

Quality of National Health Insurance Mobile Application Services at Toddopuli Health Center Makassar

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ABSTRACT

This study aims to determine the quality of the National Health Insurance (JKN) Mobile Application Service at the Toddopuli Health Center Makassar. This type of research is a descriptive qualitative approach with data collection techniques, namely interviews, observations, and documentation. The checking of the validity of the data is done by means of technical triangulation. The data analysis technique uses data collection, data reduction, data presentation, and drawing conclusions/verification. The results of this study indicate that the quality of the National Health Insurance (JKN) Mobile Application Service at the Toddopuli Health Center Makassar has not run optimally. This is indicated by the Toddopuli Makassar Health Center that has not been able to implement service delivery through the Mobile JKN application as expected by patients using the JKN Mobile Application. In providing health services for patients using BPJS Health, the Toddopuli Makassar Health Center has been able to provide quality services, because among 7 aspects of the quality of health services according to Wahid Iqbal Mubarak, namely according to standard service procedures, have the necessary competencies, supported by physical evidence, according to the code of ethics, Can satisfy the patient, Can satisfy the service staff and Helpful the Toddopuli Makassar Public Health Center is able to fulfill 5 aspects.

Keywords: Service Quality; BPJS Health; Mobile JKN; Puskesmas

INTRODUCTION

The development of science and technology is marked by such rapid progress, thus placing a nation in the position of the extent to which the nation is advanced based on how far the nation has mastered the two fields.

Technology is one form of the development of the era. In this century also the use of technology is increasingly widespread throughout the world and in all walks of life. One of the most developed technologies is web-based technology or commonly known as the internet. The presence of internet technology in the community is able to meet the need for information very quickly, precisely, and accurately. In addition, things that used to be done manually and took a long time, now with the help of internet technology and sophisticated computerized systems make these jobs can be completed in a short time. Online or online systems (on the network) are increasingly popular, including in Indonesia (Stiawan et al., 2020).

Innovation in e-government has been initiated in recent years in Indonesia. In addition to the need, both central and local governments for an integrated system, the development of e-government in Indonesia is supported by the Presidential Instruction

of the Republic of Indonesia Number 3 of 2003 concerning the National Policy and Strategy for the Development of e-government. Then in 2006, the National Communications (Detiknas) through Presidential Decree No. 20 of 2006 which one of its duties is to accelerate the implementation of e-government and is also supported by related regulations such as Law no. 14 of 2008 concerning Public Information Disclosure, as well as Government Regulation no. 61 of 2010 concerning the Implementation of the Law on Public Information Disclosure (Prana, 2013).

In the service sector, e-government or digital government is an activity carried out by the government using information technology support in providing services to the community. The development of information and communication technology has offered solutions to improve the performance of public services that are more based on good governance. The readiness of human resources, regulations, budget funds, facilities and infrastructure is an absolute thing that must be provided in the implementation of e-government.

Article 28 H paragraph (1) of the 1945 Constitution of the Republic of Indonesia explains that everyone has the right to prosper physically and mentally, to live and to have a good and healthy living environment, and to have the right to health services. Based on the constitution, the government is obliged to provide good services to the community, so that the welfare of the community can be created.

In an effort to meet the needs of the community to obtain optimal and quality health services, as is the function of the government to realize and improve services to the community to the maximum, one of them is by improving the quality of public services in the health sector. Talking about public services, of course, government agencies have a role in this, health services are one form of public service. The form of size or standard of service is needed to determine the extent to which the government has succeeded or failed to implement public services in the health sector.

The rapid development of technology has become a necessity in the field of government. Supporting the implementation of services based on this electronic system (e-government), BPJS Kesehatan issued a policy, namely program innovation based on the Android Mobile JKN (Widyasari et al., 2019). The Mobile JKN application is an application for administering administrative services that can provide convenience for the community in managing other needs, in accordance with the Discretionary Regulation Number 30 of 2017 concerning the Implementation of the JKN Mobile Application for the Health Social Security Administering Body. Mobile JKN was created to provide convenience for the related community in providing accessible information technology-based administrative services (Wulandari & Sudarman, 2019).

Makassar City is one of the regions that has socialized the Mobile JKN program. With the socialization of Mobile JKN in Makassar City, it is hoped that it can help the community to obtain health insurance and increase the number of BPJS Health membership. The Mobile JKN implementation program from 2018 until now, there are

still obstacles it faces such as many people who have not used the application and the lack of public understanding in the use of the Mobile JKN application so that health services in First Level Health Facilities (FKTP) become slower (BPJS Health, 2018).

Based on the results of observations in receiving health services at the Toddopuli Health Center Makassar which seems slow and there are still many obstacles in using the Mobile JKN application such as registration of queue numbers which are often hampered because the network used by First Level Health Facilities (FKTP) is slow, health services through The JKN Mobile Application, where problems or errors often occur so that patients cannot consult through the application and require patients to go to health facilities (faskes).

Based on the results of previous research conducted by Putri Marta Sari with the title "JKN-KIS Participant Registration Information System via Mobile JKN at BPJS Kesehatan Main Branch Office Surakarta" to find out more about how the JKN-KIS participant registration information system at BPJS Kesehatan Main Branch Office Surakarta from the results of an interview conducted on August 22, 2018 "Registration to become a Non-PBI JKN-KIS participant is not only done manually at the Branch Office, it can also be done through Mobile JKN, Mobile JKN is an application that is linked to a smartphone. Prospective participants simply download the application in the Play Store and Apple Store then register online by inputting data and verifying e-mail. Later there will be two kinds of registration, namely registration of new participants and registration of mobile users". This study found several obstacles in the implementation of the JKN-KIS Participant Registration Information System via Mobile JKN at BPJS Kesehatan Surakarta Main Branch Office, namely the internet network that was inadequate in the participant's or prospective participant's area so that it could hamper the operation of Mobile JKN which requires internet network access and is still low public knowledge about Mobile JKN (Sari, 2019).

Based on the results of research conducted by Reizky Riyadi in 2015 regarding the Quality of Health Services for National Health Insurance Participants at the Kembangan District Health Center, West Jakarta, it proved that the quality of health services at the Kembangan District Health Center, West Jakarta was classified as good with a percentage result of 83.25% (Riyadi, 2015).

Based on research conducted by Dwi Zaniarti regarding the relationship between the quality of health services and the satisfaction of inpatients at Jamkesmas Hospital in Salatiga. The focus of research in this scientific paper is about how the relationship between the quality of health services and the satisfaction of inpatients at Jamkesmas Hospital is in Salatiga. The results of this study are that there is a significant relationship between the quality of health services with consumer satisfaction and customer satisfaction with the services provided by the Salatiga Hospital is in the moderate category. This study also shows that there is no evidence of poor quality health services

and low levels of satisfaction for Jamkesmas inpatients at Salatiga Hospital (Zaniarti, 2011).

The next research is a study conducted by Budiarto, regarding the Quality of Health Services at the Public Health Center in Enrekang District, Enrekang Regency. The focus of this research is on the level of service quality of the Puskesmas in Enrekang District, Enrekang Regency. With the results of the research conducted, the quality of health services in Enrekang District, Enrekang Regency based on five dimensions of service quality can be said to be good (Budiarto, 2015).

From previous research and seeing from these phenomena and problems, the researchers were interested in conducting research on "The Quality of the National Health Insurance (JKN) Mobile Application Service at the Toddopuli Health Center Makassar". Based on the formulation of the problem that has been formulated, the purpose of implementing this research is to determine the quality of health services through the JKN Mobile Application at the Toddopuli Health Center Makassar.

METHOD

Approach and Type of Research

This type of research uses a qualitative method approach where the research conducted is descriptive, namely to find out or describe the reality of the events being studied, making it easier for the author to obtain objective data in order to determine the quality of BPJS Health services at the Toddopuli Health Center Makassar.

In data collection techniques, the author uses interview techniques which will then obtain data from the results of these interviews. By using the interview technique as one of the techniques to obtain data the relationship between the researcher and the informant is independent.

Research sites

To obtain the data and information needed in this research, this research was conducted at the Toddopuli Health Center Makassar, which is located at Jalan Toddopuli Raya No. 96, Paropo, Kec. Panakkukang, Makassar City, South Sulawesi. Toddopuli Health Center Makassar also collaborates with BPJS Health in providing First Level Health Facilities (FKTP) in the Makassar City area.

Description of Research Focus

The focus of the research is the concentration on the purpose of the research being conducted, the focus of the research is used as the basis for data collection so that there is no bias towards the data taken. To equate understanding with the perspective of this scientific paper, the author will provide an explanation of the purpose and focus of research on the writing of this scientific paper.

The focus of this research is an explanation of the framework of thought, indicators that can be used to measure the quality or not of a public service, the researchers use the measure of quality or service quality proposed by Mubarak (2005), namely:

- 1) In accordance with standard service procedures, by focusing on the convenience of the registration service process through Mobile JKN and service procedures at the Toddopuli Health Center Makassar.
- 2) Have the necessary competencies, focusing on: (a) The ability and knowledge of the officers in providing services; (b) Speed and accuracy of examination (diagnosis), treatment and patient care; (c) Competence of the person in charge of the Mobile JKN application.
- 3) Supported by physical evidence, focusing on: (a) Having adequate facilities; (b) Convenience of the place of service delivery for patients; and (c) JKN Mobile Application Features.
- 4) In accordance with the code of ethics, by focusing on officers being fair in serving patients.
- 5) Can satisfy patients, by focusing on the ability of service personnel to communicate.
- 6) Can satisfy service personnel, by focusing on: (a) Service officers listen to patient complaints and requests related to attention and action on patient complaints; (b) Officers' satisfaction with the use of the Mobile JKN application.
- 7) Useful, by focusing on the ease of using the JKN Mobile Application.

Data Types and Sources

There are two data used in this study, namely: primary data sources and secondary data sources. Primary data sources are data obtained from sources related to health service recipients through interviews and observations of informants. The informants who will be interviewed by the researchers are non-medical and medical employees of the Toddopuli Health Center Makassar, BPJS Health employees in the service division, participants or families of BPJS Health participants who have used the JKN Mobile Application. The secondary data sources are sources related to the object of research (documents, books or reports related to the problem under study).

Research Stages

The stages in this research are as follows.

1) Pre-Field Stage

At this stage, observations and analyzes of several related documents are carried out to determine what kind of problems will be studied and determine the focus of the research. After that, the researcher will prepare a proposal to be submitted as a condition before conducting the research. The proposals that have been approved by the

department will be used to administer permits to related institutions and conduct research at Level 1 Health Facilities in the Makassar City area.

2) Research Stage

Furthermore, in this stage, the researcher will collect data and various information through interviews, observation and documentation to be used as a reference in conducting data analysis and drawing conclusions.

3) Final Stage

At this stage, the data that has been obtained will be analyzed and conclusions drawn from the problems that have been studied. The results will be compiled in the form of a report based on the writing rules that have been set by the State Administration Science Study Program, State University of Makassar.

Data collection technique

According to Sugiyono (Sugiyono, 2019) in qualitative research, data collection is carried out using more data collection techniques on instrumental observation (participant observation) as well as in-depth interviews (in depth interviews) and documentation. To obtain the required data, the following data collection techniques can be used:

1) Observation

The type of observation used in this study is passive participatory observation, so in this case the researcher comes to the research location and observes the activities that take place at that location, but is not involved in the activity.

2) Interview

With interviews, researchers will find out more in-depth things about participants in interpreting situations and phenomena that occur, where this cannot be found through observation. The type of interview conducted in this study is a semi-structured interview which is more independent in its implementation when compared to structured interviews. The goal is to find problems more openly, where the parties invited to the interview are asked for their opinions and ideas.

3) Documentation

The documentation that will be used in this research includes relevant books, activity reports, photographs, and data relevant to the research in order to make it easier for researchers to describe matters relating to the research conducted.

Research Instruments

According to Sugiyono, in qualitative research, the research instrument or tool is the researcher himself. Researchers who will be research instruments must first be validated. Validation of understanding qualitative research methods, mastery of insight into the field under study, readiness of researchers to enter research objects, both academically and logistically (Sugiyono, 2019).

In terms of qualitative research instruments, Nasution stated that in qualitative research, there is no other choice than to make humans the main research instrument. The reason is that, everything does not yet have a definite form. Problems, research focus, research procedures, hypotheses used, even the expected results, all of which cannot be determined with certainty and clarity beforehand. Everything still needs to be developed throughout the research. In this situation that is completely uncertain and unclear, there is no other choice and only the researcher himself as the only one who can achieve it (Sugiyono, 2019).

Furthermore, a simple research instrument was developed which is expected to be able to complete the data and help during the research process. The research instruments in this study were researchers, interview guides, notebooks and recording devices.

Data Validity Check

The technique used by researchers to test the validity of the data obtained is to use the triangulation technique. The data obtained by the researcher from the informants was tested for the credibility of the data by checking the data with the same informant with different techniques

Data analysis technique

According to Sugiyono, data analysis in qualitative research is carried out during data collection and after data collection is completed within a certain period (Sugiyono, 2019). Miles and Huberman stated that the activities in qualitative data analysis were carried out interactively and continuously until they were completed so that the data was saturated. The data analysis used is according to Miles and Huberman:

- 1) Data collection, carried out by observation, in-depth interviews, and documentation or a combination of the three that can support the research carried out in order to obtain the expected data sources.
- 2) Data reduction (data reduction) summarizes, chooses the main things, focuses on important things, looks for themes and patterns. Data reduction is a sensitive thinking process that requires intelligence and a high breadth and depth of insight.
- 3) The presentation of data (data display), is carried out in the form of short narrative descriptions, charts, relationships between categories, flowcharts, and the like. By presenting data, it will be easier to understand what happened, plan further work based on what has been understood.
- 4) Verification (verification/conclusion drawing), which means drawing conclusions. The initial conclusions put forward are still tentative, and will change if strong evidence is found to support it at the next stage of data collection. Conclusions can be in the form of a description or description of an object that was previously still dim or dark so that after research it becomes clear (Miles & Huberman, 1992).

RESULTS AND DISCUSSIONS

Public service activities are one of the efforts to help prepare what the community needs in an effort to improve community welfare. Realizing community welfare through services needs special attention from the government regarding good service (Akib & Salam, 2016). Public service in the health sector is one form of activity to improve the welfare of the community. The discussion of the results of this study will explain the quality of the National Health Insurance (JKN) Mobile application service at the Toddopuli Health Center Makassar. From the data that has been obtained and has been collected from the results of interviews between the author and informants as well as several other documents that can support this research.

The indicators that are then used to measure the quality of services provided by the Toddopuli Makassar Health Center to patients using the Mobile JKN application, the authors use the quality measures or service quality proposed by Wahid Iqbal Mubarak, namely: 1) In accordance with standard service procedures, 2) Having high competence required, 3) Supported by physical evidence, 4) In accordance with the code of ethics, 5) Can satisfy the patient, 6) Can satisfy the service staff, 7) Useful. These indicators determine the quality or not of the services provided by the Toddopuli Makassar Health Center to patients using the Mobile JKN application. The following is a presentation of the data obtained:

According to Service Procedure

Service procedures are the stages of activities carried out in the process of completing services carried out for service providers and recipients. Service procedure is one indicator that shows a quality service. The services provided by the Toddopuli Makassar Health Center are in accordance with service procedures, the requirements for the service are easy and the services provided are not difficult for patients.

According to the Decree of the Minister for Empowerment of State Apparatus No. 63 of 2003 concerning public service standards, "Service Standards are standardized measures in the implementation of public services that must be obeyed by service providers and or recipients" (Sakawati et al., 2017).

Based on the results of the study, the provision of services at the Toddopuli Health Center Makassar is in accordance with the provisions of the service procedure indicators, but the provision of services through the Mobile JKN application still often has obstacles that require Toddopuli Health Center officers to use manual methods to serve at the registration counter.

Have the Required Competence

Competence is a matter related to individual abilities and skills to achieve the expected results. The ability and willingness of Toddopuli Makassar Public Health

Center officers to respond quickly and accurately to information and other things needed by patients. The competencies possessed by Toddopuli Makassar Health Center officers are in accordance with the required competencies.

According to Daryanto and Setyobudi, the competence of service providers must be determined appropriately based on the required knowledge, skills, attitudes, and behaviors (Daryanto & Setyabudi, 2014).

Based on the results of the study, it can be concluded that the Toddopuli Makassar Public Health Center officers have the appropriate competence in serving patients. From the results of the interview, it was shown that the patient assessed that medical officers had good skills in serving patients.

Backed by Physical Evidence

One indicator of the quality of health services is supported by physical evidence that supports the delivery of health services. At the Toddopuli Health Center Makassar, the facilities and infrastructure are quite complete, such as the provision of a large parking area, a waiting room equipped with free wifi, providing a children's play room and providing clean toilets.

According to James A. Fitzsimmons and Mona J. Fitzsimmons related to physical evidence, namely the quality of service in the form of appearance or physical facilities such as the physical appearance of buildings, equipment, employees, and other facilities owned by service providers (Sakawati et al., 2017).

Based on the results of research and direct observations conducted by researchers at the Toddopuli Health Center Makassar, the Puskesmas has tried to provide facilities and infrastructure to support all forms of health services at the Toddopuli Health Center Makassar. However, one of the facilities, namely the chairs in the waiting room, still cannot accommodate all visitors to the Makassar Toddopuli Health Center, this is because Indonesia is being hit by the Covid-19 pandemic, which requires patients to practice social distancing.

According to the Code of Ethics

In providing good service, the Toddopuli Makassar Public Health Center officers are required to be fair to all patients who come for treatment and the officers must serve according to the procedures applicable at the puskesmas. In the process of providing services, puskesmas officers are required to be able to provide fair services in serving patients.

The theory put forward by Wahid Iqbal Mubarak which says that service providers provide sincere attention to the community without discriminating against their position or social status.

Based on the results of research and direct observations conducted by researchers at the Toddopuli Health Center Makassar, Toddopuli Makassar Health Center officers have fulfilled the patient's expectations where the officers can be fair to general patients and patients using BPJS Health.

Can Satisfy Patients

Communication means conveying information to patients in easy-to-understand language, and always listening to patient suggestions and complaints. Communication is the most common thing to do in providing services. A service is judged whether it is good or not, seen from the way the service officer communicates with the patient. Toddopuli Makassar Health Center officers are able to communicate communicatively regarding things that need to be prepared to obtain services.

According to James A. Fitzsimmons and Mona J. Fitzsimmons, responsiveness is the desire of service providers to help the community and provide fast (responsive) and appropriate service to the community, as well as being responsive to customer desires. Allowing people to wait without a clear reason causes a negative perception of service (Sakawati et al., 2017).

Based on the results of the research, the authors can conclude that the ability of Toddopuli Makassar Public Health Center officers in communicating with patients is good because the patients are satisfied with the communication provided at the time of service.

Can Satisfy Service Officers

Can satisfy service personnel, with regard to the willingness and ability of service personnel to help patients and respond to their requests. The speed of service provided is the responsiveness of the officer in providing the services needed by the patient. Trust is important so that it makes service providers as service providers who have credibility. Toddopuli Makassar Health Center officers can pay attention to patients and try to assist them in obtaining the desired service and try to help resolve patient problems quickly and happily, maintain courtesy and care about patient complaints.

According to James A. Fitzsimmons and Mona J. Fitzsimmons related to assurance, which includes knowledge, friendliness, courtesy and trustworthiness possessed by service providers who are free from doubt (Sakawati et al., 2017).

Based on the results of the study, the authors can conclude that the things done by the Toddopuli Makassar Public Health Center officers in providing services have been done wholeheartedly so that patients are satisfied with the services provided. However, in providing services through the Mobile JKN application, there are still some obstacles, such as the unconnected system used by the Makassar Toddopuli Health Center with the online queue provided by the BPJS Health.

Helpful

Ease of accessing services through technology is a necessity in today's digital era. Advances in technology based on mobile applications make BPJS Health not want to be left behind in this application-based technology system. So in an effort to increase participant satisfaction in administrative and health services, BPJS Kesehatan has launched the Mobile JKN application that can help the community in administrative and health management. BPJS Health also provides very useful features in its application that can make it easier for the use of the Mobile JKN application.

In line with the theory put forward by Wahid Iqbal Mubarak that the health services provided must be truly beneficial for the recipients of the service.

Based on the results of the study, the convenience provided by BPJS Kesehatan through this application is quite good, supported by attractive features, but application problems that often error are an inhibiting factor in getting services. BPJS Kesehatan will continue to strive to make innovations that aim to make it easier for participants to carry out their obligations and in obtaining their rights as participants of the JKN-KIS program.

CONCLUSION

Based on the results of research and discussion on the quality of the National Health Insurance (JKN) Mobile application service at the Toddopuli Health Center Makassar, it can be concluded that the services provided by the Toddopuli Makassar Health Center are considered to have run quite well but there are still some things that need to be improved in order to create appropriate services. with patient expectations. Especially on indicators according to standard service procedures and can satisfy service officers, the Toddopuli Makassar Health Center has not been able to implement service delivery through the Mobile JKN application as expected by patients using the JKN Mobile Application.

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Perundangan

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