial Advisory Board of the journal "**The Open Public Health Journal**". to proceed further.

This is to inform you that currently your article is under editorial evaluation by Bentham Author Services Support (BASS) editors.

The Bentham Authors Services Support (BASS) editors consist of competent professionals who perform detailed, initial scrutiny of all submitted manuscripts. to assist authors in fine-tuning their manuscripts. This will help reduce the errors that may delay the review and publication process later. The core aim of the BASS editors is to ensure the complete, correct, and concise incorporation of all details needed at the initial stage, to ensure smooth and timely processing of the article to the peer-review stage.

Your article will be evaluated by the BASS editors for the following things:

- \* Language editing
- \* Figure quality checking/enhancement
- \* Reference duplication-checking/formatting
- \* Quality Control (Plagiarism/ Similarity Checking)
- \* Ethical protocols and overall text organization
- \* Citation of References / Figures / Tables etc.
- \* Selection of right category/nature of the article
- \* Funding details/acknowledgement etc.

Please note that on successful completion of this initial review, your article will then be subjected to a rigorous and neutral peer-review process, before an acceptance decision can be taken.

Thanks and Regards,

Editorial Office

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### 3. Revisi 1 → Koreksi Gambar tanggal 28 Oktober 2022

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Dari: **Bentham Graphics Dept.** <[support@benthamartwork.com](mailto:support@benthamartwork.com)>  
Date: Jum, 28 Okt 2022 00:36  
Subject: Figure Improvement Query | BMS-TOPHJ-2022-184  
To: Sazali <[hasansazali@uinsu.ac.id](mailto:hasansazali@uinsu.ac.id)>  
Cc: <[artwork@benthamscience.net](mailto:artwork@benthamscience.net)>

**Thursday, October 27, 2022**

**Ref #:** 115441

**MPS Reference Number #** @mpsrefno

Dear Dr. Sazali,

This is with reference to your article entitled "Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia", submitted for possible publication in the journal "The Open Public Health Journal". During graphics assessment, it has been observed that the figure(s) no. 2 embedded in your article, have not been provided according to the recommended parameters **[please see attached technical details]**. For your reference, we have attached sample images, both before and after figure improvement.

It is, therefore, requested to have your figures improved.

If you cannot arrange to do this yourself, you may also consider availing our professional Figure Improvement services, at a special rates of US\$135 for up to five figures, with any additional figures being charged at US \$20 each, by **clicking below**:

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**Figure Improvement Request**

or copy paste below URL in your browser:

<http://ims.itspk.com/admin/menuscript/cart.php?param=MTE12NDQjx>

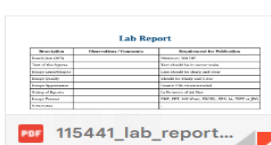
The total cost for improvement of your figure(s) no. 2 in the submitted manuscript, will be US \$135.

**Please note that no article will be published with substandard figures.**

**Please also note, that improved figures, alone, do not guarantee the final publication of your article. The final acceptance/rejection decision on the manuscript will be taken by the EIC, based on the quality of the article and independent peer review.**

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Graphic Department,

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PDF 115441\_lab\_report...

#### 4. Pemberitahuan Kelengkapan Naskah → Tanggal 7 Nopember 2022

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Dari: **Editorial Office** <[admin@bentham.manuscriptpoint.com](mailto:admin@bentham.manuscriptpoint.com)>

Date: Sen, 7 Nov 2022 18:53

Subject: Successful Completion from Initial Scrutiny | BMS-TOPHJ-2022-184

To: <[hasansazali@uinsu.ac.id](mailto:hasansazali@uinsu.ac.id)>

**Reference#: BMS-TOPHJ-2022-184**

Submission Title: Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia

Dear Dr. Sazali,

This is to update you about your manuscript titled "Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia" submitted to the journal "The Open Public Health Journal". Your manuscript has been passed through Initial scrutiny successfully. Currently the manuscript is at the peer review stage.

You may track all the stages of publication online until your manuscript is finalized and is ready for publication. Log onto JMS <https://bentham.manuscriptpoint.com> and click the article reference number from the available list of your submitted manuscripts to view the detailed status at every stage of the peer-review process and editorial decision.

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Dari: **The Open Public Health Journal** <[admin@bentham.manuscriptpoint.com](mailto:admin@bentham.manuscriptpoint.com)>

Date: Jum, 24 Mar 2023 11:34

Subject: TOPHJ Manuscript Revision Required | BMS-TOPHJ-2022-184

To: <[hasansazali@uinsu.ac.id](mailto:hasansazali@uinsu.ac.id)>

Cc: <[maryam@benthamopen.net](mailto:maryam@benthamopen.net)>

Reference#: BMS-TOPHJ-2022-184

Submission Title: Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia

Dear Dr. Hasan Sazali,

Thank you for submitting to "The Open Public Health Journal". Your manuscript has been reviewed, and it needs revision (comments given below/ attached). You may download the correct manuscript version by [Clicking here](#). You are encouraged to carefully revise the manuscript, highlighting the exact changes made.

**Our publication policy requires the return of your revised manuscript within 5 days from the date of receipt of this message.**

When submitting a revised manuscript for further consideration, please ensure that all the suggested changes are incorporated into the manuscript. Also, highlight or mark up the changes made throughout the manuscript for ease of reference.

**Please note that if the revised version is received **within 5 days**, it will be completed and forwarded for electronic publication (subject to acceptance by the reviewers and journal editors) **in the next 10 days from the date of receipt of the revised accepted manuscript**. Please make sure all payment formalities are finished before publication.**

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The final decision will be taken after the nature of your response letter and revision.

**Authors from non-English speaking countries should ensure to have their articles corrected by a native English speaker for any grammatical, stylistic and typographical errors. You may want to avail the English language correction service at Bentham. If so, please write a quote to the editorial office.**

Authors who are native English speakers should ensure that their article has been carefully checked for language, grammar, and style (where appropriate). This is in your interest as it will substantially reduce the time taken for the publication of your article.

**\*References:** References should be provided exactly in the journal's specific format.

**Note:** Please make sure to submit your revised manuscript through our Journal Management System <https://bentham.manuscriptpoint.com/> otherwise it may face delays in processing.

**Reviewer Comments:**

**Referee 1:**

Please see attached document.

**Referee 2:**

The selection of your research topic is of great value as it contributes to the service quality for families who have stunting children. However, there are some major revision needed to further perfect your work. 1. Although the background and motivation for this study is clearly written, your work would have been much more complete if you have included a section of reviews on the prior studies. 2. It is imperative to explicitly explain how and why the variables are selected for this research. In another word, a theory that the research model based on is needed for readers to understand why those variables are put together. 3. Also, there is no explanation or literature support for your hypothesis development. 4. In your research result, it says the stunting service quality is moderated by facility and sanitation; however, in Figure 2, a mediation relationship is shown. Please further examine your statistic results.

Sincerely,

Ambreen Irshad  
Senior Editor  
Bentham Open  
[ambreenirshad@benthamopen.net](mailto:ambreenirshad@benthamopen.net)

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**Attachments:**

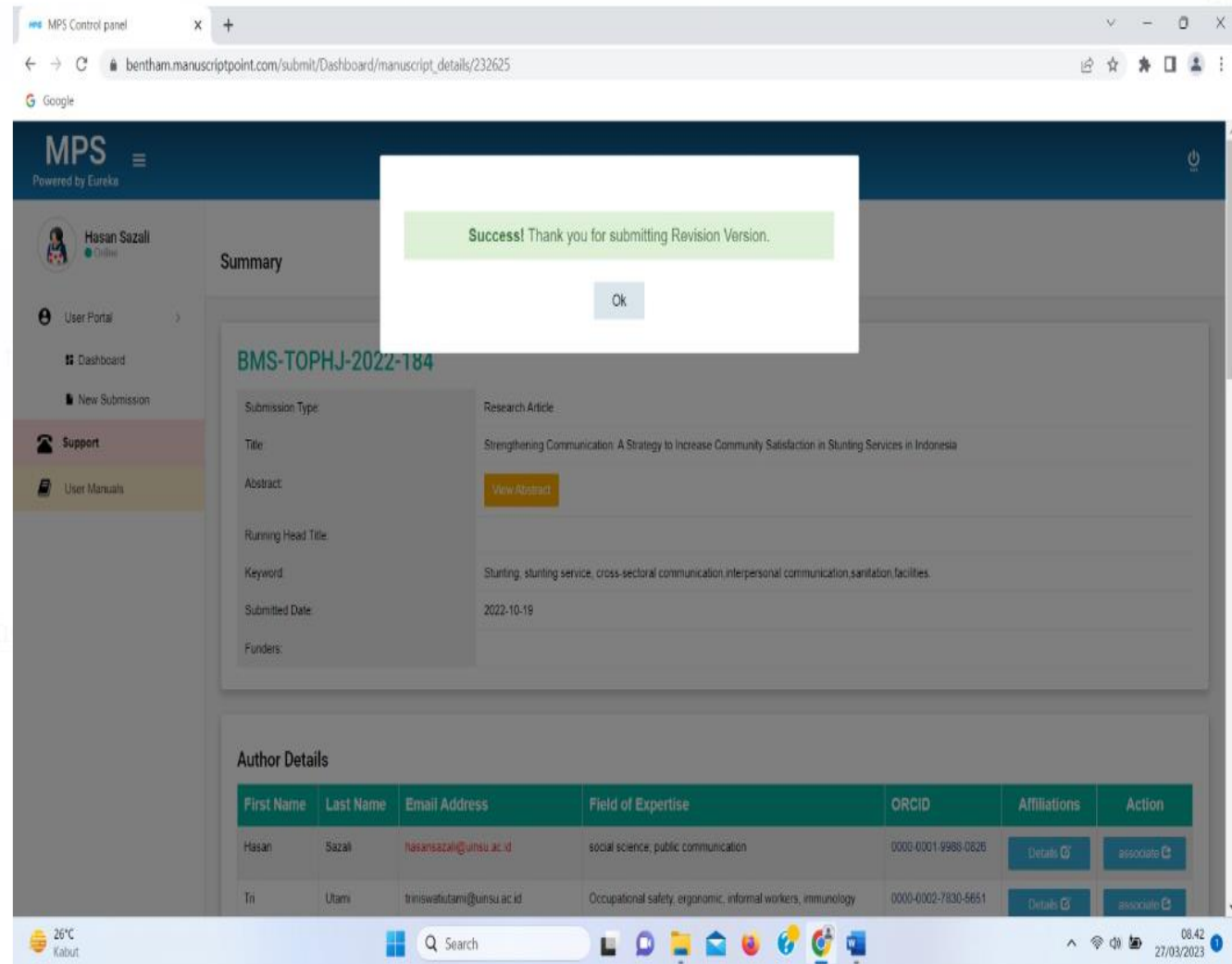
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## 6. Bukti Penulis melakukan summit revisi → tanggal 27 Maret 2023



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The background interface shows the following details:

- Summary:**
  - Submission Type: Research Article
  - Title: Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia
  - Abstract: [View Abstract](#)
  - Running Head Title:
  - Keyword: Stunting, stunting service, cross-sectoral communication, interpersonal communication, sanitation facilities.
  - Submitted Date: 2022-10-19
  - Funders:
- Author Details:**

First Name	Last Name	Email Address	Field of Expertise	ORCID	Affiliations	Action
Hasan	Sazali	hasansazali@unsu.ac.id	social science, public communication	0000-0001-9988-0826	<a href="#">Details</a>	<a href="#">Associate</a>
Tri	Utami	triniswatu@unsu.ac.id	Occupational safety, ergonomic, informal workers, immunology	0000-0002-7830-5651	<a href="#">Details</a>	<a href="#">Associate</a>

The Windows taskbar at the bottom shows the date and time as 08:42 on 27/03/2023, and the location as Kabut.



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**Summary**

**BMS-TOPHJ-2022-184**

Submission Type: Research Article

Title: Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia

Abstract: [View Abstract](#)

Running Head Title:

Keyword: Stunting, stunting service, cross-sectoral communication, interpersonal communication, sanitation, facilities.

Submitted Date: 2022-10-19

Funders:

**Author Details**

First Name	Last Name	Email Address	Field of Expertise	ORCID	Affiliations	Action
Hasan	Sazali	<a href="mailto:hasansazali@uinsu.ac.id">hasansazali@uinsu.ac.id</a>	social science; public communication	0000-0001-9988-0826	<a href="#">Details</a>	<a href="#">associate</a>
Tri	Utami	<a href="mailto:triniswatiutami@uinsu.ac.id">triniswatiutami@uinsu.ac.id</a>	Occupational safety, ergonomic, informal workers, immunology	0000-0002-7830-5651	<a href="#">Details</a>	<a href="#">associate</a>
Chuzaimah	Batubara	<a href="mailto:chuzaimahbatubara@uinsu.ac.id">chuzaimahbatubara@uinsu.ac.id</a>	Economics and business	0000-0001-9943-1297	<a href="#">Details</a>	<a href="#">associate</a>
Noor	Azizah	<a href="mailto:poorazizah@uinsu.ac.id">poorazizah@uinsu.ac.id</a>	Sharia and Law	0000-0001-8533-7785	<a href="#">Details</a>	<a href="#">associate</a>

**Hasan Sazali**  
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- Dashboard
- New Submission
- Support**
- User Manuals


### Author Details

First Name	Last Name	Email Address	Field of Expertise	ORCID	Affiliations	Action
Hasan	Sazali	<a href="mailto:hasansazali@uinsu.ac.id">hasansazali@uinsu.ac.id</a>	social science; public communication	0000-0001-9988-0826	<a href="#">Details</a>	<a href="#">associate</a>
Tri	Utami	<a href="mailto:triniswatlutami@uinsu.ac.id">triniswatlutami@uinsu.ac.id</a>	Occupational safety, ergonomic, informal workers, immunology	0000-0002-7830-5651	<a href="#">Details</a>	<a href="#">associate</a>
Chuzaimah	Batubara	<a href="mailto:chuzaimahbatubara@uinsu.ac.id">chuzaimahbatubara@uinsu.ac.id</a>	Economics and business	0000-0001-9943-1297	<a href="#">Details</a>	<a href="#">associate</a>
Noor	Azizah	<a href="mailto:noorazizah@uinsu.ac.id">noorazizah@uinsu.ac.id</a>	Sharia and Law	0000-0001-8533-7785	<a href="#">Details</a>	<a href="#">associate</a>
Susilawati	Susilawati	<a href="mailto:susilawati@uinsu.ac.id">susilawati@uinsu.ac.id</a>	Environmental health	0000-0003-4285-8884	<a href="#">Details</a>	<a href="#">associate</a>
Muhammad	Padli	<a href="mailto:irwannst@uinsu.ac.id">irwannst@uinsu.ac.id</a>	Economics and business	0000-0001-9597-1210	<a href="#">Details</a>	<a href="#">associate</a>
Syukri	Nasution	<a href="mailto:muhammadsyukrialbani@uinsu.ac.id">muhammadsyukrialbani@uinsu.ac.id</a>	Sharia and Law	0000-0001-9626-3224	<a href="#">Details</a>	<a href="#">associate</a>
Seva	Sari	<a href="mailto:sevamayasari@uinsu.ac.id">sevamayasari@uinsu.ac.id</a>	Sharia and Law	0000-0002-5921-5060	<a href="#">Details</a>	<a href="#">associate</a>
Rafnitul	Harahap	<a href="mailto:rafnitulasanaharahap@uinsu.ac.id">rafnitulasanaharahap@uinsu.ac.id</a>	Sharia and Law	0000-0003-0205-6086	<a href="#">Details</a>	<a href="#">associate</a>

( [hasansazali@uinsu.ac.id](mailto:hasansazali@uinsu.ac.id) ) is a principal author for editorial correspondence.












### Revision Emails

Revision	Subject	Sent on	Email
JM Revision Required	TOPHJ Manuscript Revision Required	Mar 24, 2023	<a href="#">View</a>

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**Files Details**

Order	File Name	File Type	Upload Date	Uploaded By	Action
1	1.Title Page.docx	Other	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
2	1.a_Abstract_TOPHJ_Prof.Hazli.docx	Structured Abstract	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
3	2. Table TOPHJ_Prof.Hazli.docx	Table	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
4	3. Figure TOPHJ_Prof.Hazli.docx	Figure	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
5	7. EC_Prof.Hazli_Juni22.pdf	Supplementary	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
6	9. Graphical abstract.docx	Graphical Abstract	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
7	8. STROBE.docx	Supplementary	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
8	10. Statement of authorship_Conflict of interest (1).pdf	Supplementary	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
9	Certificate_Proofread_ProfHazli.jpeg	Language Editing Certificate	2022-10-19	Hasan Sazali	<a href="#">Download</a> 
10	1. Manuscript_TOPHJ_Prof.Hazli.docx	Manuscript	2023-03-27	Hasan Sazali	<a href="#">Download</a> 
11	2. Rebuttal Letter1.docx	Rebuttal Letter	2023-03-27	Hasan Sazali	<a href="#">Download</a> 

## 7. Perkembangan artikel dalam OJS → Tanggal 28 Maret 2023

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### Welcome to your Dashboard

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Journal	Reference No.	Date	Title	Status
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#### NEWLY SUBMITTED ARTICLES

Show 5 entries

Search:

Journal	Reference No.	Date	Title	Status
TOPHJ	BMS-TOPHJ-2022-184	2022-10-19	Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia	In Re-Review

Showing 1 to 1 of 1 entries

Previous 1 Next

#### AWAITING REVISION

Journal	Reference No.	Date	Title	Status	Action
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30°C Sebagian cerah

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17.56 28/03/2023

## 8. Bukti naskah diterima → tanggal 26 April 2023

The screenshot shows an email client interface. On the left is a sidebar with navigation options: Mail, Chat, Spaces, and Meet. The main area displays an email titled "Fwd: Manuscript Provisional Acceptance letter | BMS-TOPHJ-2022-184". The sender is "hasan sazali" with the email address "hasansazali@uinsu.ac.id". The message is dated "Rab, 26 Apr, 14.15". The subject of the forwarded message is "Manuscript Provisional Acceptance letter | BMS-TOPHJ-2022-184". The recipient is "hasansazali@uinsu.ac.id" and the sender of the original message is "ambreenirshad@benthamsience.net". The body of the email contains a forwarded message from "The Open Public Health Journal" dated "Rab, 26 Apr 2023 pukul 13.50". The subject of the forwarded message is "Manuscript Provisional Acceptance letter | BMS-TOPHJ-2022-184". The recipient is "hasansazali@uinsu.ac.id" and the sender is "ambreenirshad@benthamsience.net". The body of the forwarded message reads: "Dear Dr. Hasan Sazali, I am pleased to inform you that your article Reference No. BMS-TOPHJ-2022-184, entitled "Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia" has been provisionally approved for publication in "The Open Public Health Journal" journal. You will now need to pay the processing fee, either via the online payment link in the invoice sent to you or, via a bank transfer (evidence of which would need to be sent to us), before your article is published."

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Fwd: Manuscript Provisional Acceptance letter | BMS-TOPHJ-2022-184 Kotak Masuk x

hasan sazali <hasansazali@uinsu.ac.id> kepada saya ▾ Rab, 26 Apr, 14.15 ★ ↶ ⋮

Inggris ▾ > Indonesia ▾ Terjemahkan pesan Nonaktifkan untuk: Inggris x

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Dari: **The Open Public Health Journal** <[admin@bentham.manuscriptpoint.com](mailto:admin@bentham.manuscriptpoint.com)>

Date: Rab, 26 Apr 2023 pukul 13.50

Subject: Manuscript Provisional Acceptance letter | BMS-TOPHJ-2022-184

To: <[hasansazali@uinsu.ac.id](mailto:hasansazali@uinsu.ac.id)>

Cc: <[ambreenirshad@benthamsience.net](mailto:ambreenirshad@benthamsience.net)>

Dear Dr. Hasan Sazali,

I am pleased to inform you that your article Reference No. BMS-TOPHJ-2022-184, entitled "**Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia**" has been provisionally approved for publication in "**The Open Public Health Journal**" journal.

**You will now need to pay the processing fee, either via the online payment link in the invoice sent to you or, via a bank transfer (evidence of which would need to be sent to us), before your article is published.**

## 9. Permintaan melakukan editing → 29 Mei 2023

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----- Forwarded message -----  
Dari: **M. Azhar** <[admin@bentham.manuscriptpoint.com](mailto:admin@bentham.manuscriptpoint.com)>  
Date: Sen, 29 Mei 2023 12:19  
Subject: Language Editing Required | BMS-TOPHJ-2022-184  
To: <[hasansazali@uinsu.ac.id](mailto:hasansazali@uinsu.ac.id)>

Dear Dr. Hasan Sazali,

This concerns your manuscript titled "**Strengthening Communication: A Strategy to Increase Community Satisfaction in Stunting Services in Indonesia**" submitted to the journal **The Open Public Health Journal**, which is currently at the copyediting stage. As we had informed you earlier, your assistance will be sought if the language of the article is still not up to the mark. The manuscript needs to be corrected by a professional English Language Editor.

The manuscript can only be processed further once a professional Editor comprehensively revises it. It may then be re-submitted along with the certificate of professional content editing.

Since it appears that you cannot do this yourself, please get in touch with our designated Language Editing company, Top Edit, to obtain professional assistance.

Please click on the link mentioned below to contact them:

[Top Edit](#)

I am looking forward to receiving your corrected manuscript and the language editing certificate asap.

The manuscript can only be processed further once a professional Editor comprehensively revises it. It may then be re-submitted along with the certificate of professional content editing.

Since it appears that you cannot do this yourself, please get in touch with our designated Language Editing company, Top Edit, to obtain professional assistance.

Please click on the link mentioned below to contact them:

[Top Edit](#)

I am looking forward to receiving your corrected manuscript and the language editing certificate asap.

Regards,

Hira Irfan  
Copyeditor

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[BMS-TOPHJ-2022-184-EC required by author.docx](#)

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## 10. Editor meminta melakukan Proofreading → 30 Mei 2023

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