

TABLE OF CONTENT

LEMBAR PENGESAHAN.....	i
PERNYATAAN BEBAS PLAGIASI.....	ii
ACKNOWLEDGEMENT.....	iii
TABLE OF CONTENT.....	v
LIST OF FIGURES.....	viii
LIST OF TABLES.....	ix
LIST OF ABBREVIATIONS	x
ABSTRACT	xii
CHAPTER I INTRODUCTION	1
1. BACKGROUND.....	1
1.1 RESEARCH QUESTIONS.....	6
1.2 RESEARCH PURPOSES.....	6
1.3 BENEFITS OF RESEARCH.....	7
CHAPTER II LITERATURE REVIEW	8
2.1 National Health Insurance Program	8
2.2 Digital Maturity	10
2.2.1 Digital Maturity: People, Process, and Preparedness by Eggers & Belan, 2015	10
2.2.2 Digital Maturity: Capacity or Resources, Usage, Interoperability, and Impact by Flott et al (2016) and Khanbai et al (2019)	11
2.3 Conceptual Framework.....	22
CHAPTER III RESEARCH METHOD	24
3.1 Types of Research	24
3.2 Research Design	25
3.3 Research Location	25

3.4 Data Sources	25
3.4.1 Primary Data Sources	25
3.4.2 Secondary Data Sources	29
3.5 Data Collection Techniques.....	30
3.6 Data Analysis Techniques	31
CHAPTER IV PONTIANAK CITY DIGITALIZATION HEALTH PROFILE	33
4.1 Internet Penetration in Pontianak City, West Kalimantan.....	33
4.2 Health Facility in Pontianak City	34
4.3 HOSPITAL’S PROFILE	39
4.3.1. RSIA NABASA.....	39
4.3.2. RSIA JEUMPA.....	41
4.3.3. RSU YARSI	44
4.4 SYSTEMS PROVIDED BY BPJS.....	46
4.5 SUPPORTING SYSTEM.....	48
CHAPTER V DIGITAL MATURITY ANALYSIS AND DISCUSSION.....	51
5.1 CAPACITY OR RESOURCES.....	51
5.1.1 HUMAN CAPACITY	51
5.1.2 IT DEPARTMENT.....	53
5.1.3 TECHNICAL RESOURCES	54
5.1.4 TRAINING PRIOR TO THE COVID – 19 PANDEMIC	55
5.1.5 FINANCIAL CAPABILITY	56
5.2 USAGE.....	57
5.2.1 MAIN SYSTEM.....	57
5.2.2 SYSTEM’S IMPLEMENTATION	58
5.2.3 OPERATIONAL HOURS.....	59
5.2.4 IMPORTANCE ACKNOWLEDGEMENT	60

5.2.5	TASK LOAD.....	60
5.2.6	DATA VOLUME	61
5.2.7	ERRORS.....	62
5.2.8	BURDEN AND ALTERNATIVES	63
5.2.9	PREFERENCES	64
5.3	INTEROPERABILITY	65
5.3.1	OPERATING SYSTEM.....	65
5.3.2	DEVICES	65
5.3.3	FLEXIBILITY.....	66
5.3.4	INTEGRATION	66
5.3.5	DATA TRANSFER.....	68
5.3.6	DATA SECURITY.....	68
5.4	IMPACT	69
5.4.1	DATA TRANSFER.....	69
5.4.2	PERFORMANCE.....	70
5.4.3	RESULT DIFFERENCES.....	71
5.4.4	EVALUATION	72
5.4.5	FUTURE PROSPECT.....	73
5.4.6	FINANCE.....	74
5.5	COVID – 19 PANDEMICS	76
5.6	THE CULTURE OF LOW EXPECTATIONS	77
CHAPTER VI CONCLUSION, LIMITATION, AND RECOMMENDATION		78
6.1	CONCLUSION	78
6.2	LIMITATION.....	79
6.3	RECOMMENDATION.....	79
BIBLIOGRAPHY		82