



**AGPA/IIAS**  
Asian Group  
for Public Administration



**GAAP/IISA**  
Groupe Asiatique  
pour l'Administration Publique

# PROCEEDINGS

# 2019 IAPA ANNUAL CONFERENCE

STRENGTHENING THE ROLE OF PUBLIC ADMINISTRATION  
IN THE GLOBAL CHANGING SOCIETY:  
PUBLIC SECTOR REFORM & DIGITAL TRANSFORMATION  
IN ASIA

Bali, 11-12 November 2019

## PROCEEDINGS

### IAPA Annual Conference 2019

*“Strengthening the Role of Public Administration in the Global Changing Society:  
Public Sector Reform & Digital Transformation in Asia”*

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## Preface

Welcome to the 2019 Annual Conference of the Indonesian Association for Public Administration (IAPA) organized by the Indonesian Association for Public Administration in collaboration with the Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia and Asian Group for Public Administration. We gather here to share and discuss an important issue on “Strengthening the Role of Public Administration in the Global Changing Society: Public Sector Reform and Digital Transformation in Asia”. Many Asian countries are now facing a serious problem on how to transform their public sector through digital government. Therefore this year’s conference raised six sub-Themes namely: (1) Studying and Learning Public Administration; (2) Ethics and Integrity in a Digital Era; (3) Accountability and Performance in the Public Service; (4) Politics, Administration and Governance Relations in a Globalized World; (5) Artificial Intelligence and the Future of Government; (6) Best Practices and Lessons Learnt of Public Sector Reform in Asia. All for the purpose of inciting productive and insightful discussions, which would hopefully contribute to the wider public sector transformation.

I am very grateful for our esteemed colleagues from Asia and other parts of the world who have taken the time to come and share their knowledge in this occasion. I also welcome the many representatives of universities, associations and governments who have joined us. Thank you for your active participation and contributions to IAPA. I am convinced that you will have fruitful and rewarding exchanges in the next few days. Alas, I’m wishing you all a very successful conference and I look forward to learning about the outcome.

Bali, November 2019  
Chairman of Indonesian Association for Public Administration

Prof. Dr. Agus Pramusinto, M. Dev. Admin

## Table of Contents

Preface.....	i
Table of Contents .....	ii
Azwar Anas and Innovation in Local Government: A Phronesis Leadership Study <i>Bima Katangga</i> .....	1
Evaluating The Performance of Flood Prevention Programs in Bandung Regency: Using Logic Model <i>Rosy Riani Kusuma, Ida Widianingsih, Sintaningrum, Rita Myrna</i> .....	18
Strategic Human Resource Management in Clean Water Management at District Jeneponto, South Sulawesi <i>Herlina Sakawati, Muh. Nur Yamin, Sulmiah, Widyawati</i> .....	48
Service Culture Chain: Increasing Public Satisfaction <i>Aldri Frinaldi, Muhamad Ali Embi, Aziza Bila</i> .....	58
Government Collaboration of Pentahelix Models in The Management of Ecotourism D'Bendungan View Telaga Tunjung (Case Study Management of Ecotourism D'Bendungan View Telaga Tunjung in Timpag Village, Tabanan Bali) <i>I Made Wimas Candranegara, I Wayan Mirta, I Nyoman Mangku Suryana</i> .....	68
Public Sector Transformation in the Digital Age: Obstacles and Challenges or the Government of Indonesia <i>Putri Hening, Gozali Harda Kumara</i> .....	75
Cross-Sector Collaboration and Public Policy Accountability: Implementation Network of the Food Security Policy in Bone Regency <i>Alwi Azis</i> .....	88
Institutional Capacity Building of Disaster Resilient Village in Garut Village <i>Ahmad Buchori</i> .....	103
Indonesian Tax Reform: Inappropriate Policy Choices of Administrative Problems? <i>Bambang Irawan</i> .....	118
Ethical Dimensions of Public Services <i>Bambang Kusbandrijo, Ni Putu Tirka Widanti</i> .....	127
Assessment of Compliance to Indicators for Seal of Good Barangay Governance of Selected Barangays In Makati City: Towards Improved Barangay Governance <i>Rosalyn R. Flores</i> .....	141

The Effectiveness of SIAP TARIK to Improve the Quality of Health Services <i>Lailul Mursyidah, Ilmi Usrotin Choiriyah, Mai Puji Lestari, Isnaini Rodyah</i> .....	168
Policy Implementation: E-Village Budgeting in Banyuwangi Regency <i>Entang Adhy Muhtar, Dody Hermana, Dewi Gartika, Riki Satia Muharam</i> .....	176
Network Model of Local Development Planning (Case of Local Development Planning Forum in Bone Regency) <i>Nani Harlina Nurdin, Alwi</i> .....	185
Multi-Perspective Approach to Identify Strategic Issues: A Case Study of Traditional Market Management at West Java <i>Arip Rahman Sudrajat, Edi Setiawan, Fepi Febianti, Rika Kusdinar, Lalas Sulastri</i> .....	199
Implementation of Pay For Performance in the Public Sector in Indonesia <i>Vidya Imanuari Pertiwi, Revienda Anita Fitri</i> .....	210
Best Practice Program Corporate Social Responsibility (CSR) PT. Pertamina RU II Production Sungai Pakning <i>Dadang Mashur</i> .....	230
The 2018 Recruitment and Selection of Civil Servants in Indonesia: Problems and Solutions <i>Ismiati Nur Istiqomah, Atika Indah Nur Atsarina</i> .....	245
BUMDES Acceleration Towards Mandiri Village <i>Khairul Amri</i> .....	268
Social Capital in Forest Management of Village Gunung Sahilan District, Kampar Province, Riau Regency <i>Mayarni, Sujianto</i> .....	282
Standardization of Integrated State Border Post Development <i>Rachmawati Novaria, Rudy Handoko, Kodrat, Andria Marchelia</i> .....	292
The Implementation of One-Stop Integrated Service Policy in Klungkung Regency <i>Ni Putu Tirka Widanti, Anak Agung Gde Raka, I Made Surya Atmadja</i> .....	303
Strategy for Strengthening Institutional Capacity of Badan Penanggulangan Bencana Daerah (BPBD) in Garut District <i>Indra Kristian, Yaya Mulyana</i> .....	324
Corporate University and Development of HR Street-Level Bureaucracy <i>Dedi Kusuma Habibie</i> .....	346

Money and Family Matter: Political Recruitment in the Golongan Karya Party of Banten Province <i>Ismanto, Sjafari, Listyaningsih</i> .....	357
Strengthening Public And Private Sector Collaboration For The Dumagat In STA INES, TANAY, RIZAL: Basis For A Four-Year IP Development Plan <i>Anna Christina M. Dela Cruz</i> .....	370
Accountability of Bali Regional Officers in Applying Good Governance Principles <i>I.G.A.AG Dewi Sucitawathi Pinatih, I Wayan Joniarta, Ni Luh Yulyana Dewi</i> .....	378
Collaborative Governance: Managing Residential Areas in Malang based on Public Private Partnership <i>Fitri Amalia Sari</i> .....	387
Government Official Political Neutrality in Digital Era: Challenge for Administrative Ethics? <i>Rino A. Nugroho, Dinda Pramitha Shaila Putri, Teguh Budi Santoso, Daffa Rifqi Utomo, Kristina Setyowat</i> .....	406
Village Funds Mismanagement in Policy Evaluation Perspective in Jejangkit Pasar Village of South Kalimantan <i>Taufik Arbain, Erma Ariyani</i> .....	427
Public-Private Partnership in Indonesian Urban Water Sanitation and Hygiene Program Human Resource Capacity's Innovation <i>Nida Hanin Dary</i> .....	448
Why The Implementation of the Clean-Up (Saberpungli) Policy For Illegal Levies Has Not Yet Reached The Target In East Java <i>Zakariya, Teguh Santoso, Samsul Arifin, Taufillah Ifada, May Yusita Sari</i> .....	472
Smart Governance in Public Financial Management: A Study of Government Resources Management System (GRMS) in The City of Surabaya <i>Sulikhah Asmorowati, Erna Setijaninrum, Falih Suaedi, Yuniasih Fatmawati Dewi</i> .....	481
Capacity of Local Institutions in Good Governance Implementation at the Local Context: The Case of Sleman Regency, Indonesia <i>Bagus Wahyu Hartono</i> .....	502
Complexity and Public Policy: Network Model of Food Security Policy Implementation In Bone Regency <i>Novayanti Sophia Rukmana S, Alwi, Gita Susanti</i> .....	522
Institutional Collaboration on The Lake of Bakuok in Sustainable Management <i>Afrizal, Mayarni, Mimin Sundari Nasution</i> .....	534

Development of Community Potentials in Management of Sustainable Peatlands <i>Zulkarnaini, Abdul Sadad</i> .....	542
Regional Development Policy Through Housing Programs For Poor Communities in Pekanbaru City <i>Zaili Rusli, Adianto</i> .....	552
Collaboration in Implementation of Kota Tanpa Kumuh (KOTAKU) Program in Palangka Raya City <i>Farid Zaky Yopiannor, Novianto Eko Wibowo</i> .....	574
Evaluation of Poverty Reduction Programs in Batam City <i>Bobby Mandala Putra, Azhar Abbas</i> .....	596
The Biosafety Regulatory Approach And Governance Mechanism For GM Crops in The Philippines: Experiences, Consequences and Lessons Learned <i>Leonardo M Pasquito</i> .....	620
Transmigration Policy in the Context of Autonomy Era in East Kalimantan <i>Purwaningsih, Dusadee Ayuwat, Jaggapan Cadchumsang</i> .....	650
Analysis of Local Economic Potential and Economic Competitiveness in Surabaya City <i>Yusuf Hariyoko, Anggraeny Puspaningtyas</i> .....	662
The Enhancement of Work Motivation In Agrarian Affair Office of Makassar City, South Sulawesi, Indonesia <i>Aslinda, Muhammad Guntur, Henni Zainal, Andi Cudai Nur, Syurwana Farwita</i> .....	680
Policy Network: Smart Village Program in Banyuwangi Regency <i>Dewi Gartika, Budiman Rusli, Atik Rochaeni, Riki Satia Muharam</i> .....	690
Competence Based Learning Implementation for Public Administration Student Programs to Improve Competency in Facing Industrial Era 4.0 <i>Dewi Maharani</i> .....	700
Educational Curriculum Scenario Planning in Facing Revolution 4.0 <i>Koento Pinandito Nugroho Irianto</i> .....	709
Interferences of Bandung Creative City Forum in Developing the Creative Economy of Bandung City <i>Mohammad Ichasa Nur, Roy Valiant Salomo, Khaerul Umam, Siti Alia</i> .....	729
Innovation in Public Services Through The Kawi SMara Program at Klungkung Regency Bali Province <i>Ida Ayu Putu Sri Widnyani, I Made Siswambara</i> .....	748

Unfinished Agenda: Understanding Poverty and Determination of Targets through the Data Collection of the Poor Population <i>Nunuk Dwi Retnandari, Astri Tantrina Dewi</i> .....	762
Fostering Human Capital Development through the Triple Helix Model of Innovation: Cases From Selected Local Colleges and Universities (LCUs) in Metro Manila <i>Juvy B. Hermosura</i> .....	788
Conception of Social Justice in Eastern Indonesia within the framework of the Republic of Indonesia <i>Anak Agung Gede Oka Wisnumurti, I Putu Eka Mahardhika</i> .....	815
The Administration of Development and the Fourth Industrial Revolution: the Transformation of Management of the Life and the Nation and State <i>Murdiansyah Herman, Murakhman Sayuti Enggok</i> .....	823
The Role of the Local Government in Monitoring and Maintenance Bridges, Learning from the Case of the Collapsed Bridge in Nusa Lembongan Bali <i>Nyoman Diah Utari Utari Dewi, V. Rudy Handoko</i> .....	834
Revitalization of Batu Songgan Traditional Village in Sustainable Development <i>Mimin Sundari Nasution, Risky Arya Putri</i> .....	857



# **The Effectiveness of SIAP TARIK to Improve the Quality of Health Services**

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## **Abstract**

SIAP TARIK (*Sistem Informasi Antrian Puskesmas Tarik*) is a public service innovation in health service. SIAP TARIK is the application for ordering the queue number at the Puskesmas (health center) Tarik, Sidoarjo. This research aims to know the effectiveness of *SIAP TARIK* to improve the quality of health service. This quantitative descriptive research is located at Puskesmas Tarik, Sidoarjo. The respondents of this research were patients who visited Puskesmas Tarik using incidental sampling techniques. The data is collected through questionnaire. The data analysis techniques use descriptive analysis techniques. The result of this research show that *SIAP TARIK* is effective to improve the quality of health service with score 4234. The position is in the quartile interval >3300 up to 4290 which is categorized as effective. These result are indicated by the score of sistem quality, information quality, service quality, utilization, satisfaction of use, and net benefits are in effective position.

## **Keywords:**

effectiveness; public service innovation; health services

## **Introduction**

Public service quality is the right of every citizen that must be met in the era of globalization with the development of technology. Public service quality can be realized through public service innovation. The realization of public service quality is done to achieve World Class Government in 2025. Public service quality can be achieved by following the development of the society needs of an increasingly advanced (Laily & Eva, 2017). The development of information technology has made conventional service systems shift to electronic-based service systems in accordance with Presidential Instruction No. 3 of 2003 concerning E-Government Development Policies and Strategies. The issuance of these instructions is evidence of the government seriousness to improve the quality of services through electronic government.

Kase explained that electronic government (e-government) refers to the use of information technology by government organizations so that the organization becomes more effective and transparent. E-government is expected to improve the quality of services to the community, the internal effectiveness of government organizations and the people's access to information in the government environment more easily (Nugraha, 2018).

Law Number 25 of 2009 concerning Public Services explains that the public has the right to get quality services in accordance with the principles and objectives of the service. Public service innovations carried out by government agencies as a form of meeting the needs of services for the community. The service need is to provide an innovative public service that must help and facilitate direct services to the community. Public service innovation is a way to develop effectiveness in improving the public service quality. One way to be able to develop a level of effectiveness is to increase creativity and innovation in government, starting from the individual level, increasing to groups, and then heading to organizational innovation. Health services are closely related to community welfare and are absolute. Therefore, the state and its apparatus are obliged to provide quality services that are easily obtainable at any time by the public. One manifestation of the provision of public services in the health sector is Puskesmas (health center). Puskesmas aims to provide quality, satisfying and comfortable services. Puskesmas Tarik as one of the public services has the latest breakthrough innovations in overcoming queue problems. Queue problems cause Puskesmas narrow waiting rooms to become full, thus allowing the high level of saturation of service users. These conditions cause the quality of Puskesmas Tarik services to be low.

Quality of service is a determining factor in the success of government administration. Quality of service is a desire and need that must be created by the apparatus for the community (Tjiptono, 2005). The causes of the low quality of the service queues of conventional registration counters at the Puskesmas Tarik include (1) No receptionist services, (2) There is no optimal medical records, (3) Take the queue number must come to the Puskesmas (health center), (4) How to search medical records is still manual for patients who do not carry medical treatment cards, (5) The time required by officers in searching the patient's medical record folder is quite long, (6) There is no good queue system application, (7) The registration system still distinguishes new and old patients, (8) Medical record arrangement that is not in accordance with the standard, (9) Medical records folder still uses

family folders, (10) Medical records folder still uses paper folders that are easily damaged and torn, (11) The unavailability of an adequate internet network at the Puskesmas), (12) The counter space is too crowded, (13) The number of patient visits is increasing every day, (14) Patients often forget to bring a treatment card, (15) Patients complain if they wait too long (Puskesmas Tarik, 2017) .

Puskesmas Tarik makes alternative solutions through e-government based public service innovation under the name SIAP TARIK (*Sistem Informasi Antrian Puskesmas Tarik*). SIAP TARIK innovation is oriented to improving services to the community effectively and efficiently. The improvements made by the Puskesmas refer to the current conditions of the Tarik community where most Puskesmas visitors have used Smart Phones. SIAP TARIK application innovation is a form of public service innovation that aims to simplify and accelerate the service queue of patients through the android application system or short messages service. Since the application of the SIAP TARIK application began in April 2017, the number of patients taking conventional queues has decreased. SIAP TARIK system informs patients about their queue number. With this application, the service room does not cause queue density and makes patients comfortable because the community can wait in line from their respective homes.

The description of the application SIAP TARIK is an application for ordering queue numbers that exist at the Puskesmas Tarik Sidoarjo. The application features can be downloaded via Google Play or Apple Store. This application provides information about diseases, doctor profiles, and other features. The realization of SIAP TARIK application that are achievement for visitors who have their health checked can be served without having to wait too long to get health services.

The SIAP TARIK application is a way to facilitate employees in providing services to the community. The achievement of the objectives of SIAP TARIK application shows the effectiveness of these innovations to solve service problems in Puskesmas Tarik. Puskesmas are expected to have a service quality value, which are efficient, innovative and produce according to Regulation of Health Minister Number 75 of 2014 concerning Puskesmas. Through the SIAP TARIK application, patients can take the queue number from home and monitor the extent of the queue taking place at the Puskesmas. That is because SIAP TARIK application uses a real time queue system. In addition to breaking down the density of the

queue, improvements were made to the quality aspect of the medical record from the family folder (one family incorporated in one simple folder) to become a personal folder (one person, having a special folder that contains the patient's medical history during treatment at the Puskesmas). The medical search system has also changed, from manual search to integrated with information technology so that searching for medical record numbers of patients who do not carry medical cards can be done faster. Therefore, it is necessary to do an assessment of the benefits or usefulness of the SIAP TARIK information system program to measure its effectiveness. Based on these descriptions the authors are interested in aiming to know the effectiveness of SIAP TARIK to improve the quality of health services.

## Methods

This quantitative descriptive research is located at Puskesmas (health center) Tarik, Sidoarjo. The variable in this study is the effectiveness of SIAP TARIK (*Sistem Informasi Antrian Puskesmas Tarik*). The effectiveness variable refers to the assessment of 5 indicators of information system effectiveness variables according to DeLone and McLean (2003) which include system quality, information quality, service quality, use, user satisfaction, net benefit. Variables are presented in a questionnaire with instruments that use a Likert scale measuring instrument with 4 measurement scales as alternative answers, which are very effective, effective, not yet effective, and very ineffective.

The respondents were patients who visited the Puskesmas withdraw using incidental sampling techniques. There are 60 respondents of this research. The data has been collected through questionnaire. The data validity technique has been done through validity and reliability testing. The conclusion of the effectiveness level (Azwar, 1988) has been done by looking at the position of the results calculation of perception score in the quartile that exists between the lower boundary (B) and the upper boundary score (A). Measurement of effectiveness using the score of the lower limit (B) and the upper limit (A) is calculated by the formula:

$B = \text{Number of respondents} \times \text{lowest score} \times \text{number of questions}$

$A = \text{Number of respondents} \times \text{highest score} \times \text{number of questions}$

After determining the lower limit (B) and the upper limit (A), the quartile value between

B and A is then determined by the following calculation:

$$\text{Quartile I (Q1)} = B + n/4$$

$$\text{Quartile II (Q2)} = B + n/2$$

$$\text{Quartile III (Q3)} = B + n^{3/4}$$

Explanation:  $n$  = range between B and A

where the value of  $n$  is determined in order

$$n = \text{score of A} - \text{score of B}$$

The data analysis techniques use descriptive analysis techniques. Descriptive is obtained by entering the number of respondents' characteristics of each indicator in the effectiveness level table.

**Tabel 1.**  
**Measurement of Effectiveness**

Total Score Positions	Level of Effectiveness
B to Q1	Very not effective
>Q1 to Q2	Not effective
>Q2 to Q3	Effective
>Q3	Very effective

## Results and Discussion

The research data was collected from January 7, 2019 to January 21, 2019. Primary data in this study were obtained through research instruments in the form of questionnaire statement items. The questionnaire distributed contained 22 statements that had been tested for validity and reliability. Each item in the questionnaire has four alternative answers provided. Based on the characteristics of the respondents, each variable statement was calculated using the SPSS 20 for windows program in order to obtain statistical data about the effectiveness of the SIAP TARIK (*Sistem Informasi Antrian Puskesmas Tarik*) and the measurement of its effectiveness level. The conclusion of effectiveness is measured by calculating each variable by looking at the position of questionnaire calculations number.

### 1. System Quality

Based on calculations using the SPSS 20 for windows program, it is obtained that the position number of the effectiveness of system quality variable is 763. The score is categorized as effective, which means it is located in intervals > 600 to 780. Therefore, it can be seen that the system quality of SIAP TARIK is good and effective. Most respondents think that SIAP TARIK service is easy to use, including the queuing number

collection service that can be accessed online through SIAP TARIK application, reliable, fast access and in line with the queue sequence number.

## 2. Information Quality

Based on calculations using the SPSS 20 for windows program, the result of the position number of the effectiveness of information quality variable is 971. The score is categorized as effective, which means it is located in intervals >750 to 975. Therefore, it can be seen that information quality of SIAP TARIK service it's good and effective. Most of the respondents consider that the use of SIAP TARIK service is easy to understand, providing complete information. Likewise with health services that provide the latest information, accurate and can be accounted for, and maintained consistency.

## 3. Service Quality

Based on calculations using the SPSS 20 for windows program, the result of the position number of the effectiveness of service quality variable is 768. The score is categorized as effective, which means it is located in intervals >600 to 780. Therefore, it can be seen that the service quality of SIAP TARIK services it's good and effective. Most of the respondents consider that SIAP TARIK services is equipped with sophisticated hardware and equipment, service personnel are able to serve with good communication, fast response staff and in accordance with service standards.

## 4. Use

Based on calculations using the SPSS 20 for windows program, the result of the position number of the effectiveness of use variable is 384. The score is categorized as effective, which means it is located in intervals >300 to 390. Therefore, it can be seen that the use of SIAP TARIK service is good and effective. Most respondents always use SIAP TARIK application in health services because the application access is fast. In addition, respondents prefer taking online queue numbers using SIAP TARIK service.

## 5. User Satisfaction

Based on calculations using the SPSS 20 for windows program, the result shows that the number of the effectiveness of user satisfaction is 374. The score is categorized as effective, which means it is located in intervals >300 to 390. Therefore, it can be seen that the user satisfaction of SIAP TARIK service it's good and effective. Most respondents were

satisfied with this service and would use it again. In addition, the respondent considers that SIAP TARIK provides actual information.

#### 6. Net Benefits

Based on calculations using the SPSS 20 for windows program, the result of the position number of the effectiveness of information quality variable is 974. The score is categorized as effective, which means it is located in intervals >7500 to 974. Therefore, it can be seen that the net benefits of SIAP TARIK services it's good and effective. Most respondents agreed that SIAP TARIK services can reduce the density of registration window space, the service is fast, can be used as an example and guide for always being productive in making breakthroughs or new innovations to improve the service quality of Puskesmas Tarik.

Overall, the results of the calculation of SIAP TARIK effectiveness from all variables using the SPSS 20 program for windows obtained the position of the total effectiveness is 4234. The score is categorized as effective, which means it is located in intervals >3300 to 4290. Most respondents choose to use SIAP TARIK because queue numbers can be ordered online through the application. In addition, information about health is complete and accurate, access is fast and responsive, not slow so that many respondents are satisfied with this service.

### **Conclusion**

Based on the results of the study it can be seen that the Puskesmas Tarik Queue Information System (SIAP TARIK) is in the effective category. These results are supported by the results of the calculation of the effectiveness level of six information system variables which are also in the effective category. The six variables of information system effectiveness include system quality, information quality, service quality, use, user satisfaction, and net benefits. The level of SIAP TARIK effectiveness shows that SIAP TARIK innovation is effective in improving the quality of health services.

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