

## **ABSTRAK**

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### **EFEKTIVITAS PENERAPAN PROGRAM E-PUSKESMAS *NEXT GENERATION* (NG) DI PUSKESMAS KECAMATAN CILANDAK**

71 Halaman + 6 Lampiran

Perkembangan teknologi saat ini berdampak pada berbagai jenis pelayanan, salah satunya adalah pelayanan kesehatan. E-Puskesmas *Next Generation* (NG) digunakan untuk membantu pelayanan dan manajemen puskesmas, mulai dari pendaftaran pasien, pelayanan poli, sampai dengan pelaporan ke tingkat Dinas Kesehatan Kota dan Provinsi secara *online*. Namun, masih terjadi gangguan validasi (*bridging*) sistem BPJS (P-Care) pada Sistem E-Puskesmas NG, terjadinya rekam medis ganda dan tidak sesuai jumlah dosis yang diberikan dokter yang salah satunya disebabkan kurangnya fitur alergi pada sistem E-Puskesmas NG. Tujuan penelitian ini adalah untuk mengetahui dan menganalisis bagaimana efektivitas penerapan program E-Puskesmas NG di Puskesmas Kecamatan Cilandak. Metode penelitian yang digunakan yaitu deskriptif kualitatif dengan teknik pengumpulan data berupa observasi, wawancara, dan dokumentasi. Hasil penelitian ini menunjukkan bahwa program E-Puskesmas *Next Generation* (NG) di Puskesmas Kecamatan Cilandak dapat dikatakan cukup efektif. Hal ini dilihat dari keempat indikator efektivitas program menurut Budiani (2017), yaitu: (1) Ketepatan Sasaran Program, manajemen puskesmas dan masyarakat sebagai sasaran program sudah menggunakan E-Puskesmas dalam proses pelayanan secara menyeluruh (2) Sosialisasi Program, sudah dilaksanakan oleh tim E-Puskesmas NG kepada manajemen Puskesmas. Namun masyarakat sebagai sasaran program lainnya belum bisa mengakses sistem E-Puskesmas secara mandiri (3) Tujuan Program, belum tercapainya tujuan program, masih adanya *trouble* pada sistem gabungan E-Puskesmas dengan Pcare BPJS dan kurangnya diagnosa alergi pada sistem (4) Pemantauan Program, sudah cukup efektif dilakukan sebab semua turut andil dalam kegiatan pemantauan, namun adanya *server down* sering menghambat kegiatan pemantauan.

Kata Kunci : Efektivitas, Sistem Informasi, E-Puskesmas *Next Generation*

Referensi : 15 Buku, 11 Jurnal

Pembimbing : Nida Handayani, S. IP, M. Si

## **ABSTRACT**

**FACULTY OF SOCIAL AND POLITICAL SCIENCES PUBLIC ADMINISTRATION  
STUDY PROGRAM**

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***THE EFFECTIVENESS OF THE IMPLEMENTATION OF THE E-PUSKESMAS  
NEXT GENERATION (NG) PROGRAM IN THE CILANDAK DISTRICT HEALTH  
CENTER***

*71 Pages + 6 Attachments*

*The development of technology today has an impact on various types of services, one of which is health services. E-Puskesmas Next Generation (NG) is used to assist the service and management of puskesmas, starting from patient registration, poly services, to reporting to the city and provincial health office levels online. The purpose of this study was to find out and analyze the effectiveness of the implementation of the NG E-Puskesmas program at the Cilandak District Health Center. However, there are still problems with the validation (bridging) of the BPJS (P-Care) system in the NG E-Puskesmas System, the occurrence of duplicate medical records and the incompatibility of the number of doses given by doctors, one of which is due to the lack of allergy features in the NG E-Puskesmas system. The research method used is descriptive qualitative with data collection techniques in the form of observation, interviews, and documentation. The results of this study show that the E-Puskesmas Next Generation (NG) program at the Cilandak District Health Center can be said to be quite effective. This can be seen from the four indicators of program effectiveness according to Budiani (2017), namely: (1) The accuracy of the Program Targets, is right on target because all targets have used the Next Generation E-Puskesmas (2) Program Socialization, it is quite effective, but the community as the target of the program has not been able to access the E-Puskesmas system itself (3) Program Objectives, not yet achieved program objectives, there are still problems in the combined E-Puskesmas system with Pcare BPJS and the lack of allergy diagnosis in the system (4) Program Monitoring, has been quite effectively carried out because all take part in monitoring activities, but the existence of a server down often hinders monitoring activities.*

*Keywords: Effectiveness, Information Systems, E-Puskesmas Next Generation*

*References: 15 Books, 11 Journals*

*Supervisor: Nida Handayani, S. IP, M. Si*