

# Analysis Utilization Of Online Self-Assessment Application (Aladin) In The Licensing Process Of Clinical And Pharmacy Office Of Investment And One Door Integrated Service In Medan City Year 2021

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## Abstract

The use of information and communication technology itself has grown rapidly throughout the world during the COVID-19 pandemic. Developed countries that have succeeded in reducing the number of COVID-19 cases have used various methods of using information and communication technology. Such as the use of tracking applications installed on cellular phones, payments using mobile payment applications, the installation of infrared heat detection cameras at the entrances of public places and crowds, even smart watches with applications that can collect data on heart rate, body temperature, and sleep patterns to detect signs of viral illness. The purpose of this study was to analyze the use of the Online Self-Assessment Application (Aladin) in the licensing process for clinics and pharmacies at the Medan City Investment and One Stop Integrated Service Office in 2021. This research is a descriptive type with a quantitative approach. In this survey research, a questionnaire is used as a research instrument, in the form of a sheet containing several questions with a standard structure as a research instrument. Based on the results of research from several journals using TAM analysis, it was found that perceived ease of use and perceived usefulness had a positive and significant effect on attitudes toward using and actual system use. Their research results show that perceived ease of use and perceived usefulness have a positive and significant effect on attitudes toward using and actual system use.

**Keywords :** Aladdin, Clinic Licensing, Pharmacy Licensing

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## I. INTRODUCTION

At the beginning of 2020 the world community was confused by the spread of Coronavirus Disease 2019 (COVID-19). Starting from the WHO China Country Office report on December 31, 2019, there will be cases of pneumonia of unknown etiology in Wuhan City, the capital of Hubei Province, China. Then on March 11, 2020, WHO declared COVID-19 a pandemic (Ministry of Health, 2020). In Indonesia, the first case was announced directly by President Joko Widodo on March 2, 2020 (Ihsanuddin, 2020). Cases are increasing and spreading rapidly throughout Indonesia. Then through Presidential Decree No. 12 of 2020 dated April 13, 2020, the government declared the spread of COVID-19 as a National Disaster. (Ministry of State, 2020). Judging from the situation of the spread of COVID-19 which reaches all provinces in Indonesia with an increasing number of cases, of course it has an impact on the political, economic, social, cultural, defense and security aspects, as well as the welfare of the people in Indonesia. Including the government administration process. The work system of State Civil Apparatus Employees underwent changes that supported work productivity while still prioritizing public health and safety. Adjustment of the work system for State Civil Apparatus Employees, among others, is the implementation of official duties at home/residence (work from home/WFH), limitation of face-to-face activities and completion of public service work by utilizing information and communication technology. (Kemenpan RB, 2020). The Medan City Government in particular issued the Medan Mayor Regulation Number 11 of 2020 concerning Health Quarantine in the Context of Accelerating the Handling of COVID-19 in the City of Medan, as one of the efforts to suppress and decide the spread of COVID-19 in the City of Medan.

(Medan Government, 2020). A sizable allocation of funds is needed in order to accelerate the handling of COVID-19, for that the government has made changes to the budget allocation with a focus on handling COVID-19 (Ministry of Home Affairs, 2020). Within the Medan City Government, the change in the budget allocation was carried out in accordance with the Circular of the Regional Secretary of the City of Medan Number 904/2908 dated April 8, 2020, namely by reducing activities in 2020 OPD Direct Expenditures, especially activities of a non-essential procurement nature, events- ceremonial events, official

trips, training/training, exhibitions and other activities whose implementation can be postponed (Secretary of Medan City, 2020). Changes in the budget allocation within the Medan City Government have an impact on the completion of the government administration process, one of which is the process at the Medan City One Stop Integrated Service and Investment Service (DPMPTSP). One of the procedures for completing the permit is a field survey which requires officers to make official trips within the region. Meanwhile, since the change in budget allocations took effect, the official travel budget has been diverted for handling COVID-19. Based on data from the financial statements of the Medan City DPMPTSP, in 2019 the budget provided for official travel within the region was Rp.517,800,000 (with a realization of Rp. 332,550,000), and in 2020 the budget provided was reduced to Rp. 150,000,000 (with a realization of Rp. 56,850,000). For this reason, an innovation is needed so that the licensing process can still run even during the COVID-19 pandemic situation.

Despite the high number of COVID-19 cases which has caused Medan City to be in the red zone for the spread of COVID-19 (Sagita K, 2021) However, this did not dampen the public's interest in applying for permits to the Medan City DPMPTSP, in particular the licensing of health facilities. Based on data from the Medan City DPMPTSP, there was an increase in applications for licensing health facilities from 276 applications to 285 applications in 2020. One of the procedures for completing the health facility licensing process is a feasibility assessment through a field survey conducted by officers as a technical team. In order for licensing services to continue without having to violate health protocols, a policy is taken in completing the licensing service process, by utilizing information and communication technology, namely conducting online field surveys. The use of information and communication technology itself has grown rapidly throughout the world during the COVID-19 pandemic. Developed countries that have succeeded in reducing the number of COVID-19 cases have used various methods of using information and communication technology. Such as the use of tracking applications installed on cellular phones, payments using mobile payment applications, the installation of infrared heat detection cameras at the entrances of public places and crowds, even smart watches with applications that can collect data on heart rate, body temperature, and sleep patterns to detect signs of viral illness (Whitelaw et al., 2020). In Canada, examination services by doctors to patients have been carried out online through video visits with a fairly high use of services, namely 1000 visits per day in February 2020 and continues to increase to 14,000 visits per day in mid-May 2020. (MacLeod, 2020).

In Indonesia, the number of internet users has increased dramatically since the COVID-19 pandemic, until Q2 2020 rose to 73.7% of the population or equivalent to 196.7 million users of the total population in the country which amounted to 266.9 million. (Elfira and Indrawan, 2020). The use of information and communication technology used by the technical team at the Health Service Licensing Section of the Medan City DPMPTSP in the context of licensing services is to conduct an online field survey via videocall using a smartphone between the applicant and the technical team in the completion of the licensing process. The videocall process is usually done through the WhatsApp and Zoom applications. During the online survey process, the applicant fills out an assessment instrument independently, in the form of a web-based application called Aladin (Online Self-Assessment Application), which was developed by the Researcher as the Head of the Health Service Licensing Section. Aladdin's filling process is accompanied by an online technical team via videocall. In its implementation since April 2020, several changes have been made to the online survey method, namely the procedure for filling out the assessment instrument through the Aladdin application. When the online survey process is carried out, it is the applicant who conducts the assessment independently, by filling out the assessment instrument through Aladin, while being accompanied and guided by the technical team until the assessment process is complete. To prevent discrepancies, both intentional and unintentional, by the applicant when an online survey is conducted, each assessment requires evidence in the form of a photo of the object being assessed, and also Aladin will automatically retrieve the location coordinates (GPS) from the user's smartphone. After the survey process is completed, Aladin will automatically send a report on the survey results in the form of a pdf file to the technical team and the applicant via email, which has been filled in with data at the beginning of the survey.

## II. METHODS

This research is a descriptive type with a quantitative approach. Descriptive research is conducted to get a more detailed picture of a symptom or phenomenon. This research is identical to research that uses "how" questions in developing existing information. Based on the time dimension, this research is a cross-sectional study, because it was only conducted at a certain time and no other research will be conducted at a different time for comparison.

Based on data collection techniques, this study uses a survey research design, which is used to provide information on a person's actions, knowledge, intentions, opinions, behaviors, and values. In this survey research, a questionnaire is used as a research instrument, in the form of a sheet containing several questions with a standard structure as a research instrument. In conducting the survey, the research conditions were not manipulated by the researcher. This research will be carried out at the Medan City Investment and One-Stop Integrated Service Office in April-May 2021.

## III. RESULT AND DISCUSSION

This study analyzes the use of the Online Self-Assessment Application (Aladin) in the licensing process for clinics and pharmacies at the Medan City Investment and One Stop Integrated Service Office in 2021. This study examines four hypotheses, namely:

1. Influence of Perceived Ease Of Use (perceived ease) on Perceived Usefulness (perceived usefulness) related to the use of the Online Self-Assessment Application (Aladin) in the licensing process for Clinics and Pharmacies.

Acceptance of H1 indicates that applicants for licensing clinics and pharmacies as users of Aladin in completing the licensing process find it easy to use Aladin and produce a positive attitude in using Aladin.

2. Effect of Perceived Ease Of Use (perceived ease) and Perceived Usefulness (perceived usefulness) on Actual System Use (real use) related to the use of the Online Self-Assessment Application (Aladin) in the licensing process for Clinics and Pharmacies.

3. The acceptance of H2 shows that applicants for licensing clinics and pharmacies as Aladin users feel that it is easy to use Aladin, thereby increasing the perception that Aladin is useful, so that it will help complete the licensing process. The more users understand how Aladdin works, the easier it will be to operate the application. If the applicant finds it easy to use Aladin, then the applicant will use Aladin in completing the licensing process and feel satisfied with the use of Aladin in completing the licensing process.

4. Effect of Perceived Ease Of Use (perceived ease) and Attitude Toward Using (attitude towards use) on Behavioral Intention To Use (intention to use) related to the use of the Online Self-Assessment Application (Aladin) in the licensing process for Clinics and Pharmacies.

5. Acceptance of H3a indicates that applicants for licensing clinics and pharmacies as Aladdin users find it easy to use the application. The applicant's perception that Aladdin is easy to use in completing the licensing process can affect an interest in using the Application.

6. Acceptance of H3b shows that a person's positive feelings in using an application have an influence on the magnitude of behavioral interest in using the application.

7. Effect of Perceived Ease Of Use (perceived ease of use), Behavioral Intention To Use (intention to use) and Perceived Usefulness (perceived usefulness), on Actual System Use (real use) related to the use of the Online Self-Assessment Application (Aladin) in the licensing process for Clinics and Pharmacies.

8. Acceptance of H4a shows that applicants for licensing clinics and pharmacies as Aladdin users find it easy to use the application. The applicant's perception that Aladin is easy to use can affect the use of the application in completing the licensing process.

Acceptance of H4b shows that behavioral interest in using Aladdin in the completion of the licensing process will affect the use of applications in the completion of the licensing process in the future. Acceptance of H4c indicates that the ease of use of Aladin has an influence on the actual use of the application. This is evidenced by the answers to the questionnaire about real use, almost all respondents stated that they felt the ease of using the application. Based on the results of research from several journals using TAM analysis, it

was found that perceived ease of use and perceived usefulness had a positive and significant effect on attitudes toward using and actual system use. Among others, as found by Irawati and Suhartono in the journal Analysis of TAM LinkAja Applications. Their research results show that perceived ease of use and perceived usefulness have a positive and significant effect on attitudes toward using and actual system use. Users who have a perception of the ease of using the LinkAja application will act to accept the use of technology. The convenience obtained such as saving time and energy, as well as the menu display on the application is easy to understand so that what is needed by the user can be provided by the application.

#### IV. CONCLUSION

Applicants for licensing clinics and pharmacies as Aladdin users in completing the licensing process feel that it is faster so that the process runs more effectively and efficiently, can affect interest in using the application in the future, and has an influence on the magnitude of behavioral interest in using the application. Applicants for licensing clinics and pharmacies as Aladdin users feel that Aladin is very useful in assisting the completion of the licensing process and can affect the use of the application in resolving matters related to the licensing process.

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#### VI. ETHICAL CONSIDERATIONS

The research will be conducted after the researcher has obtained ethical clearance from the Prima University Ethics Committee. Ethical considerations are standards of behavior that distinguish between acceptable behavior and unacceptable behavior (Tappen, 2016). To ensure accountability to participants, a study requires the protection of human rights which include autonomy, privacy, confidentiality, and justice (Wood and Ross-Kerr, 2011).

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