



Arif Firmansyah <ariffirmansyah.fp@gmail.com>

Your manuscript submission - 938815

Frontiers in Psychology <psychology.editorial.office@frontiersin.org>
Balas Ke: Frontiers in Psychology <psychology.editorial.office@frontiersin.org>
Kepada: Arif Firmansyah <ariffirmansyah.fp@gmail.com>

8 Mei 2022 pukul 13.16

Dear Dr Firmansyah

We are pleased to inform you that we have received the manuscript "The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic" to be considered for publication in Frontiers in Psychology, section Organizational Psychology.

You can access the review forum and track the progress of your manuscript using the following link:
<https://www.frontiersin.org/Journal/MySubmission.aspx?stage=100>

Your manuscript is now in the initial validation stage to determine its suitability for peer review. Should your manuscript be sent out for peer review, you will receive a notification once we receive the reports from reviewers and the interactive review forum is activated. You will then be able to read the review reports and exchange directly with the reviewers in the interactive review forum as well as submit a revised manuscript, if appropriate. If the required number of reviewers endorse your manuscript in the Independent Review stage, their tabs will be closed and the manuscript will be forwarded to the Review Finalized stage, where you will be able to interact with the handling editor via the Editor tab.

Best Regards,

Your Frontiers in Psychology team

Frontiers | Editorial Office - Collaborative Peer Review Team
www.frontiersin.org
Avenue du Tribunal Fédéral 34, 1005 Lausanne, Switzerland
Office T 41 21 510 17 90

For technical issues, please contact our IT Helpdesk (support@frontiersin.org) or visit our Frontiers Help Center (zendesk.frontiersin.org/hc/en-us)

-----MANUSCRIPT DETAILS-----

Manuscript title: The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic

Manuscript ID: 938815

Authors: Arif Firmansyah, Ming-Huei Chen, I Wayan Ruspindi Junaedi, Mokhammad Arwani, Anang Kistyanto and ARIF FIRMANSYAH

Journal: Frontiers in Psychology, section Organizational Psychology

Article type: Opinion

Submitted on: 08 May 2022

Research Topic: Organizational Behavior in Health Care During COVID-19

-----ADDITIONAL INFORMATION-----

In order to enable a smooth and efficient review process, please familiarize yourself with the Frontiers review guidelines: https://www.frontiersin.org/Journal/ReviewGuidelines.aspx?s=1704&name=organizational_psychology

To take part in the Resource Identification Initiative please cite antibodies, genetically modified organisms, software tools, data, databases and services using the corresponding catalog number and RRID in the text of your article. Please see here for more information: https://www.frontiersin.org/files/pdf/letter_to_author.pdf

You are receiving this email regarding ongoing activities you have with Frontiers. If you think this was wrongly sent to you, please contact our support team at support@frontiersin.org



Arif Firmansyah <ariffirmansyah.fp@gmail.com>

Your manuscript submission - 938815

Frontiers in Psychology <psychology.editorial.office@frontiersin.org>
Balas Ke: Frontiers in Psychology <psychology.editorial.office@frontiersin.org>
Kepada: Arif Firmansyah <ariffirmansyah.fp@gmail.com>

8 Mei 2022 pukul 13.16

Dear Dr Firmansyah

We are pleased to inform you that we have received the manuscript "The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic" to be considered for publication in Frontiers in Psychology, section Organizational Psychology.

You can access the review forum and track the progress of your manuscript using the following link:
<https://www.frontiersin.org/Journal/MySubmission.aspx?stage=100>

Your manuscript is now in the initial validation stage to determine its suitability for peer review. Should your manuscript be sent out for peer review, you will receive a notification once we receive the reports from reviewers and the interactive review forum is activated. You will then be able to read the review reports and exchange directly with the reviewers in the interactive review forum as well as submit a revised manuscript, if appropriate. If the required number of reviewers endorse your manuscript in the Independent Review stage, their tabs will be closed and the manuscript will be forwarded to the Review Finalized stage, where you will be able to interact with the handling editor via the Editor tab.

Best Regards,

Your Frontiers in Psychology team

Frontiers | Editorial Office - Collaborative Peer Review Team
www.frontiersin.org
Avenue du Tribunal Fédéral 34, 1005 Lausanne, Switzerland
Office T 41 21 510 17 90

For technical issues, please contact our IT Helpdesk (support@frontiersin.org) or visit our Frontiers Help Center (zendesk.frontiersin.org/hc/en-us)

-----MANUSCRIPT DETAILS-----

Manuscript title: The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic

Manuscript ID: 938815

Authors: Arif Firmansyah, Ming-Huei Chen, I Wayan Ruspindi Junaedi, Mokhammad Arwani, Anang Kistyanto and ARIF FIRMANSYAH

Journal: Frontiers in Psychology, section Organizational Psychology

Article type: Opinion

Submitted on: 08 May 2022

Research Topic: Organizational Behavior in Health Care During COVID-19

-----ADDITIONAL INFORMATION-----

In order to enable a smooth and efficient review process, please familiarize yourself with the Frontiers review guidelines: https://www.frontiersin.org/Journal/ReviewGuidelines.aspx?s=1704&name=organizational_psychology

To take part in the Resource Identification Initiative please cite antibodies, genetically modified organisms, software tools, data, databases and services using the corresponding catalog number and RRID in the text of your article. Please see here for more information: https://www.frontiersin.org/files/pdf/letter_to_author.pdf

You are receiving this email regarding ongoing activities you have with Frontiers. If you think this was wrongly sent to you, please contact our support team at support@frontiersin.org



Arif Firmansyah <ariffirmansyah.fp@gmail.com>

Independent Review Reports Submitted - 938815

Frontiers in Psychology <psychology.editorial.office@frontiersin.org>

27 Mei 2022 pukul 02.20

Balas Ke: Frontiers in Psychology <psychology.editorial.office@frontiersin.org>

Kepada: Arif Firmansyah <ariffirmansyah.fp@gmail.com>

Dear Dr Firmansyah,

This is to inform you that the review reports were submitted for your manuscript "The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic" and are now accessible in the review forum.

You are now expected to make the requested revisions in response to the reviewer reports. It is recommended that you respond to any comments left by the Reviewers via the Editor tab, where you can also submit any revisions.

Please click here to access your manuscript directly in the review forum:

<http://review.frontiersin.org/review/938815/0/0>

Best Regards,

Your Frontiers in Psychology team

Frontiers | Editorial Office - Collaborative Peer Review Team

www.frontiersin.org

Avenue du Tribunal Fédéral 34, 1005 Lausanne, Switzerland

Office T 41 21 510 17 90

For technical issues, please contact our IT Helpdesk (support@frontiersin.org) or visit our Frontiers Help Center (zendesk.frontiersin.org/hc/en-us)

-----MANUSCRIPT DETAILS-----

Manuscript title: The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic

Manuscript ID: 938815

Authors: Arif Firmansyah, Ming-Huei Chen, I Wayan Ruspindi Junaedi, Mokhammad Arwani, Anang Kistyanto and ARIF FIRMANSYAH

Journal: Frontiers in Psychology, section Organizational Psychology

Article type: Opinion

Submitted on: 08 May 2022

You are receiving this email regarding ongoing activities you have with Frontiers. If you think this was wrongly sent to you, please contact our support team at support@frontiersin.org



Arif Firmansyah <ariffirmansyah.fp@gmail.com>

Independent Review Report Submitted - 938815

Frontiers in Psychology <psychology.editorial.office@frontiersin.org>
Balas Ke: Frontiers in Psychology <psychology.editorial.office@frontiersin.org>
Kepada: Arif Firmansyah <ariffirmansyah.fp@gmail.com>

27 Mei 2022 pukul 02.20

Dear Dr Firmansyah,

A new review report has been submitted by a Reviewer 1. Once the other Reviewer(s) have submitted their comments, you will be granted access to the reports in the review forum, so that you can begin your revisions. Please be ready to respond and revise your manuscript promptly when they do.

Please click here to access this manuscript directly:
<http://review.frontiersin.org/review/938815/0/0>

Manuscript title: The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic

Manuscript ID: 938815

Authors: Arif Firmansyah, Ming-Huei Chen, I Wayan Ruspindi Junaedi, Mokhammad Arwani, Anang Kistyanto and ARIF FIRMANSYAH

Journal: Frontiers in Psychology, section Organizational Psychology

Article type: Opinion

Submitted on: 08 May 2022

Best Regards,

Your Frontiers in Psychology team

Frontiers | Editorial Office - Collaborative Peer Review Team

www.frontiersin.org

Avenue du Tribunal Fédéral 34, 1005 Lausanne, Switzerland

Office T 41 21 510 17 90

For technical issues, please contact our IT Helpdesk (support@frontiersin.org) or visit our Frontiers Help Center (zendesk.frontiersin.org/hc/en-us)

Independent Review Report, Reviewer 1

EVALUATION

Please list your revision requests for the authors and provide your detailed comments, including highlighting limitations and strengths of the opinion. If you have additional comments based on Q2 and Q3 you can add them as well. please check your file, because you upload file with turnitin

why health service your main focus? you need explanation about phenomenon in Indonesia, especially in covid 19 context

In opinion session the author have to explain all of the information related to this study. Remember, paper you made not for the dummies, it's mean you need to explain what the main of information you have to explain. The references used in the paper must be recent, accurate, and relevant to your topic. The authors are also suggested to follow proper citation techniques such as paraphrasing or quotation, if necessary. Please be careful with direct citations, which may lead to the act of plagiarism.

Check List

a. Is the quality of the figures and tables satisfactory?

Yes

b. Does the reference list cover the relevant literature adequately and in an unbiased manner?

No

c. Does this manuscript refer only to published data? (unpublished or original data is not allowed for this article type)

No

d. Is the opinion supported by evidence?

Yes

QUALITY ASSESSMENT:

Rigor

2

Quality of the writing

2

Overall quality of the content

2

Interest to a general audience

3

You are receiving this email regarding ongoing activities you have with Frontiers. If you think this was wrongly sent to you, please contact our support team at support@frontiersin.org



Arif Firmansyah <ariffirmansyah.fp@gmail.com>

Frontiers: New Comments in the Interactive Review Forum - 938815

Frontiers Psychology <psychology.editorial.office@frontiersin.org>
Balas Ke: Frontiers Psychology <psychology.editorial.office@frontiersin.org>
Kepada: ariffirmansyah.fp@gmail.com

27 Mei 2022 pukul 15.29

Dear Dr Firmansyah,

Frontiers Psychology has sent you a message. Please click 'Reply' to send a direct response

New comments were posted by Editorial Office Frontiers in Psychology. Please visit the review forum using the link below:

<http://www.frontiersin.org/Review/EnterReviewForum.aspx?activationno=ac39700e-ea89-474c-bc15-b40fa87b173e>

Journal: Frontiers in Psychology, section Organizational Psychology

Article type: Opinion

Manuscript title: The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic

Manuscript ID: 938815

Authors: Arif Firmansyah, Ming-Huei Chen, I Wayan Ruspindi Junaedi, Mokhammad Arwani, Anang Kistyanto, ARIF FIRMANSYAH

Submitted on: 08 May 2022

Edited by: A.A.I.N. Marhaeni

Best Regards,

Your Frontiers in Psychology team

Frontiers | Editorial Office - Collaborative Peer Review Team

www.frontiersin.org

Avenue du Tribunal Fédéral 34, 1005 Lausanne, Switzerland

Office T 41 21 510 17 90

For technical issues, please contact our IT Helpdesk (support@frontiersin.org) or visit our Frontiers Help Center (zendesk.frontiersin.org/hc/en-us)



Arif Firmansyah <ariffirmansyah.fp@gmail.com>

Invoice Issued

Frontiers Accounting Office <accounting@frontiersin.org>
Balas Ke: Frontiers Accounting Office <accounting@frontiersin.org>
Kepada: Arif Firmansyah <ariffirmansyah.fp@gmail.com>

31 Mei 2022 pukul 22.46

Dear Dr Arif Firmansyah

Please find attached a PDF copy of Frontiers invoice n. **2022-0630092-2** for:**1 x Article Processing Fee**

Title "The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic", by Arif Firmansyah*, Ming-Huei Chen, I Wayan Ruspandi Junaedi, Mokhammad Arwani, Anang Kistyanto and ARIF FIRMANSYAH, published in "Frontiers in Psychology-Organizational Psychology".

I would like to inform you that payment is due on **30 Jun 2022**, and your current outstanding balance is **USD 450.00**.To pay by credit card, please use the following link: <https://www.frontiersin.org/Accounting/OnlinePayment.aspx?PayKey=1bb566e7-c7bf-41ca-9501-56046ccde76e>See the **Payment Options** and **Frequently Asked Questions** below for any billing and payment issues that might arise. If you think there might be a mistake, or you do not agree with the bill, consider refusing payment, or have any other query about this invoice, please do not hesitate to contact me at accounting@frontiersin.org.***** BE AWARE OF SCAM ATTEMPTS - PLEASE READ *******

There has been a recent surge in fraud attempts against Frontiers authors. Please be alert if someone contacts you from a fake email address that pretends to be a Frontiers Staff member providing you with a fake invoice or payment instructions.

- Frontiers will always contact you from a @frontiersin.org or @frontiersin.com email address.
- We never amend payment details via email.
- You will always find the accurate invoice in your user account on our website. If you don't have one yet, please register with this email address. You will find them in My Frontiers > My Invoices

If you have any doubt or believe to have followed the wrong instructions, please reach out to us at accounting@frontiersin.org

Best regards,

Frontiers | Accounting Office
www.frontiersin.org | twitter.com/FrontiersIn
Avenue du Tribunal Fédéral 34, CH-1005 Lausanne, Switzerland
T 41(0)21 510 17 03

***** OTHER PAYMENT OPTIONS *******BY CHEQUE**

Please write your cheque in favor of "Frontiers Media SA", and mail it to the following address:
Frontiers Media SA, [Avenue du Tribunal-Federal 34, 1005 Lausanne, Switzerland](https://www.frontiersin.org)

BY DIRECT BANK TRANSFER

Beneficiary address: Frontiers Media SA, [Avenue du Tribunal-Federal 34, 1005 Lausanne, Switzerland](https://www.frontiersin.org)
Bank address: UBS Switzerland AG, [Place St Francois 16, CH-1003, Lausanne, Switzerland](https://www.ubs.com)

For Euro payments:
IBAN: CH260024324347968871J
Account n.: 243-479688.71J
BIC/SWIFT: UBSWCHZH80A

For USD payments:
IBAN: CH80 0024 3243 4796 8870 K
Account n.: 243-479688.70K
BIC/SWIFT: UBSWCHZH80A

Reason for Payment (required): 2022-0630092-2

BY PURCHASE ORDER

Please email (to accounting@frontiersin.org) or fax (to + 41 21 693 9201) your Purchase Order to have the invoice re-issued accordingly. An email address is required for electronic delivery.

***** FREQUENTLY ASKED QUESTIONS *****

WHY DO I RECEIVE THESE REMINDERS?

Invoice and payment notifications are sent to the designated payer of the invoice. For article publishing fees, the corresponding author(s) is always in CC, and all co-authors will also be in copy on overdue payment notices. Reminders will automatically stop when the payment is received and matched to your invoice (if properly referenced).

THE PAYMENT HAS ALREADY BEEN MADE, WHY MORE REMINDERS?

Payments can be verified only when received, not when ordered to the bank, procurement office, or Accounts Payable. If you think that the delay is now excessive or unjustified, then it is possible that verification is hindered due to a missing reference number on the transaction details. Please kindly send me a proof of payment.

ANOTHER OFFICE/PERSON IS IN CHARGE OF PAYMENT, CAN YOU SEND THE REMINDERS TO THEM INSTEAD?

If you passed the invoice along for processing, we encourage you to update the payment information. Log on to your Frontiers account, drag the mouse over your name and select >Invoices>View Details >Modify Payer, then edit the "Email this invoice to" section.

HOW DO I MODIFY THE BILLING ADDRESS?

Log on to your Frontiers account, drag the mouse over your name and select >Invoices>View Details >Modify Payer, then edit the "Billing Address" section.

HOW DO I ADD OTHER INFORMATION NEEDED BY MY INSTITUTION?

To display on the invoice other information such as your reference, VAT or Purchase Order number, etc, log on to your Frontiers account, drag the mouse over your name and select >Invoices>View Details >Modify Payer, then edit the "Your Reference" section.

HOW DO I BECOME A REGISTERED USER?

If the invoice was issued and emailed directly to your attention, please consider registering at www.frontiersin.org (with same email address) to have access to full features and functionality. Registration is completely free for anyone!

CAN I HAVE AN INVOICE IN ANOTHER CURRENCY?

While we cannot issue invoices in another currency, we do accept cheques cut in USD, GBP and CHF. Please convert the amount due according to the processing day's current exchange rate. Upon request we can add the converted amount to the "Your Reference" section on the invoice.

CAN I SPLIT THE FEES WITH MY CO-AUTHOR(S)?

Yes! Please contact accounting@frontiersin.org and provide, for each party: a full billing address, an email address for electronic delivery (preferably of a Frontiers registered user), and the desired amount to be paid by each party.

IS VAT (VALUE ADDED TAX) APPLICABLE TO MY ORDER?

According to Swiss tax law, the standard 8% VAT must be applied only for services billed to Swiss or Liechtenstein residents or organizations. Purchase Orders with a billing address from all other countries should not include any VAT.

WHY DID I RECEIVE DIFFERENT INVOICES FOR THE SAME ITEM?


A new version is generated upon every invoice modification, and it is denoted by the last digit suffix on the invoice number. A higher version number supersedes all previous versions (as an example, n. 2012-1234567-4 replaces 2012-1234567-3). We consider the invoice settled regardless of the version indicated in the payment, but please ensure that

multiple payments are not initiated.

WHAT IF MY PAPER DOES NOT GET PUBLISHED?

In the rare instances where manuscripts are found to not meet our criteria for publication after acceptance, and are rejected after invoice payment has been made, rest assured that we provide a full refund of the article processing fees. Note that this does not apply for papers that are retracted post-publication.

You are receiving this email regarding ongoing activities you have with Frontiers. If you think this was wrongly sent to you, please contact our support team at support@frontiersin.org

 **2022-0630092-2.pdf**
19K



Arif Firmansyah <ariffirmansyah.fp@gmail.com>

Frontiers: Your manuscript is accepted - 938815

Frontiers Psychology <psychology.editorial.office@frontiersin.org>
Balas Ke: Frontiers Psychology <psychology.editorial.office@frontiersin.org>
Kepada: ariffirmansyah.fp@gmail.com

31 Mei 2022 pukul 22.46

Dear Dr Firmansyah,

Frontiers Psychology has sent you a message. Please click 'Reply' to send a direct response

I am pleased to inform you that your manuscript "The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic" has been approved for production and accepted for publication in Frontiers in Psychology, section Organizational Psychology. Proofs are being prepared for you to verify before publication. We will also perform final checks to ensure your manuscript meets our criteria for publication (<https://www.frontiersin.org/about/review-system#ManuscriptQualityStandards>).

The title, abstract and author(s) list you provided during submission is currently online and will be replaced with the final version when your article is published. Please do not communicate any changes until you receive your proofs.

Any questions? Please visit our Production Help Center page for more information: <https://zendesk.frontiersin.org/hc/en-us/categories/200397292-Article-Production->

You can click here to access the final review reports and manuscript: <http://www.frontiersin.org/Review/EnterReviewForum.aspx?activationno=b789430e-c421-4ce1-9585-a983cc44641b>

As an author, it is important that you keep your Frontiers research network (Loop) profile up to date, so that you and your publications are more discoverable. You can update your profile pages (profile picture, short bio, list of publications) using this link: <https://loop.frontiersin.org/people/>

Best Regards,

Your Frontiers in Psychology team

Frontiers | Editorial Office - Collaborative Peer Review Team
www.frontiersin.org
Avenue du Tribunal Fédéral 34, 1005 Lausanne, Switzerland
Office T 41 21 510 17 90

For technical issues, please contact our IT Helpdesk (support@frontiersin.org) or visit our Frontiers Help Center (zendesk.frontiersin.org/hc/en-us)

We want to hear about your experience with Frontiers.

We are constantly striving to improve our peer review process, please complete our short 3-minute survey to tell us about your experience, your opinion is important and will guide future development.

https://frontiersin.qualtrics.com/jfe/form/SV_aW5zUzZQ1ZbOKQ6?survey=authorapproved&ArticleId=938815&UserId=1805325&FinalDecision=Accepted

Thank you very much for taking the time to share your thoughts.

Manuscript title: The Effect of Perceived Organizational Support on Organizational Citizenship Behavior and Organizational Commitment in Public Health Center During Covid-19 Pandemic

Journal: Frontiers in Psychology, section Organizational Psychology

Article type: Opinion

Authors: Arif Firmansyah, Ming-Huei Chen, I Wayan Ruspindi Junaedi, Mokhammad Arwani, Anang Kistyanto, ARIF FIRMANSYAH

Manuscript ID: 938815

Edited by: A.A.I.N. Marhaeni

