

Strengthening the Online Registration System as an Effort to Improve Public Understanding Effort to Improve Public Understanding at Colomadu 2 Health Center

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ABSTRACT

Background: As technology and communications develop increasingly sophisticated and rapidly, the unlimited flow of information becomes more easily accessible, making technology a necessity for humans in carrying out all daily activities. This is also accompanied by changes in times that are increasingly rapid and limitless, bringing world civilization. In this era, all activities are carried out by utilizing the existence of technology, which prioritizes automation processes and direct data exchange in the form of connectivity between humans, machines and data included in the Internet of Things and Artificial Intelligence with a combination of robotic and sensor technology using the existence of the internet as a link. Information and communication technology is the backbone of the revolutionary movement. Objective: . The general aim of this community service activity is to increase the understanding of the Colomadu 1 Community Health Center regarding the online registration system for accessing information on the Online Registration Application. Method: This community service activity method uses socialization methods, question and answer tutorials and evaluation. Results: This research shows that the average community understanding after education on strengthening the online registration system (Mean= 68.08; SD=6.80) is greater than the average understanding score before education (Mean+ 80.00; SD=7.82), and this is statistically significant ($p < 0.001$).

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INTRODUCTION

Indonesia is included in the category of developing country because the per capita income of the Indonesian people in 2013 was only around US 3,499.9 (BPS, 2014). In terms of exploration, exports of natural products are far above exports of goods or finished products. Then from the indicator the numbers are only alive and there is no significant development. The life expectancy of the Indonesian people for 2013 was at 72 years despite experiencing an increase in life expectancy since 2004.

According to the United Nations Development Program (UNDP), the Community Development Index (HDI) measures human development achievements. HDI is built through a basic three-dimensional approach, as a measure of quality of life, namely long and healthy life, knowledge and a decent life, to measure the dimensions of long and healthy life. (Health dimension), and life expectancy at birth is used.

For e-health itself, it is an innovation in the field of public services that was selected as the top Indonesian Public Service Innovation in 2015. The following is a list of public service innovations that received this award.

According to Hafizh, D (2016). The first application is Surabaya Single Window (SSW) which is integrated online with the basic principle of connecting the Employee Creation and Spatial Planning Services with the Management Information System (SIM) in several SKPDs then coordinated by Dinkominfo and then the Service Unit. One-Stop Integrated (UPTSA). The second application is e-lampid, a population information system developed by Dinkominfo, so that applications do not need to go to the queue counter at the Department of Population and Civil Registry. The third application which is a form of cross-sector synergy between the Health Service (Dinkes) and Dinkominfo is e-Health, namely an application where residents can register for treatment online at the Puskesmas and General Hospital of the Surabaya city government, so they don't have to queue for long at the service counter.

Health services globally are considered the largest service industry which is a top priority and is a very large investment that is growing rapidly in most countries. E-health is one of the innovations carried out to overcome these obstacles. E-Health or electronic Health, which is basically driven by the use of information and communication technology in Health has the potential to change the Health industry throughout the world in terms of infrastructure, costs and service quality. WHO (2008), defines E-Health as "the use of information and communication technologies (ICT) for health." WHO encourages every country to prepare long-term strategic plans to develop E-Health services in various health fields, both for health administration, legal and regulatory frameworks, infrastructure and public and private partnership mechanisms.

The Preamble to the Constitution of the Republic of Indonesia mandates that in essence the purpose of establishing the Republic of Indonesia is to advance general welfare and make the life of the nation intelligent. This mandate implies that the state has an obligation to provide a government system that supports the realization of a climate for providing quality public services in order to fulfill the basic needs and civil rights of every citizen regarding public goods, public services and/or administrative services. This understanding is sharpened by the statement expressed by Janet V. Denhardt and Robert B. Denhardt through the concept of NPS (The New Public Service) which states that citizens have the right to receive quality public services from the state (bureaucracy). Citizens also have the right to have their rights protected, have their voices heard, and have their values and preferences respected. Thus, citizens have the right to assess, reject and sue anyone who is politically responsible for the provision of public services. (Dewi; 2022).

This research is the same as (Purwanti; 2022) The JKN mobile application is an application that can be accessed on a smartphone. BPJS's latest breakthrough is through an application to make online registration easier, as well as making it easier to access information related to participation data, seeing participant contribution bills, getting FKTP (First Level Health Facilities) and FKTL (Advanced Level Referral Facilities) services and making it easy for the public if they want to submit suggestions or complaint. Services that are said to be appropriate and fast or effective are when the public finds convenience in these services with easy, fast and precise procedures and the public feels satisfied with the services provided (Wulandari, 2019).

Community Empowerment is a system that combines various efforts from individuals, groups and society as a whole in the health sector in an integrated and mutually supportive manner. The aim is to carry out service, advocacy and social supervision efforts by individuals, groups and communities in the health sector effectively and efficiently. This system consists of three main elements, namely individual empowerment, group empowerment and general community empowerment.

METHOD

Learning methods

- a) Presentation
 - b) The presentation method used to inform patients at Colomadu Health Center 1
 - c) Tutorials
- Related tutorial activities, how to use Registration at the Tasikmadu Colomadu 1 Community Health Center
- d) Discussion

The discussion method conveys knowledge regarding online registration services

Research Activity Stage

1. Cross-sectoral meeting between the Karanganyar Health Office and Colomadu 1 Health Center patients together with the Study Program, to permit the location where this community service activity will be held.
2. Licensing of Assignment Letters and Study Program Representatives

The licensing with assignment letters and study program representatives aims to introduce the implementation of community service activities, explain the objectives of community service, and form a contract for the implementation of community service activities.

3. Preparation of Tools and Materials

The tools used in this community service activity are LCD/Projector, Microphone, Sound System, and Laptop (power point). Meanwhile, the materials used in this community service activity are pens, typex, leaflets and questionnaires.

4. Implementation of Community Service

a. Opening

1. Introduction and welcome
2. Explain the purpose of counseling
3. Make a time contract
4. Providing leaflets to the community
5. Present the lecture material. Explain what Strengthening the Online Registration System is as an effort to increase public understanding correctly and appropriately.
6. Question and answer session (Discussion with the Community at Colomadu 1 Health Center)
7. Giving questionnaires (pre test and post test)
8. Giving souvenirs

b. Execution time

This community service activity was carried out by patients at Colomadu Community Health Center 1

5. Monitoring and Evaluation

a. Monitoring

Monitoring is monitoring or observation activities that take place while activities are running to ensure and control the harmony of program implementation with predetermined plans. Monitoring community service is the activity of monitoring community service activities so that their implementation is in accordance with predetermined plans.

b. Evaluation

Evaluation is an effort to assess the quality of community service and the results periodically using the right approach. Evaluation of community service means efforts to dig up information on the process and results of community service, assessing quality using the right approach.

RESULTS

1. Sample Characteristics (continuous data)

Table 1. Sample characteristics by age

Characteristics	Mean	SD	Min	Max
Usia (tahun)	46	14.09	15	71

Based on Table 1, it shows that the majority of subjects were 46 years old, with an age range ranging from 15 years to 71 years.

2. Analisis Univariat

Tabel 2. Hasil analisis univariat

Knowledge	Mean	SD	Min	Max
Pre-test	68.08	6.80	60	80
Post-test	80.00	7.82	70	90

Based on Table 2, it shows that the average pre-test knowledge score for the subject is 68.08 with an SD value of 6.80. Meanwhile, the average post-test knowledge score for the subject was 80.00 with an SD value of 7.82.

3. Bivariate Analysis

Table 3. Results of the paired t-test of public understanding before and after education on strengthening the online registration system

Knowledge	Mean	SD	p
Pre-test	68.08	6.80	<0.001
Post-test	80.00	7.82	

Based on Table 3, it shows that the average community understanding score after education on strengthening the online registration system (Mean= 68.08; SD= 6.80) is greater than the average understanding score before education (Mean= 80.00; SD= 7.82), and this result statistically significant ($p < 0.001$).

CONCLUSION

As technology and communications develop increasingly sophisticated and rapidly, the unlimited flow of information becomes more easily accessible, making technology a necessity for humans in carrying out all daily activities. This also happens with changing times which are increasingly rapid and limitless, bringing world civilization. In this era, all activities are carried out by utilizing the existence of technology, which prioritizes automation processes and direct data exchange in the form of connectivity between humans, machines and data included in the Internet of Things and Artificial Intelligence with a combination of robotic and sensor technology using the existence of the internet as a link. Information and communication technology is the backbone of the revolutionary movement. The general aim of this community service activity is to increase the understanding of the Colomadu 1 Community Health Center regarding the online registration system for accessing information on the Online Registration Application.

This community service activity method uses socialization methods, question and answer tutorials and evaluation. This research shows that the average community understanding after strengthening the online registration system (Mean= 68.08; SD=6.80) is greater than the average understanding score before education (Mean+ 80.00; SD=7.82), and this is statistically significant ($p < 0.001$).

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