

# Analysis Of The Effect Of The Process Of Issuing Health Personnel Licenses Using The Sipandu Medan Application On Health Worker Satisfaction In Dpmpst Medan City

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## Abstract.

*In the era of global reform and information, public services by government officials today still have many weaknesses so that they have not been able to meet the quality expected by the community. This is indicated by the existence of various public complaints submitted through the mass media and social networks as well as the results of a community satisfaction survey which stated that the permit issuance process took a long time, the information conveyed was not clear and not transparent. The purpose of this study was to analyze the effect of the process of issuing health worker permits using the Medan Sipandu Application on Community Satisfaction in Dpmpst Medan City. This type of research is Quantitative Analytical research, namely the method in the form of numeric data using a cross sectional approach, with a sample of 200 people. The results of this study are that the variable that has the most influence on the satisfaction of health workers regarding the use of the Sipandu Medan Application is complaint handling. statistical test result earned value p significance is  $0.000 < 0.05$ . So it can be concluded that there is an effect of handling complaints on the satisfaction of health workers regarding the use of the Sipandu Medan Application. SIPANDU is here to make it easier for the public to submit related complaints.*

**Keywords:** SIPANDU MEDAN Application, Satisfaction and Health Workers.

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## I. INTRODUCTION

Public service is a measure of government performance that can be seen in real terms. Communities can directly assess government performance based on the services they receive. Contained in Law no. 25 of 2009 concerning Public Services in article 18 point i which reads that the community has the right to get quality services in accordance with the principles and objectives of the service. Thus the quality of public services is something that must always be upgraded and developed. One form of public service that we want to improve is through innovation which of course can create new creative methods and ideas for improving these services. Initially, the Medan City DPMPST processed 137 types of permits, where the incoming permits were processed offline, namely the applicant came directly to bring all the required documents to the Medan City DPMPST to apply for permits and retrieve permits that had been processed through the acceptance counter, using the BPPT independent application system.

Medan city. Licensing for health workers or practicing licenses for health workers is one of the most widely issued types of licensing services by the DPMPST of Medan City. In accordance with RI Law Number 36 of 2014 concerning Health Workers Chapter VI Article 46 paragraph 1, namely Every health worker who practices in the field of health services is required to have a permit and paragraph 2, namely the permit referred to in paragraph 1 is given in the form of SIP. Practice Permit (SIP) is written evidence given by the Regency/City Regional Government to health workers as granting authority to practice. Health workers who wish to open independent practices or work in health services are required to have a Practice Permit (SIP), the existence of this regulation is to meet the quality and equalize the standards of health workers in Indonesia. With the existence of these regulations, the number of issuances of licenses to practice health workers who enter reaches thousands each year and is always increasing.

**Table 1.** Comparison of the Number of Health Worker Permits Issued each year with different procedures

No	Procedure For Issuing Healthcare Permits	Year					
		2017	2018	2019	2020	2021	2022
1	Offline / Directly	2645	5235	6876	2472	-	-
2	Online Beautiful Cloud	-	-	-	3855	8008	-
3	Online Sipandumedan	-	-	-	-	-	<b>3,092</b> (July-Sep 22)

(Source: Medan City DPMPTSP Data 2022)

From the data above it can be seen an increase in the issuance of SIP in DPMPTSP Medan City from year to year. given according to their competence. At the end of 2019 until now, the world has been hit by the Covid – 19 pandemic, Corona Virus Diseases 2019 (Covid - 19) is the most highlighted problem in various parts of the world. Until now, Covid-19 has spread to 215 countries, with the first case in Wuhan, Hubei Province, China on December 8 2019 (WHO, 2020; Taufik & Warsono, 2020), as well as Indonesia. Based on this, because public service is also one of the areas affected by Covid-19, so the state apparatus that has been carrying out public services, must implement health protocols in providing public services to the community and there are some public service offices that have to work at home or work from home (WFH), (Dorania Lumbanraja, 2020). At this time the application for a permit to the Medan City DPMPTSP switched from offline/ offline to online/ online using the application that existed at that time, namely Sicantik Cloud, which was an application from the Central Kominfo, which was used by all DPMPTSP throughout Indonesia. Due to the presence of employees affected by Covid - 19, and WFH and using the online method using the Sicantik Cloud application. Seeing these problems, of course, also has an impact on people's satisfaction with the services received.

Satisfaction is a feeling of pleasure or disappointment that arises in a person when comparing the results of the performance or product he receives, 4,5 In the era of global reform and information, public services by government officials today still have many weaknesses so that they have not been able to meet the quality expected by the community. This is indicated by the existence of various public complaints conveyed through the mass media and social networks as well as the results of community satisfaction surveys. From the reviews and comments from the public on the mass media which said that the permit issuance process took a long time/was not in accordance with procedures, the information conveyed was not clear and not transparent, the officers/executors were not in place, the service was not friendly or not responded to, the difficulty of getting parking for those who have vehicles and access for people with disabilities/elderly people to arrive at the place and to have to use the services of other parties so that permits can be completed quickly then this gives a bad assessment of government performance. Of course these complaints, if not handled will have a negative impact on the government and can cause distrust from the public.

Given that the main function of the government is to serve the community, the government needs to continue to strive to improve the quality of service. One of the efforts to improve the quality of public services is to conduct a community satisfaction survey of service users, the implementation of which has been stipulated in the Minister of Administrative Reform No. 14 of 2017 concerning Guidelines for the Preparation of IKM Government Agency Service Units. Community Satisfaction Index (IKM) is data and information about the level of community satisfaction obtained from quantitative and qualitative measurement results of public opinion in obtaining services from public service providers by comparing their expectations and needs. From observations made on social media, the City of Medan Dpmptsp received bad reviews where many applicants complained about front office service problems, difficult-to-find parking spaces, as well as a long licensing process and a lack of available information and poor service. Based on permit data issued since the delegation of authority from the Medan City Health Office to the Medan City DPMPTSP as shown in the table below:

**Table 2.** Permits for health workers issued annually

(Source: DPMPTSP Data for Medan City 2022)

No	Nakes Practice License	Year					
		2017	2018	2019	2020	2021	2022
1	Offline	2645	5235	6876	2472	-	-
2	Online Beautiful Cloud	-	-	-	3855	8008	2292
3	Online Sipandu Medan	-	-	-	-	-	3,092 (July-Sep 22)
	Amount	2645	5235	6876	6327	8008	

**Table 3.** Community Satisfaction Index values per year

(Source: DPMPTSP database for Medan City 2022)

No	Year	SMI VALUE	Procedure	Period
1	2019	84.90	Manual/offline/live	Jan-Dec 19
2	2020	80.43	Beautiful Cloud	Apr-Dec 21
3	2021	82.79	Beautiful Cloud	Jan-Dec 21
4	2022	80.50	Beautiful Cloud	Jan-Mar 22
5	2022	88.47	Sipandu Medan	July-Sep 22

From the results of the data in the two tables above, it can be seen that there has been an increase in health worker permits issued every year and the value of IKM but has decreased from 2019 to 2020, so this is the reason for researchers to analyze what causes the rise and fall in the number of permits issued and the value of IKM every year.

## II. METHODS

The type of research used is Quantitative Analytical research, namely methods in the form of numeric data using a descriptive analysis approach, in which the writer describes the problem based on existing data then analyzes it further and then draws conclusions. The population in the study is the total number of health worker permits that have been issued Investment and One-Stop Services Office of Medan City which totaled 3,092 Permit for 3 (three months). Data collection techniques in this research are divided into:

- 1) Primary data collected through filling out a questionnaire.
- 2) Secondary data is carried out through a documentation study of several Permit Data Recapitulations entered in Medan City One-Stop Investment and Services Agency (DPMPTSP).
- 3) Tertiary data is obtained through literature studies such as published books and journals.

## III. RESULT AND DISCUSSION

Based on the results of the Conformity Effect variable, it was found that out of the 200 respondents studied, requirements did not play a role, namely 98 (49.0%). There were 70 (35.0%) requirements of no role and poor satisfaction of health workers, as many as 28 (14.0%) of conditions of no role and good satisfaction of health workers. Based on the calculation results above, it is known that the statistical test result earned value significance is  $0.000 < 0.05$ . So it can be concluded that there is an influence of service requirements on the satisfaction of health workers related to the use of the Medan Sipandu Application. The use of the internet in assisting aspects of government encourages the realization of many applications and of course brings benefits in empowering the community through increasing access to information, also improving services to the community through increasing access to information including the Sipandu application in DPMPTSP Medan city. Based on the research results, it is known that the use of information technology is an important part that cannot be separated from society. All forms of work are facilitated by this Siguid application. In the Siguid application, the requirements that must be met by the community assisted by health workers are explained. The requirements are in the form of registering online, providing important documents and so on. This research is in line with research conducted by Gems & Santoso (2020), his

research discusses that one way to improve port performance standards is to improve performance standardization.

The government's focus in improving port performance is to develop The Pilotage & Towage or often referred to as the Marine Operating System (MOS/SIPANDU), which is one of the port services. Therefore, this study aims that the development of this information system can increase the optimization and effectiveness of approaching time services as an effort to improve port performance in terms of waiting time & approaching time. This research is also in line with research conducted by Putri (2022). The results of this analysis, in implementing the SIPANDU MEDAN application, have run effectively and well. However, there are several obstacles related to the lack of socialization, the provision of incentives that do not yet exist, the internet network always experiences errors, the lack of coordination with other stakeholders, namely DISDUKCAPIL, and limited budget and human resources. Application Sipandu Medan The DMPTSP was created with the aim of making it easier for health workers to get services, such as immediate assistance for unexpected events and direct submission of complaints, complaints or reports regarding events that have occurred in the community. Researchers assume that people's perceptions are related to expectations of the Siguid Application System. The community hopes that with this application there will be better changes and can continue to improve services to the community on a regular basis so that this system can continue to develop better in accordance with the development of an increasingly sophisticated era, this application can be used by other people who are always up to date/updated. Implementation The Sipandu application can run effectively based on community assessments regarding compliance with requirements in digital-based service regulations.

By looking at the people who are satisfied, this also affects the level of quality of public services which is considered good even though there are several obstacles from the implementer. Based on the results of the Influence variable convenience it was found that of the 200 respondents studied, service procedures did not play a role, namely 99 (49.5%). There were 64 (32.0%) service procedures that had no role and poor health worker satisfaction, 35 (17.5%) service procedures had no role and good health worker satisfaction. Based on the calculation results above, it is known that the statistical test result earned value significance is  $0.003 < 0.05$ . So it can be concluded that there is an influence of service procedures on the satisfaction of health workers related to the use of the Medan Sipandu Application. A license to practice health workers is very necessary for health workers who want to open their own practice or work in health facilities. Health workers are required to have a SIP. This permit proves that the person concerned has met the quality and equalized the standards of health workers. This research is in line with research conducted by Purnomo and Niswah (2019). The SIPANDU service innovation is an innovation created by the Surabaya City Government in the implementation of this application-based service which is mandated to the Office of Communication and Informatics as the service provider. This innovation was born after the terrorist incident in Surabaya on May 13 2018, this made people affected by terrorism demand the Surabaya City Government to provide solutions so that these crimes would not be repeated. And on May 15 2018 this application was born. The results of the study show that the application of the Sipandu DPMPTSP in the city of Medan in providing this service has been said to be very good, various efforts have been made to restore the condition of health workers in the city of Medan.

The efforts made are such as conducting regular socialization and promotions through online media. The drawback of this Sipandu service innovation is that there are still residents/users who are not technologically literate, making this application service not run optimally. So it is hoped that the Medan City Communications and Information Service will actively participate in socializing this SIPANDU service to the community so that it can be accessed by all users of this SIPANDU service. Researchers assume that the implementation of service innovation Licensing for health workers in the form of guides at the Medan City DPMPTSP experienced several problems or obstacles such as unstable internet and signal networks, systems that often experienced downtime due to the large number of system hackers (hackers) and limited data storage capacity which made the data storage always full. Each new innovation creates its own complexity,

but DPMPTSP Medan City can minimize it by making efforts to update the system by tightening system security. The update is in the form of using a password for users who want to log in to the online system. Based on the results of the Influence variable speed of service time it is known that of the 200 respondents studied, the turnaround time for unplanned services was 91 (45.5%). There were 56 (28.0%) unplanned service completion times and poor health worker satisfaction, 35 (17.5%) unplanned service completion times and good health worker satisfaction.

Based on the calculation results above, it is known that the statistical test result earned value  $p$  significance is  $0.046 < 0.05$ . So it can be concluded that there is an influence of unplanned service completion time on the satisfaction of health workers regarding the use of the Medan Sipandu Application. Based on Presidential Regulation Number 97 of 2014 Concerning the Implementation of One-Stop Integrated Services Article 15, PTSP Service Period is set at a maximum of 7 (seven) working days from the receipt of complete and correct Licensing and Non-Licensing documents, except for those set in the law. or Government Regulations. In accordance with Mayor Regulation Number 235 of 2017 concerning Standard Operational Procedures for Investment and One-Stop Integrated Services. Then the period for licensing and non-licensing services is determined as follows: Licensing and non-licensing takes 7 working days, permitting and non-licensing extensions take 4 working days, licensing and non-permitting changes require 4 working days, Standard work permit copy service takes 4 working days, the standard permit legalization service is 4 working days, the standard permit service suspension is 7 working days, the standard permit freezing service is 7 working days, the standard permit cancellation service is 7 working days, the standard permit revocation service is 7 working days and the complaint service standard time is 3 working days. This research is in line with Suputra's research, Ngurah Pradnya Maha (2022). The results of the research and analysis show that the implementation of the Traditional Village-Based Integrated Environmental Security System (SIPANDU BERADAT) in Jembrana Regency has not run optimally because there are still several obstacles to the quality of human resources, especially Satpol PP members, facilities and infrastructure and low support from the community as well as the government. Conclusion:

The findings in this study indicate that the system and the inhibiting factors are still weaknesses that must be addressed by the Regional Government of Jembrana Regency in the future. The researcher assumes that in the SIPANDU MEDAN application, the service time standard is the maximum time needed to process licensing services, after the licensing requirements documents are declared complete, correct and valid. Therefore DPMPTSP should better synchronize the time that has been made in the MEDAN SIPANDU application with services at the DPMPTSP office. Based on the results of the Influence variable service fee/tariff it is known that of the 200 respondents studied, unorganized service fees were as many as 88 (44.0%). There were 58 (29.0%) unorganized service costs and poor health worker satisfaction, 30 (15.0%) unorganized service costs and good health worker satisfaction. Based on the calculation results above, it is known that the statistical test result earned value  $p$  significance is  $0.003 < 0.05$ . So it can be concluded that there is an effect of service costs on the satisfaction of health workers regarding the use of the Medan Sipandu Application. Efforts to improve service quality must be carried out in an integrated, programmed, directed and consistent manner. Then services to the community are given appropriately, quickly, cheaply, openly, simply and easily implemented. All this is done to give satisfaction to the people. However, along with the demands for faster and more transparent public service needs, application development continues. This research is in line with research conducted by Aning, et al (2021). Based on the results of the IKM survey with nine elements, the value of the service element that has the highest value is the element of certainty of cost (U8), then the element of cost/tariff (U4), and the element of service complaint handling (U9).

While the lowest element is the element of speed of time (U3). The results of the analysis of community satisfaction at the Investment Service One Stop Service and Manpower in Pangkal Pinang City are converted into the Community Satisfaction Index for service units included in category B (good). Based on the results of the Influence variable Conformity of Service Products It is known that of the 200 respondents



studied, product suitability of services was not implemented, namely 92 (46.0%). There were 74 (37.0%) service products that were not implemented and health worker satisfaction was poor, as many as 29 (14.5%) service products were not implemented and health worker satisfaction was good. Based on the calculation results above, it is known that the statistical test result earned value significance is  $0.000 < 0.05$ . So it can be concluded that there is an influence on the suitability of service products on the satisfaction of health workers related to the use of the Medan Sipandu Application. The measurement of the Community Satisfaction Index is to determine the progress of unit performance in government agency services which is carried out by related institutions on a regular basis and can be used as material for their own policies to further improve the quality of public services. The community satisfaction survey is one of the efforts that must be made in an effort to improve public services. This survey can measure the extent to which the service quality of public service providers and can be used as a reference in setting service improvement priorities. This integrated licensing service is expected to be able to overcome various kinds of problems in the implementation of licensing services in Medan City. The application of OSS (Online Single Submission) is expected to be one of the attractions for investment, because in OSS there is a reduction in bureaucracy, so that the process that was originally convoluted becomes shorter.

For the City of Medan, the development and implementation of OSS is implemented with the establishment of the Investment and One-Stop Services Agency (DPMPTSP). Based on the results of the Influence variable competency/capability of the officer it is known that of the 200 respondents studied, the competency of the officers did not play a role, namely 117 (58.5%). There were 89 (44.5%) the competence of the officers did not play a role and the satisfaction of the health workers was poor, as many as 28 (14.0%) the competence of the officers did not play a role and the satisfaction of the health workers was good. Based on the calculation results above, it is known that the statistical test result earned value significance is  $0.000 < 0.05$ . So it can be concluded that there is an influence of officer competence on the satisfaction of health workers regarding the use of the Sipandu Medan Application. The factors for the emergence of various problems that exist in the field in the IKM survey activities can vary. However, based on the observations and evaluations obtained, the cause that is considered the most dominant for the emergence of these problems can be presented as follows: Community problems (Respondents) are partly not serious in giving their opinions (not objective). This is due to the respondents' lack of understanding of the importance of the results of the community satisfaction survey. The implementation of this community satisfaction survey was the first time it was conducted at the Investment and One-Stop Service Office so that there were still respondents who did not understand the questionnaire submitted, so they had to read it and give an explanation of the purpose of the questionnaire. Based on the above problem analysis, alternative solutions to the problem are as follows: It is necessary to socialize the community about the importance of the community satisfaction index (IKM) survey in an effort to improve service quality in order to realize excellent service (public service) in the sense of fulfilling the expectations and needs of both providers and service recipient.

Consistency is needed for public service providers in all sectors to continuously improve their capabilities, skills, comfort, security and completeness of supporting infrastructure and to be able to carry out public services in a transparent and accountable manner. There is a need to increase apparatus human resources through seminars, training and technical training on public services in an effort to support the implementation of a community satisfaction index survey. Based on the results of the Influence variable officer behavior it is known that of the 200 respondents studied, the behavior of health workers did not play a role, namely 114 (57.0%). There were as many as 90 (45.0%) the behavior of health workers did not play a role and the satisfaction of health workers was bad, as many as 24 (12.0%) the behavior of health workers did not play a role and the satisfaction of health workers was good. Based on the calculation results above, it is known that the statistical test result earned value significance is  $0.000 < 0.05$ . So it can be concluded that there is an influence of the behavior of health workers on the satisfaction of health workers related to the use of the Medan Sipandu Application. Public service is the basis and form of actualization of

the existence of the government bureaucracy. The face of the bureaucracy can be reflected in the attitude and behavior of officers in providing services to the public. The shift in the service paradigm to a more customer/community orientation should be made into a value that is inherent in the soul of the government apparatus and is reflected in the attitude and behavior of the apparatus in providing services to the community. There are several dimensions that need to be considered in improving service quality, namely: 1. Timeliness of service; 2. Service accuracy; 3. Politeness and friendliness in providing services; 4. Responsibility; 5. Completeness, concerning the scope of services and the availability of facilities; 6. Ease of getting services; 7. Variation of service models; 8. Personal service; 9. Convenience; 10. Other supporting attributes. Community satisfaction is strongly influenced by the way or behavior of officers in providing services. Therefore, government officials should pay attention to the above dimensions to create community satisfaction.

Of course this is not something that is easy to do, because it requires a long process and time to change the culture that has covered the attitude and behavior patterns of the government bureaucracy so far. Researchers assume that public servants must always prioritize professionalism, according to their field of duties and responsibilities and always refer to the applicable provisions as guidelines in every service process. Minimum service standards as a form of transparency in the service process must be owned by each service unit to create quality community services (cheaper, better, faster). Based on the results of the Influence variable quality of facilities and infrastructure It is known that of the 200 respondents studied, service facilities and infrastructure were not implemented, namely 103 (51.5%). There were 74 (37.0%) service facilities and infrastructure that were not implemented and health worker satisfaction was poor, as many as 29 (14.5%) service facilities and infrastructure were not implemented and health worker satisfaction was good. Based on the calculation results above, it is known that the statistical test result earned value  $p$  significance is  $0.000 < 0.05$ . So it can be concluded that there is an influence of service facilities and infrastructure on the satisfaction of health workers regarding the use of the Medan Sipandu Application. Infrastructure is ability DPMPTSP Medan City in showing its existence to external parties, namely the community, including the physical appearance of services, equipment, personnel, and materials installed. This dimension describes the physical form and services that will be received by Public. Therefore, it is important for DPMPTSP to give a positive impression of the quality of services provided but not cause expectations Public which is too high. This study uses Permenpan 14 of 2017 as a benchmark for tangible variables (physical evidence), such as. Facilities and accessibility include bathrooms/WC, parking lots, public telephones, pathways, guides, signs and stair markings, doors. Lighting should be evenly distributed in the room.

The clean water system must be planned and installed by considering the source of clean water and the irrigation system. Availability of hand hygiene facilities in each service room. These facilities can be in the form of sinks and/or hand rubs. Communication tools are needed for relations/communication within and outside the service, in an effort to support services in DPMPTSP Medan City. Communication tools can be in the form of cable telephones, cellular, radio communications, or other communication devices. Based on the results of the Influence variable Handling service user complaints It is known that of the 200 respondents studied, 113 (56.5%) handled bad complaints. There were 90 (45.0%) poor complaint handling and poor health worker satisfaction, as many as 23 (11.5%) requirements not bad complaint handling and good health worker satisfaction. Based on the calculation results above, it is known that the statistical test result earned value  $p$  significance is  $0.000 < 0.05$ . So it can be concluded that there is an effect of handling complaints on the satisfaction of health workers regarding the use of the Sipandu Medan Application. SIPANDU is here to make it easier for the public to submit related complaints. Complaints are common when running a business. Customers who are dissatisfied, or indeed the desired goods are not suitable, can make them file complaints. This is where the officer will be tested. The response that the officer gives will have an impact in the future. More extreme, the results of customer complaint conversations can be spread on social media. Researchers assume that the successful implementation of the Community Satisfaction Survey (SKM) as an effort to

improve the quality of service on DPMPTSP Medan City. Commitment and seriousness of the executors in this matter officials at the Investment Service and One Stop Integrated Services are highly expected. And of course it cannot be separated from the guidance and attention from elements of regional leadership and the wider community as objects of service. For this reason, improving human resources (HR), facilities and infrastructure is something that cannot be separated in order to improve the image of the service, so that the implementation of one-stop integrated licensing services can run easily, quickly and transparently.

#### IV. CONCLUSION

Based on the results of research that has been carried out with the title "Analysis of the influence of the process of issuing health worker permits using the Sipandu Medan application on the satisfaction of health workers in DPMPTSP Medan City", it can be concluded that:

1. There is an effect of service requirements on the satisfaction of health workers regarding the use of the Sipandu Medan Application.
2. There is an influence of service procedures on the satisfaction of health workers regarding the use of the Medan Sipandu Application
3. There is an effect of service completion time on the satisfaction of health workers regarding the use of the Medan Sipandu Application
4. There is an effect of service costs on the satisfaction of health workers regarding the use of the Medan Sipandu Application
5. There is an influence of service products on the satisfaction of health workers related to the use of the Medan Sipandu Application
6. There is an influence of service facilities and infrastructure on the satisfaction of health workers regarding the use of the Sipandu Medan Application
7. There is an influence of service competence on the satisfaction of health workers regarding the use of the Medan Sipandu Application
8. There is an influence of the behavior of service workers on the satisfaction of health workers regarding the use of the Sipandu Medan Application
9. There is an influence of service handling on the satisfaction of health workers regarding the use of the Medan Sipandu Application
10. The variable that has the most influence on the satisfaction of health workers regarding the use of the Sipandu Medan Application is the handling of complaints.

#### V. ACKNOWLEDGMENTS

Thank you to the supervisor who has guided to complete this research. And we don't forget to thank the family for the great support to the author.

#### VI. ETHICAL CONSIDERATIONS

This research has been declared ethically compliant according to the WHO 7 Standards 2011 by the Health Research Ethics Commission (KEPK) University of Prima Indonesia.

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