SUMMARY

EFFORTS TO INCREASE THE UTILIZATION OF P- CARE APPLICATION BY THE PUBLIC HEALTH CENTER OFFICERS IN SURABAYA (THE STUDY BY TECHNOLOGY ACCEPTANCE MODEL AND THEORY OF PLANNED BEHAVIOR)

Management information system that can support the organization's performance is superior to the expectations of many parties. Effective clinical care and public health is highly dependent on information. Adoption of electronic medical records application, causing the great potential in the health system as a positive change. P- Care application development by BPJS is one manifestation of the implementation of the monitoring and evaluation of public health epidemiology.

This research aims to develop recommendations for improving the utilization of P- Care application by the staffs at the public health center of Surabaya. Because the role of gatekeeper by BPJS given to the first level of health facilities, public health centers are the spearhead of the health service provider. This study reviews the application of two theories, technology acceptance model and the theory of planned behavior to study the factors that affect the utilization of P- Care.

System developers, users and experts set the output information to be generated by the information processing devices. Consider four basic dimensions of information to contribute to the value of the information: relevance, accuracy, timeliness and completeness. Successful implementation of information systems is determined by factors:

a. Involvement and influence user.
   When users are involved in the design of the system, they will have more opportunities to shape the system according to their priorities and business requirements as well as the opportunity to control the business, in addition, users will be active participants in the process of change itself.
b. Support and commitment of management.
   Project information systems must have the support and commitment of management at various levels, it is likely that the project will be viewed positively both by users and technical staff of information services. Management support systems can also ensure the project will receive adequate funding and resources to succeed.
c. The level of complexity and risk.
   Diverse each system is different in terms of size, scope, complexity and component-level technical and organizational components. The degree of risk influenced the size of the project, project structure and level of technical expertise of staff information systems and project teams.
d. Management of the application process.
   The development of new systems to be managed carefully and harmonized. Often the basic elements of success forgotten. In the system development project, training to ensure that end users are comfortable with the new system and already understand fully the potential usefulness, often sacrificed or

forgotten. The budget is set at the project, should still be available the funds for training and manufacturing documentation.

From interviews with 116 respondents who served in 29 public health centers in Surabaya statistical test showed perceived usefulness with β=0,567; *p*=0,001 and perceived ease of use with β=0,279; *p*=0,001 significantly affect the attitude toward using. Perceived usefulness with β=0,187; *p*=0,026, subjective norm with β=0,337; *p*=0,001, perceived control with β=0,156; *p*=0,030, and attitude toward using P- Care with β= 0,273; *p*=0,003 affect behavioral intention to use P- Care. Perceived control with β=0,417; *p*=0,001 and behavioral intention with β= 0,620; *p*=0,001 significantly affect the utilization of P- Care application. Background factors under study yielded significant results unless prior work experience.

It takes effort and attention to improve the utilization of P- Care application. Therefore BPJS in collaboration with the public health center management teams need more intensive attention to the utilization of P- Care application as an efforts to provide excellent service to the community. The efforts that have resulted in this study, namely:

a. Measuring the information needs of each unit and then compile them in order to be input to BPJS and the Health Department.
b. Structuring governance through the health center planning business strategies by applying the method of Balance Score Card.
c. Develop operator qualification corresponding application P- Care.
d. Develop a job description P- Care application operator authorized by the head of the health center.
e. Placing workers with appropriate qualifications or suitability approaching qualification for the operator P- Care.
f. Develop standard operating procedures of data input P- Care applications approved by the head of the health center.
g. Sharing knowledge on a regular basis for the application operator P- Care between work units and between health centers.
h. An evaluation of each month and three months on the implementation of application data input P- Care.
i. Documenting the results of the evaluation and perform trend analysis on the implementation of the data entry application P- Care.
j. Inserting task data input P- Care application for consideration in the assessment of performance.