Implementation Of E-Health Policy In Improving The Quality Of Health Services At Wonokromo City Health Center, Surabaya City

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Abstract. This research aims to analyze the application of e-health practices in improving the quality of health services at the Wonokromo Community Health Center, Surabaya. This research uses qualitative methods based on the methods of Howard Lune and Bruce. L. Berg. Information was collected through participant observation, interviews, document analysis, and studies. Providers of scientific information are the director of the Wonokromo Community Health Center, IT officers and Wonokromo Community Health Center patients. The research results show that the implementation of the e-health policy at the Wonokromo Surabaya Community Health Center is going well and in accordance with the operational procedures (SOP) that have been established. The e-health application makes it easy for patients to take queue numbers, see doctor's schedules, and get health information. E-health applications also increase the efficiency, effectiveness and accountability of health services at community health centers. The obstacles faced in implementing e-health application policies are a lack of socialization, education and community participation, as well as technical problems such as unstable internet networks and servers that frequently go down. The recommendations given are to increase socialization, education and community participation, as well as improving the infrastructure and information systems that support e-health applications.

Keywords: policy implementation, e-health application, quality of health services, community health center

1. Introduction

Surabaya is the second largest city in Indonesia that has experienced significant development in the field of information technology. In the early 20th century, industrialized societies began to enter a new era of information and communication technology, which developed from the tradition of oral media to paper-based communication to the use of electronic waves to convey information. The devel-

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opment of information technology also affects the world of health information technology in Surabaya. Surabaya Metropolitan City is one of the governments that is very responsive and innovative in implementing good governance through its e-governance. This is evidenced by various government products, especially online public services, which have received recognition and awards. nationally and internationally (Setianto, 2016). Among the public service innovations introduced in Surabaya, one that has received recognition from many circles is the innovation in service quality in the health sector. Mr. Eri Cahyadi as the Mayor of Surabaya stated that Surabaya City has been trusted to host the 2023 National Smart City Forum because it has successfully implemented digitalization in community services. The efforts made by the city of Surabaya to become a smart city have been carried out by the city government since Surabaya 2023. The news published on the govinsider.asia website on October 15, 2015 explains how the Surabaya Metropolitan City Government uses data to measure and improve the performance of its city.On September 25, 2015, the Surabaya City Government launched "SIAGA Kota Surabaya", a fast and responsive Surabaya City information system.This system utilizes the latest technology that combines communication and internet technology .News published on October 15, 2015 on the website govinsider.asia explains how the Surabaya Metropolitan City Government uses data to measure and improve the city's performance.On September 25, 2015, the Surabaya City Government launched "SIAGA Kota Surabaya", a fast and responsive Surabaya City information system. This system utilizes the latest technology that combines communication and internet technology.

Information Technology (IT) is a field that encompasses the use of computers, hardware, software and networks to collect, store, process, send and receive information. It focuses on technologies that support data management and communication in the context of business, education, and everyday life. Information and communication technology also plays an important role in supporting daily life, including in the health sector. Therefore, the government emphasizes the development of software information infrastructure, information content, natural and institutional resources, as well as the development of regulations and standardization of information and communication technology. The utilization of information technology in the health sector is regulated in Law No. 25 of 2009 concerning Health, where the implementation of effective and efficient health requires health information implemented through information systems and in various sectors. In a journal entitled "The Role of Digital Mobile Technology in Elderly Health Management among Health Workers in Indonesia: Analysis of Knowledge, Attitudes, and Practices", Dinakrisma et al. (2022) stated that technology, including Information and Communication Technology (ICT), plays an important role in the quality of health services. This study aims to determine the knowledge, attitudes, and practices of using cellular phones and mobile applications for elderly health services among Indikasi health workers. Information and communication technology also plays an important role in supporting daily life, including in the medical field. Therefore, the government attaches great importance to the development of software information infrastructure, information content, natural and institutional resources, as well as regulation and standardization of information and communication technology.

In accordance with the current needs of the community to continue to improve the quality of health in Surabaya, the Surabaya City government innovated to form the "E-Health" program. This E-Health program is one of the implementations of

the Surabaya City Government in the implementation of improving the quality of health in Surabaya City as stated in the Mayor's Regulation No. 46 of 2014 concerning health information systems. Excerpts from the journal "Development of Information and Communication Technology in the Alodokter.com E-health System" by Ditha Prasanti and Sri Seti Indriani et al. (2021) explain that information and communication technology is no longer a foreign word in the digital era. The development of information and communication technology affects the development of information technology in various fields of human life. An important part of a person's life is health. So far, people can receive health information services in several electronic health systems. The program launched by the Surabaya Metropolitan City Government is motivated by the increasing queues at health facilities. In addition, the "E-Health" program has been launched to reduce the number of queues for health authorities and provide a structured queuing schedule to reduce queues. This situation prompted the birth of the Surabaya City E-Health Program. This E-Health program is in accordance with the Surabaya City PERWALI No.5 of 2013 concerning Guidelines for the Utilization of Information and Communication Technology in Implementing Regional Transformation (JDIH Surabaya, 2013).

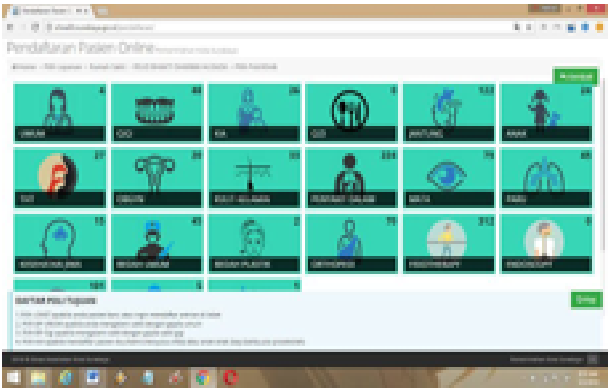

Fig. 1. E-Health App View

Source: blc.surabaya.go.id

According to the search conducted by researchers, there are several previous journals related to the electronic health implementation policy program, previous researchers explained the usefulness of E-health in a health service. Previous research written by Setyo Adjie Prabowo, Moch Rizky et al (2020) explained that the "E-Health" program implemented by students at the Kalirungkut Surabaya Health Center, contained the success rate of the E-health program at the Kalirungkut Surabaya health center.

Problems that currently often occur in the Surabaya City "E-Health" program include the declining enthusiasm of officers in conducting socialization about the "E-health" program which causes the socialization process to be less than optimal, low public knowledge about the existence of the E-health program, many problems in the socialization process. people who are not technologically literate and still do not want to learn. According to the results of interviews conducted by researchers

to Drg. Dwiana Yuniarti as the head of the Wonokromo puskesmas on November 30, 2023. Mrs. Dwiana stated that as long as she was the head of the puskesmas she knew that there were still people who did not know about the E-Health application and how to access it as evidenced in her statement "people choose to come directly to the puskesmas rather than having to register through the e-health application, and the community always asks for counter assistance in using electronic health services, one of which is the online queue program". From this phenomenon, it is evident that the implementation of a policy is not always carried out in accordance with applicable regulations.

Based on the background above, researchers use the theory of Donald Van Meter and Carl Van Horn to review the implementation of e-Health implementation policies in improving the quality of health services at Wonokromo Health Center.

2. Method

Qualitative research methods are research methods used to study the state of a natural place, where the key instrument is the researcher, sampling of data sources is planned and snowballing, the collection technique is triangulation (combination), data analysis is inductive or qualitative, and qualitative research results emphasize meaning over generalization. In this study the authors used the method according to Howard Lune and Bruce L. Berg, this method uses various data collection techniques by means of participant observation, interviews, document analysis and case studies. Observation data collection is obtained through observing community activities in accessing the e-health application, officer activities serving the community and officer activities in implementing the E-health application policy. Interviews allow researchers to collect different information from respondents in different situations and contexts. In this study the authors conducted interviews with several resource persons including: the head of the puskesmas, IT officers, financial officers and people who use the e-health application. This interview uses Sample selection referred to as purposive sampling is a sample technique carried out with special consideration. Document analysis is obtained by collecting, selecting, and analyzing documents relevant to the research problem, both public and private. These documents can be in the form of text, images, audio, video, or other media. Document analysis in this study is based on previous journals regarding E-health application policies. Case studies are obtained by conducting an in-depth analysis of one or more specific, unique, or interesting cases, which are related to the research problem. Case studies in this study were obtained by collecting relevant journals and previous research results regarding e-health policies, then the data was extracted through an interview process in the field, then the data was analyzed and managed in this article.

3. Result and Discussion

E-health is an integrated health information system managed by the Surabaya city government based on the idea of the Surabaya city health office (http://dinkes.-surabaya.go.id). E-health is one form of government public service, consisting of the letter "E" (electronic) which means "electronic", and "health" which refers to

public health in general. In general, e-health is a form of public service by utilizing the development of information and communication technology. E-health is connected to all functional elements supporting the health sector as a knowledge base. Mr. Widodo Agus Setianto contributed to the magazine entitled "E-Health Innovation in Surabaya City Health Services". (2016) revealed that the Surabaya City Health Office is trying to improve health services by introducing innovations in the health sector in the form of e-health. The implementation of e-health as an innovation mainly depends on the success of communication.

The main service of E-health is aimed at online registration of queue numbers. The online queue number registration accessible on the e-health app eliminates the need for a queuing system for physical registration, increasing waiting times and inefficient patient care as patients require immediate treatment. E-health also provides essential support in the management of medication and patient care, thus reducing the burden on health center and hospital staff. This online and application-based service system not only eliminates long queues at hospital and health center service desks, but also enables faster and easier patient referrals. The electronic health system is integrated with the demographic and patient information system of puskesmas and hospitals in Surabaya city. This system was created to manage existing medical services. E-health also makes it easier to provide services to patients, especially Surabaya City residents, by only using e-KTP. Patients who do not have e-KTP can be identified by name, address, and fingerprints.

According to the East Java Ombudsman, among 63 health centers in Surabaya, Wonokromo Health Center is the health center with the highest level of compliance, as reported by the website jatim.tribunews.com. Until the end of December 2017, among several Puskesmas in Surabaya, the Puskesmas with the highest level of compliance were Puskesmas Surabaya, Wonokromo, and Ngagel Rejo. The Ombudsman monitors and evaluates services as a service user. Evaluation variables include public service standards, service notices, facilities, infrastructure and public service information system facilities, special services, complaint management, performance evaluation, vision, mission and service motto. With this value, the two health centers with a rating of 81 to 100 or a high level of compliance are included in the Green Zone indicator.

The implementation of the e-Health implementation policy at the Wonokromo Puskesmas is inseparable from the obstacles and obstacles that occur in the area and are faced by policy implementers in implementing development programs. Therefore, the success of implementing the e-health implementation policy at the Wonokromo Health Center can be measured using the Van Meter and Van Horn (1975) policy implementation model with six indicators. Therefore, this study uses these six indicators as the dimensions of the study of the implementation of e-Health implementation guidelines at Wonokromo Health Center. The details are explained below.

3.1. Policy Standart and Objectives In Implementiting e-health implementing policies at Wonokromo Health Center

The first indicator is the standards and objectives of the policy implementation of the e-Health implementation policy at the Wonokromo Health Center. According to Van Meter and Van Horn (1975) cited by Kurniawan and Maani (2019), measuring

policy implementation performance requires an emphasis on certain criteria and objectives that must be achieved by the policy implementer. This is because political performance is essentially an assessment of the extent to which these standards and objectives are achieved.

a. Clarity of standards and objectives for implementing E-health implementation policies at Wonokromo Health Center.
   The findings explain that the policy of implementing E-health at Wonokromo Health Center is in accordance with existing regulations, including Perwali (Mayor's Regulation) Surabaya No. No. 5 of 2013 concerning Guidelines for the Use of Information and Communication Technology in the Implementation of Local Government, Law of the Republic of Indonesia No. 11 of 2008 concerning Electronic Information and Transactions, Government Regulation No. 46 of 2014 concerning Health Information Systems This regulation, regulates the implementation of a national health information system which includes planning, development, management, monitoring, evaluation and supervision. The explanation explains that the implementation of the e-health application policy at Wonokromo Health Center is in accordance with the regulatory standards contained in Surabaya Mayor Regulation Number 2. According to the Guidelines for the Use of Information and Communication Technology in the Implementation of Regional Government in May 2013, Wonokromo Health Center uses information technology in the form of e-health application services, However, the objectives of the policy implementation have not been achieved. This is achieved in order to achieve the objectives of existing regulatory policies, specifically based on Government Regulation Number 46 of 2014 concerning Health Information Systems. This regulation regulates the implementation of the National Health Information System which includes planning, development, management, monitoring, evaluation and supervision. This is because the Wonokromo Health Center e-health application management system has not been evenly distributed to its community.

b. Achievement of standards and objectives for implementing the E-health implementation policy at Wonokromo Health Center.
   The E-Health Implementation Policy has been implemented at Wonokromo Health Center since the health center was inaugurated, the direction for the launch of the e-Health application in 2019 was based on the direction of Surabaya Mayor Tri Rismaharini. At that time, all patients were expected to be able to easily get a queue number from their respective homes, without having to come to the Wonokromo Health Center. The e-health application provides authorities and the public with a range of access options, each queue has an estimated arrival time specified in the e-health application and patient details are sent automatically, making it easier for staff to prioritize patients. Doctors can also diagnose and prescribe medication to patients online through the e-health application, and treatment history and test results are automatically included in the application which can also speed up services at the wonokromo puskesmas. People can access the e-health queuing system which includes queue numbers, estimated arrival and return times, and more. In addition, the public can receive prescription drugs listed on the e-health application and then redeem them at the pharmacy. The health history of each patient registered through the e-health application is automatically recorded, so that IT officers

can obtain a complete picture of community data. The results of research in the field explain that the implementation of the E-Health application policy through socialization has not run optimally, it can be proven by the statement of one of the informants, namely Mrs. Sumiah (50) she said "I don't know if there has been socialization about the e-health application, because if there are activities in the community I just follow without listening to the contents of the socialization, so I don't know whether the socialization I attended was socialization about the e-health application or not". Ibu Rani (25) also said "I don't know if Wonokromo puskesmas has conducted socialization about the e-health application, every time I take part in activities in the community such as posyandu, or social assistance I never coincide with the socialization". With such a statement, the results of the socialization carried out seem to be uneven and less attractive to be followed by the community because there are still many people who do not know about the socialization.

The total Wonokromo puskesmas patient data reached a total of 3,877 people

During one month in November, and the average patient reached approximately 130 people every day. According to the results of the interview, it was stated that the ratio between people who registered using e-health was around 60% or equivalent to 78 people while patients who came directly to the puskesmas without going through e-health were around 40% or equivalent to 52 people. In managing patient data, wonokromo puskesmas does not distinguish between patients who use e-health and patients who are not e-health users, so that all are automatically entered into the same file list. From the above comparison, it can be concluded that there are still many people who cannot operate e-health.

3.2. Recources for Implementing E-health Implementing guidelines at Wonokromo Health Center

Van Meter van Horn (1975) explains that policy implementation requires resource support, both human and non-human resources. Adequate resources affect the success of policy implementation. Based on the research results, the resources needed to implement the e-health implementation policy are human resources, financial resources, and equipment resources.

a. Human resources

Human resources are very influential on a policy implementation, where the success of the policy involves the implementor and the community as policy implementers. Based on the website reported from https://puskesmaswonokromosby.blogspot.com/?m=1, it explains the management of the E-Health Application with the following details:

Table 1. *E-Health Application Management Data*

NO.	NAME	POSITION
1.	drg. Dwiana Yuniarti	Head of Puskesmas
2.	Asikin, Amd, Kes., S.T.	Unit Financial Management Officer

3.	Wahyu Riyadi S.Kom	Information System
4.	drg. Endang Sri Hartati	Finance
5.	Siti Makhrojah, A,Md.	JKN, APBD and BLUD
6.	dr. Jumiatin Ninda I.	BOK
7.	Lilik Kurniasih	Personnel
8.	Dwi Yulitaningrum	Household

Source: puskesmaswonokromosby.blogspot.com

Wonokromo Health Center involves all officers in implementing the E-Health application, in addition to the above administrators, there are additional administrators, namely counter officers whose job is to help the community if they experience problems and difficulties in accessing the e-health application. In this process, it has run optimally because all officers are involved in the service process. Wonokromo health center officers are ready to implement the E-health application because the E-Health application has become daily use for officers and also E-health has been around for quite a long time, namely around 2019 to date.

b. Financial Resources
Financial resources have a big impact on the success of a policy. Based on the results of interviews that have been conducted, financial resources are obtained from BLUD and APBD funds with the following details:

Table 2. *Funds obtained by Wonokromo Health Center*

No	Revenue	Allocation
1	BLUD	1. Banner 2. Leaflet 3. Mic for counseling 4. Brochure printing
2	APBD	1. Server financing (wifi) 2. PC purchase 3. Technology maintenance costs

c. Equipment resources
Equipment resources include facilities and infrastructure to support implementation. Based on the results of interviews conducted by researchers, there are equipment resources such as TVs available with different functions, functioning as a medium for socializing the use of the E-Health application and for displaying queue numbers available in each poly, besides that there are E-Kios which are useful for printing queue numbers.

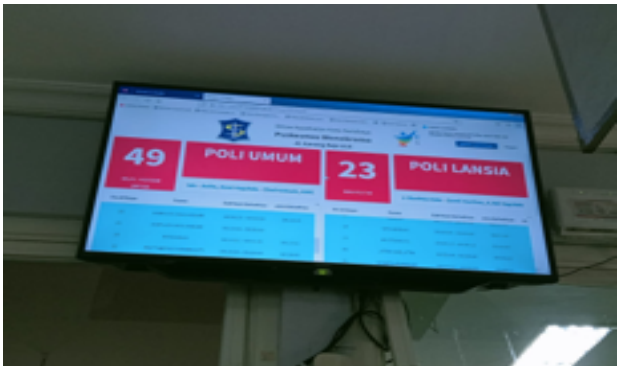

Figure 2. *TV Queue Number*

Figure 3. *Print queue number/E-stall*

3.3. Communication Between Related Organizations and Administrative Funcions in implementing E-health Application Policies at Wonokromo Health Center

The prospect of effective policy implementation is not only determined by the clarity of policy standards and objectives, but must also be communicated accurately and consistently to those responsible for policy implementation (accuracy and consistency) Van Meter & Van Horn, (1974: -464). Therefore, communication is an important aspect in determining the success of public policy implementation, because policy implementation will be successful if the process of exchanging information between those responsible for implementing policy programs and policy target groups takes place effectively (Happy Liow, 2018)). Quoted by Purnamasari and Perdana (2017), this communication is a mechanism for implementing effective public policies. The existence of communication that occurs between several parties, the less errors will be caused during the Implementation process. The communication carried out in the implementation of the E-health policy implementation at Wonokromo puskesmas is through information socialization, which was carried out at the beginning of the E-health policy being launched, the socialization process was carried out alternately by officers based on a schedule determined by the head of the Wonokromo puskesmas. Puskesmas officers conduct

socialization directly inside the puskesmas before the service starts, Wonokromo puskesmas also involves cross-sectors who are asked to conduct counseling related to the use of E-Health, such as at the RT level through arisan, at the RW level through posyandu, and at the Kelurahan level through bansos, the socialization process includes exposure to material on the importance of e-health as well as the distribution of brochures on how to use E-health.

3.4. Characteristics of the Implementing Organization in implementing the E-Health application policy at Wonokromo Health Center.

The characteristics of the implementing agency include the competence and number of staff of an agency, the structure of the bureaucracy, the level of hierarchical control over decisions and sub-unit processes in the implementing agency. Based on the research results, the organizational characteristics of e-health policy implementers include the head of the puskesmas, puskesmas officers (IT) and the community as policy users. The results of interviews conducted by researchers explain that the characteristics of the Implementing Organization are described in detail as follows:

a. Head of Puskesmas: high motivation is supported by making a socialization schedule for officers to go to the field in turn, and a strong commitment to implementing the e-health application. The Head of Puskesmas is responsible for overseeing, coordinating, and evaluating the implementation process of e-health applications at Wonokromo Health Center. The Head of Puskesmas also acts as a liaison between the parties involved in the implementation of e-health applications, such as the central government, local government, Health Office, and the community.
b. Puskesmas Officer (IT): high motivation is supported by providing knowledge about the e-health system to all officers, and a strong commitment in operating and monitoring the use of e-health applications. IT officers are tasked with providing information and education about e-health applications through a socialization process, as well as resolving technical and operational issues related to e-health applications.
c. Community: The community is the party that directly benefits from the implementation of e-health applications, namely the ease of taking queue numbers, faster and easier access, and higher satisfaction with health services. However, in this case the community still does not fully benefit from the existence of e-health due to the last level of education and lack of technological literacy which has an impact on the pattern of health services. People think to choose something easy by coming directly to the puskesmas rather than having to register online through e-health. In accordance with Mrs. Sumiah's statement, "I prefer to come directly to the puskesmas rather than having to go online, I don't understand and it's complicated".

3.5. Implementers' attitudes in implementing the E-Health application policy at Wonokromo Health Center.

One of the factors that influence the effectiveness of policy implementation is the attitude of implementers. If the attitude of the policy implementers agrees on part of the policy content, then the implementers will implement it properly, but if they

have different points of view, problems will arise in the policy implementation process. As stated by Van meter and Van Horn (2017), a high tendency affects the success of policy implementers. Therefore, in implementing the e-health request policy at the Wonokromo Health Center, it must pay attention to the attitudes of the implementers which are influenced by their perspective and views on the policy, by looking at variables that can affect the ability and willingness of implementers to implement the policy, among others. The attitude of the implementers supports the e-health policy at Wonokromo Health Center, shown by the officers by still socializing the E-health application through TV media, .The Surabaya City Health Office provides good facilities and infrastructure in the form of E-kios / queue number printing tools provided in front of the Wonokromo puskesmas to support the E-health application policy and provides TVs to continue socializing in the form of videos on how to use the E-health application. However, the socialization carried out does not seem to be evenly distributed, from the results of interviews conducted by researchers, there are still many people who do not know about the E-Health application and its use, so it becomes less effective because not all people come to visit Wonokromo puskesmas every day for treatment.

3.6. The social, economic and political environment of implementing e-health implementation guidelines at Wonokromo Health Center.

The last aspect that must be considered to evaluate the performance of public implementation from the perspective of Van Meter and Van Horn (1975) is the extent to which the external environment contributes to the success of the established public policy:

a. Social environment
   In this study, the social environment in question is the community, specifically in this study is the community of E-health application service users at Wonokromo health center. Social environmental factors can influence the adoption and effectiveness of e-health. The level of literacy of the last education is very influential for the mindset of the community around Wonokromo health center. The results of observations made by researchers show that the average last education of the community is SMA / equivalent. when compared to college graduates tend to have a deeper understanding than high school graduates. This of course affects the mindset of the people around the Wonokromo puskesmas who often think small and think less. broadly see a problem / phenomenon that exists both in the environment and outside. So that the Wonokromo community is still passive in receiving / seeking knowledge information about the E-health application policy and how to use it.

b. Economic environment
   The implementation of e-health policies at Wonokromo Health Center is influenced by the economic environment in several aspects. The following are explanations and examples:
   1) Budget and Resources:
      The level of budget availability and financial resources will affect the Puskesmas' ability to purchase e-health infrastructure and provide training for staff.

Example: If Puskesmas has sufficient budget, they can adopt an electronic medical record management system or online consultation platform.

2) Income Level of the Community:
   Communities with higher economic levels may be more receptive to e-health technologies as they have better accessibility.
   Example: Economically affluent groups can more easily pay for online health services or own devices that support the use of health apps.
3) Technology Infrastructure:
   The availability of technological infrastructure, such as internet access and electricity, is crucial to support e-health implementation.
   Example: If the region has good internet connectivity, health centers can integrate e-health systems to facilitate the exchange of patient information between health services.
4) Education and Digital Literacy:
   People's level of education and digital literacy can affect their ability to use e-health apps or platforms.
   Example: Puskesmas needs to ensure that there is an education program to improve people's understanding of the benefits and how to use e-health services.

By paying attention to these factors, the implementation of e-health policies at Wonokromo Health Center can be directed to suit local economic conditions, improve accessibility, and provide optimal benefits to the community. In addition to the above economic factors that influence the implementation of E-Health policies at Wonokromo Health Center, there are also two budget sources that can be obtained by Wonokromo Health Center, namely the Regional Public Service Agency (BLUD) and the Regional Revenue and Expenditure Budget (APBD). BLUD is the possibility of Puskesmas to manage revenue from services, grants, results of cooperation with other parties, and other legitimate BLUD revenues, to finance BLUD UPTD Puskesmas expenditures. While APBD is a budget source provided by the local government to finance Puskesmas activities.

c. Political Environment

In the E-health Policy, it can be seen that political conditions show positive things, starting with the launch of the E-Health application at the Wonokromo health center at the direction of the previous mayor, Mrs. Tri Rismaharini, then getting support and assistance from the Surabaya city government and Surabaya mayor Eri Cahyadi fully supports the E-health service application. The form of support can be seen by the procurement of TV queues at several points in front of the poly which supports the E-health application policy which is expected to make it easier for the community and the provision of 1 unit E-kios / queue number printing machine. The involvement of the RT, RW and kelurahan in terms of socialization greatly helps the process of disseminating E-health application counseling to local residents which is a form of support for the E-health policy.

4. Conclusion

Wonokromo Health Center has implemented e-health services in 2019. With the E-Health application, the needs and desires of the community, especially the community in the Wonokromo Health Center area, have been fulfilled. In addition, the community also benefits greatly from this E-health service, because the community does not need a long time to receive services because this is included in the number of queues received upon arrival and return.

In planning, implementing, and controlling e-health services, Wonokromo Health Center collaborates with stakeholders to support the implementation of e-health services to run according to the intent and purpose of this policy, such as the health department, RT RW and Kelurahan levels. This partnership is made possible by Wonokromo Health Center is well organized, where control is carried out in the process of implementing e-health policies.

From the public services that have been provided, Wonokromo Health Center has supported such as facilitating the community with queuing machines such as ATM machines and printers, the process of calling patient queue numbers has also used a system displayed via TV, but it is unfortunate that the socialization carried out regarding the e-health application is less evenly distributed, and is only carried out routinely at the beginning of the E-health application policy being launched, besides that, now socialization at Wonokromo Health Center is only carried out through E-Health Promkes Video shows on TV, this is less effective and efficient so it is not surprising that many of the people are unaware of the e-health application, and cannot operate it.

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