

TABLE OF CONTENTS

ORIGINALITY STATEMENT OF THE THESIS	ii
THESIS SUPERVISOR'S APPROVAL.....	iii
THESIS EXAMINATION COMMITTEE.....	iv
ABSTRAK	v
ABSTRACT	vi
FOREWORD.....	vii
TABLE OF CONTENTS.....	ix
TABLES	xii
FIGURES	xiii
APPENDIXES	xiv
CHAPTER I INTRODUCTION.....	1
1.1 Background.....	1
1.2 Research questions.....	9
1.3 Research purposes	10
1.4 Benefits of research	10
1.5 Research systematics	11
CHAPTER II LITERATURE REVIEW	15
2.1 Theoretical Basis.....	15
2.1.1 <i>Badan Penyelenggara Jaminan Sosial</i>	15
2.2.2 Coding Accuracy Variable	18
2.2.3 Machine Variables	19
2.2.4 Man Variable.....	20
2.3 Hypothesis Development.....	23
2.3.1 Relationship between Complete Files and BPJS Claim Output.....	23
2.3.2 Relationship between Code Accuracy and BPJS Claim Output	24

2.3.3 Relationship between Machine and BPJS Claim Output.....	26
2.3.4 Relationship between Man and BPJS Claim Process	27
2.4 Conceptual Framework of Research	29
CHAPTER III RESEARCH METHOD	32
3.1 Research Object	32
3.2 Unit of Analysis	33
3.3 Types of research	34
3.4 Population and Sample	35
3.4.1 Population.....	35
3.4.2 Sample	36
3.5 Measurement of Research Variables.....	37
3.5.1 Measurement Scale.....	37
3.5.2 Conceptual and operational definitions of variables	38
3.6 Method of collecting data.....	44
3.7 Data Analysis Methods	44
3.7.1 Validity Test	45
3.7.2 Reliability Test	48
3.7.3 Outer Model (Outer Measurement Model).....	49
CHAPTER IV RESULT AND DISSCUSION	52
4.1 Results	52
4.1.1 Respondent Profile	53
4.1.2 Descriptive Analysis.....	57
4.1.3 PLS-SEM analysis.....	75
4.1.5 Importance-Performance Mapping Analysis (IPMA).....	104
4.1.6 Comparison of PLS Results of Control (Before AI) and Experiment (After AI)	110
4.2 AI model analysis results in BPJS Claims output.....	112
4.3 Discussion	115

CHAPTER V CONCLUSION	119
5.1 Conclusion.....	119
5.1 Theoretical Implications.....	121
5.2 Managerial Implications.....	122
5.3 Limitations And Suggestions.....	123
BIBLIOGRAPHY	122
APPENDIX	

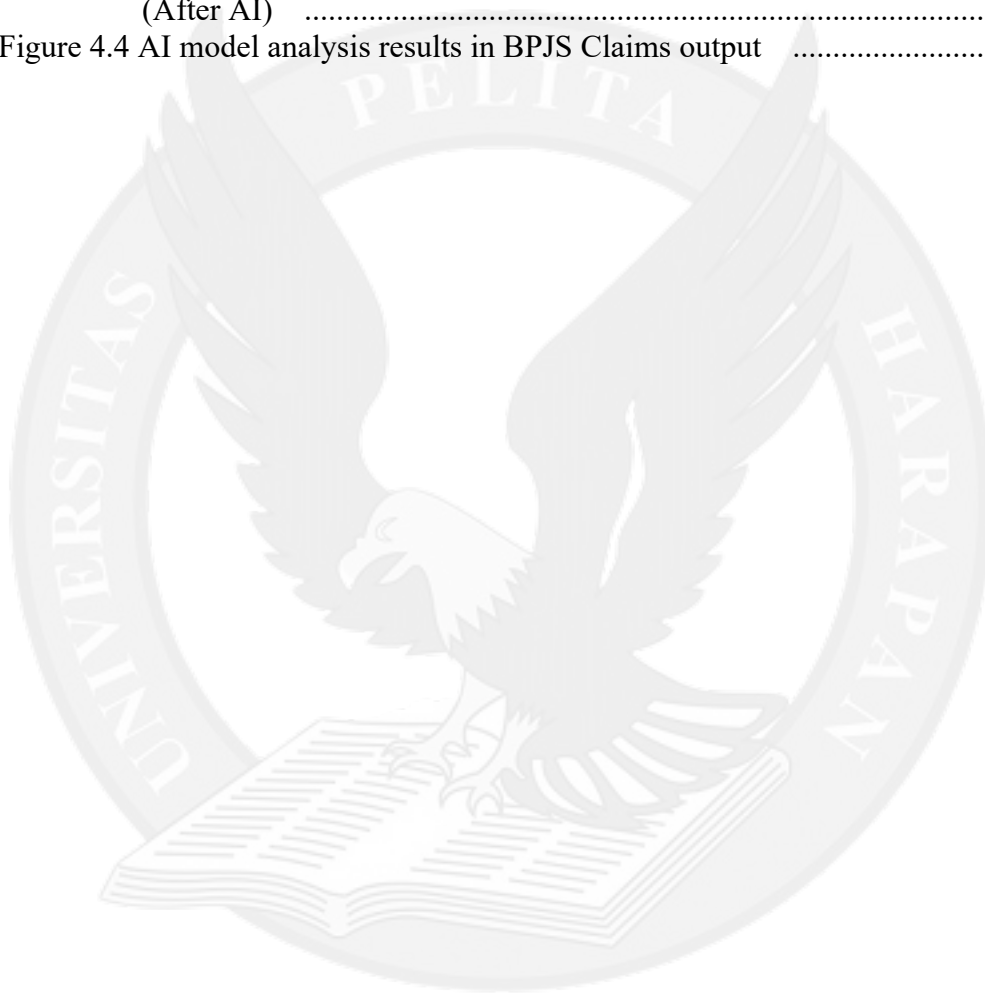


TABLES

Table 3.1 Concept and Operational Variable (Control)	39
Table 3.2 Concept and Operational Variable (Experiment)	41
Table 4.1 Respondents' Demographic Profile	56
Table 4.2 Respondent Answer Categories	57
Table 4.3 Description of Variable Complete Files (Control)	59
Table 4.4 Description of Variable Codes Accuracy (Control)	60
Table 4.5 Description of Variable Machine (Control)	62
Table 4.6 Description of Variable Man (Control)	63
Table 4.7 Description of Variable BPJS Claim Output (Control)	64
Table 4.8 Description of all Variables (Control)	66
Table 4.9 Description of Complete File (Experiment)	68
Table 4.10 Description of Code Accuracy (Experiment)	69
Table 4.11 Description of Machine (Experiment)	70
Table 4.12 Description of Man (Experiment)	71
Table 4.13 Description of BPJS Claim Output (Experiment)	72
Table 4.14 Description of All Variables (Experiment)	74
Table 4.15 Outer Loadings Value Result (Control)	79
Table 4.16 Outer Loadings Value Result (Experiment)	81
Table 4.17 Results of Validity and Reliability (Control)	84
Table 4.18 Results of Validity and Reliability (Experiment)	85
Table 4.19 Average Variance Extracted Value (Control)	86
Table 4.20 Average Variance Extracted Value (Experiment)	87
Table 4.21 Heterotrait/Monotrait Ratio Value (Control)	89
Table 4.22 Heterotrait/Monotrait Ratio Value (Experiment)	90
Table 4.23 Inner Variance Inflation Factor Value (Control)	92
Table 4.24 Inner Variance Inflation Factor Value (Experiment)	93
Table 4.25 R-Squared Value (Control)	94
Table 4.26 R-Squared Value (Experiment)	95
Table 4.27 f-squared value (Control)	97
Table 4.28 f-squared Value (Experiment)	98
Table 4.29 Q2_predict and CVPAT Prediction (Control)	99
Table 4.30 Q2_predict and CVPAT Prediction (Experiment)	100
Table 4.31 Hypothesis Test (Control)	101
Table 4.32 Hypothesis Test (Experiment)	102
Table 4.33 IPMA construct (Control)	105
Table 4.34 indicator IPMA Result (Control)	106
Table 4.35 IPMA construct (Experiment)	107
Table 4.36 Indicator IPMA Result (Experiment)	108

FIGURES

Figure 1.1 Model Training	8
Figure 2.1 Conceptual Framework of Research	29
Figure 4.1 Hasil Outer Loadings (Control)	77
Figure 4.2 Outer Loadings Result (Experiment)	78
Figure 4.3 Comparison of PLS Results Control (Before AI) and Experiment (After AI)	111
Figure 4.4 AI model analysis results in BPJS Claims output	113



APPENDIXES

Attachment A. Questionnaire	A-1
Attachment B. Data Processing	B-1
Attachment C. Surat Izin Pengambilan Data	C-1
Attachment D. Surat Izin Pemakaian Nama Rs Pada Thesis Dan Publikasi .	D-1
Attachment E. Letter Of Submission	E-1
Attachment F. Turnitin	F-1

