MIKAILALSYS
Journal of Multidisciplinary Sciences

e-ISSN : 2987-2286
p-ISSN : 2987-3924

Index : Dimensions, Scilit, Crossref, Garuda, Semantic, Lens,Google Scholar,Base, etc

https://doi.org/10.58578/mikailalsys.v3i1.4473

Determinant Factors in Improving the Quality of E-Government-Based Health Public Services at Syech Yusuf Hospital, Gowa Regency

Musdalifah Djamaluddin[1*], Haedar Akib[2], Anshari Anshari[3]
Universitas Negeri Makassar, Indonesia
musdalifahdjj@gmail.com; haedarakib@unm.ac.id

Article Info:

Submitted:	Revised:	Accepted:	Published:
Oct 25, 2024	Nov 27, 2024	Dec 15, 2024	Dec 26, 2024

Abstract

Health services are one of the important aspects of public services that aim to improve the welfare of the community. This research focuses on the quality of e-government-based health services at RSUD Sheikh Yusuf Gowa Regency, which has implemented information technology innovations such as SIMRS and Mobile JKN applications. Despite efforts to improve efficiency and public satisfaction, various obstacles remain, such as limited human resources, infrastructure, information systems, and suboptimal coordination between units. Using a descriptive qualitative approach, this study explores the determinants that affect service delivery, both enabling factors such as the competence of medical personnel, adequate facilities and infrastructure, and information technology, as well as inhibiting factors such as complicated bureaucracy, lack of digital literacy, and limited employee motivation. The results indicate the need for comprehensive improvements, including strengthening the capacity of human resources, simplifying procedures, improving facilities, and optimizing technology to improve the quality of health services. The findings are expected to serve as a basis for RSUD Sheikh Yusuf in providing better quality, efficient services that meet the expectations of the community.

Mikailalsys is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License

Keywords: Determinant Factors; Quality of E-Government; Health Public; Service; Syech Yusuf Hospital

INTRODUCTION

Public services, including health services, are the responsibility of the government as mandated in the 1945 Constitution (Mussagulova, 2021). The aim is to fulfill the basic needs of the community in order to improve welfare effectively and efficiently. Quality health services are an important part of creating public satisfaction, which is an indicator of the success of the public service system (Ullah et al., 2021). In the context of health services, hospitals act as service providers that are integrated with social security systems, such as BPJS. RSUD Sheikh Yusuf Gowa Regency, which is a classification "B" hospital, has service coverage for 18 sub districts. With a vision of "The Realization of a Quality and Competitive Hospital," this hospital continues to strive to improve the quality of health services that are fast, accurate, safe, and oriented towards customer satisfaction.

Along with the development of technology, RSUD Sheikh Yusuf has implemented e- government-based services, including the use of the Mobile JKN application for BPJS patient queue registration. This application is designed to facilitate access to health services, reduce waiting times, and improve service efficiency (Moroz et al., 2020). This innovation shows the hospital's efforts to adapt to the digital era. However, the implementation of this technology-based service is not without obstacles. The main obstacles faced include internet network disruptions, limited communication devices, and the unavailability of a dedicated access number that can be contacted for 24 hours (Lavidas et al., 2022). These issues often hamper the smoothness of the service process, especially in cases of medical referrals that require immediate treatment. In addition, the level of public understanding and trust in technology-based services is also a challenge. Low digital literacy and lack of socialization on the use of the Mobile JKN application may reduce the effectiveness of e-government implementation in the health sector. These factors require special attention to improve public acceptance and satisfaction with the services provided.

The ability of health workers to operate digital systems is also an important factor. Training and capacity building of health workers is required so that they can provide optimal services using the available technology. Limitations in this regard can affect the

quality of services provided to patients (Kwame & Petrucka, 2021). Integrated communication system support in hospitals is also a crucial aspect in ensuring the success of e-government-based services ((Hariguna et al., 2022). A poorly integrated system can affect coordination between hospital departments, which ultimately impacts patient satisfaction with health services. To achieve optimal quality of health services, RSUD Sheikh Yusuf Gowa Regency also needs to strengthen collaboration with various parties. Collaboration with government agencies, private institutions, and local communities can accelerate the resolution of obstacles, such as the availability of adequate health facilities and strengthening community digital literacy (Iyamu et al., 2022).

This collaborative approach allows hospitals to get additional resource support, both in terms of finance, training, and technology development needed to support the implementation of e-government-based services to the fullest (Simonsen et al., 2023). In addition, the sustainability aspect should also be a major concern in efforts to improve e-government-based health services. Hospitals need to design a long-term strategy that includes regular maintenance and updating of technological infrastructure, continuous training for health workers, and strengthening the monitoring and evaluation system (Tan et al., 2024). These measures not only ensure that services remain relevant to community needs, but also create a solid foundation for future service innovations. The use of data-driven approaches is also crucial in improving services. Analyzing patient data, service usage patterns, and community feedback can provide a clearer picture of areas that require improvement. Thus, RSUD Sheikh Yusuf can optimize resource allocation and design more targeted interventions. This not only improves operational efficiency, but also ensures that any service improvement efforts actually have a positive impact on patient satisfaction (Liu et al., 2021).

METHODS

This research was conducted at RSUD Sheikh Yusuf Gowa Regency, which was chosen because it is the only local government-owned hospital serving the community in the health sector and has been recognized as a Primary Teaching Hospital by the Ministry of Health. The research used a descriptive qualitative approach to understand the phenomena that occur, especially in terms of improving the quality of e-government-based public health services. Data sources include primary data from in-depth interviews,

observations of service providers and recipients, and secondary data from documents and other related references. Informants were determined by purposive sampling, involving various parties considered relevant, such as medical personnel, administrative staff, and patients.

Table 1. Informants, Topics and Codes

No	Informant	Code	Questions
1	Director of RSUD	DIR	What are the policies of RSUD Sheikh Yusuf regarding the implementation of e-government in healthcare services?
2	Head of IT Department	IT	What e-government features are implemented at RSUD Sheikh Yusuf? How has their implementation been so far?
3	Head of Medical Services	HMS	How does the e-government system impact the quality of medical services at RSUD Sheikh Yusuf?
4	Medical Personnel	MP	What is your experience using the e-government system in providing patient care? Are there any challenges?
5	Administrative Staff	ADM	How does the e-government system affect work efficiency in the administrative department? What are the main challenges in using it?
6	Patients	PTS	Do you feel that the e-government system at RSUD Sheikh Yusuf makes the service process easier? What is your impression of the system being used?
7	Family Members of Patients	FMP	Do you feel that e-government-based services provide convenience for the families of patients? Are there any difficulties in using the system?

The research focused on factors affecting the quality of public health services, including enablers such as technology, policy, HR training, and collaboration, and barriers such as limited resources, complex bureaucracy, and technical incompetence. Data collection techniques included interviews, observation and documentation, with data validation through triangulation, member checking and reflection to ensure credibility, transferability, dependability and confirmability. Data analysis was carried out descriptively qualitatively through three stages: data condensation to simplify and select relevant data, logical and systematic presentation of data, and drawing conclusions that were verified during the research. This process aims to produce findings that are valid, robust, and relevant to the research focus, namely improving the quality of e-government-based health services at RSUD Sheikh Yusuf Gowa Regency.

RESULTS

The results of interviews with several informants stated:

Table 2. Result of Interview session 1.

No	Informant	Code	Interview Results
1	Director of RSUD	DIR	"Our priority is improving healthcare quality through technology. The e-government system helps us track services better and ensures transparency. But we're still improving it. Regular updates and support are crucial, especially in maintaining system reliability and meeting patient expectations."
2	Head of IT Department	IT	"We've implemented features like online registration, digital medical records, and a patient feedback system. Most patients use the online registration, but not everyone is familiar with it, so we also provide manual support. System stability is a big focus now because downtimes create bottlenecks. We also plan to enhance the mobile app for better accessibility."
3	Head of Medical Services	HMS	"The e-government system has significantly reduced the time needed for administrative tasks. However, some medical staff are still adjusting, and we've noticed that older staff struggle more with using the system. Continuous training is necessary. Also, we're exploring ways to integrate the system further into treatment workflows, not just admin processes."
4	Medical Personnel	MP	"It's helpful because I can access patient records quickly, but there are times when the system lags, especially during peak hours. Sometimes we have to go back to manual records, which is frustrating. If the system can be optimized for speed and simplicity, it will make our work a lot easier. I think a quick troubleshooting guide for staff would help."

Based on the interviews conducted, it can be concluded that the implementation of the e-government system at RSUD Sheikh Yusuf has brought significant improvements in service efficiency and transparency. According to the Director of RSUD, the system enhances healthcare quality by enabling better service tracking, although continuous updates and support are necessary to maintain reliability and meet patient expectations. The Head of IT Department highlighted key features such as online registration, digital medical records, and patient feedback mechanisms, while noting that system stability and accessibility remain areas for improvement. The Head of Medical Services emphasized the reduction in administrative workload but pointed out the need for regular training, especially for older staff, to ensure effective adoption. Medical personnel shared that while the system simplifies access to patient records, technical lags during peak hours often

disrupt workflows, underscoring the importance of optimizing the system's speed and providing troubleshooting resources.

Furthermore, the results of the interview in session 2, obtained answers in the form of:

Table 3. Result of Interview session 2

No	Informant	Code	Interview Results
5	Administrative Staff	ADM	"For us in administration, this system is a lifesaver. Billing, scheduling, and patient tracking are faster now. But honestly, we face challenges when the system crashes or during power outages. We also receive a lot of questions from patients who aren't tech-savvy, so we've started assisting them more. Adding multilingual support might be a good idea for some users."
6	Patients	PTS	"The online registration is great. I don't have to wait in long lines anymore. But one time, the app didn't work, and I had to come early to register manually. It was inconvenient. Also, some elderly patients have trouble using the app. Maybe more instructions or a hotline would be helpful for those who are not familiar with technology."
7	Family Members of Patients	FMP	"I like that I can check on my family member's treatment progress through the system. It saves me the hassle of asking the staff repeatedly. However, the platform isn't very user-friendly. It took me a while to figure out how to use it. A clearer user guide or a quick tutorial video on the app would make things easier."

The interviews reveal that the e-government system at RSUD Sheikh Yusuf has positively impacted administrative processes and user convenience, although challenges persist. Administrative staff expressed that the system has streamlined tasks such as billing, scheduling, and patient tracking, but technical issues, such as crashes and power outages, hinder efficiency. They also noted the need to assist less tech-savvy patients, suggesting that multilingual support could improve accessibility (Yuen et al., 2021). Patients highlighted the benefits of online registration in reducing waiting times but mentioned difficulties when the app occasionally failed, particularly for elderly users who struggle with the technology. They recommended clearer instructions or a dedicated hotline for assistance. Similarly, family members of patients appreciated the convenience of tracking treatment progress but found the platform not user-friendly, suggesting the addition of a user guide or tutorial video to ease navigation. While the system has enhanced service

delivery, these findings underscore the need for technical improvements, user support, and accessibility enhancements to address diverse user needs effectively.

DISCUSSION

The results of the research findings that the driving factors and inhibitors of health services at the Sheikh Yusuf Hospital, Gowa Regency, have an important role in determining the quality of service. The driving factors to achieve excellent service include professional human resources, adequate facilities and infrastructure, effective management information systems, and efficient service flow. When these factors are met, public services in health can run better. However, there are also inhibiting factors that need to be overcome, such as a shortage of competent medical personnel, inadequate facilities and infrastructure, an unoptimized information system, and inefficient service flow. To overcome this, efforts are needed to increase the professionalism of human resources, optimize information systems, provide sufficient facilities and infrastructure, and improve service flow. This research also emphasizes the importance of changes in various aspects, including technology and management systems, to achieve better public services. Public services must comply with service standards that are fast, precise, accurate, inexpensive, and friendly, as stipulated in the Ministerial Decree No. 63/2003. Therefore, comprehensive efforts are needed, such as simplifying procedures, improving officer competence, developing information technology, and improving coordination between agencies, to improve the effectiveness and efficiency of population and health administration services.

Human resources as a workforce or employee in an organization, which has an important role in achieving success. human resources in public services are an indispensable factor as a service operation. In the implementation of services, there is still lack of human resources for both quantity and quality. In terms of quantity, the lack of human resources can be seen that the number of available service implementers is not proportional to the large number of service applicants. In addition, the quality of human resources for service delivery is still faced with the lack of professional resources related to e-lecteracy (the ability to use IT including internet operation) and carry out tasks (Sedarmayanti P.S, 2009) . implementation of public services in a government agency is largely determined by the existence of supporting factors and inhibiting factors in the

process of providing services to the community. The success of a service will be largely determined by the presence of several supporting factors. Conversely, the failure of a service is caused by the presence of inhibiting factors that interfere with implementation of services to the community.

There are several driving determinants that can affect health services related to adequate resources, both in terms of medical personnel and the hospital management system at Sheikh Yusuf Hospital, Gowa Regency, which are very important to improve the quality of health services to the community. Good medical personnel competence, both in terms of knowledge, skills, and experience, is one of the key factors in providing quality and professional health services. The success of health services at RSUD Sheikh Yusuf depends not only on the competence of medical personnel, but also on the availability of adequate facilities and infrastructure. Professional and competent medical personnel need to be supported by complete and quality medical facilities. Good facilities and infrastructure, such as modern medical equipment, comfortable treatment rooms, and supporting computerized systems, allow medical personnel to provide treatment more efficiently and safely.

The implementation of information technology in healthcare services, particularly through the use of Hospital Management Information Systems (SIMRS) and Electronic Medical Records (EMRs), plays a crucial role in enhancing service efficiency. These systems enable centralized data collection, processing, and storage, facilitating faster and more informed medical decision-making processes. Studies have shown that e-health technologies, such as SIMRS, not only improve operational efficiency in hospitals but also enhance the accuracy of diagnoses and treatments provided to patients (Riana et al., 2021). Moreover, these technologies allow medical personnel to access patient health information seamlessly, minimize data duplication, and foster better coordination across departments within a healthcare institution. Additionally, telemedicine and remote consultation services further broaden public access to quality healthcare services.

In alignment with the theory of medical personnel competence, the effectiveness of healthcare services is significantly influenced by the ability of medical staff to operate advanced infrastructure and technology efficiently. Trained personnel adept at utilizing sophisticated medical equipment and information systems can significantly improve the quality of patient care (Stoumpos et al., 2023). This underscores the importance of

continuous professional development and training programs to optimize the use of technology in clinical settings.

However, challenges such as inadequate coordination between units or departments remain a critical issue that undermines the effectiveness and quality of healthcare services. Poor inter-departmental coordination often results in procedural errors, redundancy of tasks, and delays in responding to patient needs. For example, overlapping responsibilities between units may lead to duplicated efforts, wasting resources and potentially causing errors in administrative or clinical procedures, ultimately compromising patient safety and satisfaction. The findings presented are consistent with the observations made by Nash, Smith, and Williams (2021), who highlighted the role of e-health technologies in improving operational efficiency and clinical accuracy. Their study emphasized that the integration of centralized information systems significantly reduces the time required for data retrieval and enhances decision-making capabilities. (Torab-Miandoab et al., 2023) underscored the importance of medical personnel competence in ensuring the effective utilization of healthcare technologies, echoing the necessity for targeted training programs.

On the other hand, the issue of poor coordination between healthcare units has also been corroborated by research from (Dyb et al., 2021), which revealed that fragmented communication systems are a major barrier to efficient service delivery in healthcare. Their study pointed out that technological interventions, such as integrated communication platforms, can mitigate these issues by streamlining inter-departmental collaboration and ensuring real-time information sharing. In healthcare, rapid response to patient needs is critical. Poor coordination between units within the hospital or related agencies leads to longer waiting times, slower service delivery, and increased patient frustration. Healthcare management emphasizes that hospitals with good coordination systems tend to respond faster to patient requests and provide more efficient care (Wennman et al., 2022).

Employees' inability to understand customer needs, lack of communication skills, and lack of motivation are important factors that can hinder the delivery of effective and satisfactory healthcare services. Based on recent theories, these factors can significantly affect service quality. In the context of healthcare, it is important for employees to have adequate capabilities to meet patients' needs in an efficient, responsive and empathetic manner. This talk will review how employee incompetence, whether in terms of

understanding customer needs, communication skills or motivation, affects service quality, as well as the solutions that can be applied based on recent theories.

Intrinsic motivation (motivation that comes from within the employee, such as a sense of accomplishment or personal satisfaction) has a major effect on the quality of work performed. Motivated employees will not only work harder but are also more likely to give extra attention to patients, which in turn improves the patient's experience of the service provided. High motivation among employees will contribute to patient satisfaction, as motivated employees will exhibit a positive attitude and strive to improve service quality, while less motivated employees tend to provide minimalist services (Montuori et al., 2022).

The availability of relevant information and a deep understanding of the customer (in this case, the patient) is critical to improving service quality. They added that employees who have a good understanding of patients' needs can provide more responsive and targeted services. To deliver quality services, it is important for service providers to have access to accurate and relevant information about customers (patients). In the context of healthcare, relevant information includes a patient's medical data, medical history, physical condition, and their needs and preferences regarding their care. With complete and well-organized information, hospitals or health facilities can plan and provide more targeted services, in accordance with the patient's conditions and expectations. (Rahman et al., 2023)

Regulations and bureaucracy are structures that include guidelines, procedures, and rules that govern the service process in an organization. Although designed to provide an organized and standardized framework, complex procedures can slow down the service process and create barriers for customers or patients in getting the services they need (Flessa & Huebner, 2021). Complicated and complex rules and bureaucracy can have a negative impact on service administration, including in the health sector. To provide effective and efficient services, service procedures must be clear, simple, and easily understood by all parties involved. Complex, convoluted, and poorly organized procedures can create ineffectiveness in service delivery and potentially increase the level of customer dissatisfaction. In healthcare, complicated and unclear administrative procedures can cause confusion among patients and staff, resulting in delays in the service process. For example, patients may have difficulty understanding the registration process, insurance claim submission procedures, or medical referral arrangements if the rules are not conveyed in a simple and clear manner. (Vafaee-Najar et al., 2024)

Quality health services depend on how supporting factors, such as employee competence, good coordination, and adequate infrastructure, are maximized. On the other hand, inhibiting factors such as complicated bureaucracy, incompetence of employees, and lack of adequate resources and infrastructure need to be addressed. Efforts to improve the quality of health services at RSUD Sheikh Yusuf Gowa Regency should include improvements in all these aspects, with a focus on simplifying procedures, developing employee competencies, and fulfilling resource needs.

CONCLUSION

Health services at RSUD Sheikh Yusuf Gowa Regency are influenced by supporting and inhibiting factors that mutually affect service quality. Supporting factors include the presence of competent human resources, the availability of supporting facilities and infrastructure, the application of information technology such as SIMRS and telemedicine, and efficient service flow. All of these factors play an important role in creating fast, precise and professional services. However, there are inhibiting factors that need to be considered, such as the lack of qualified medical personnel and adequate numbers, limited facilities, information systems that are not fully optimized, complicated bureaucracy, and lack of coordination between units. The inability of employees to understand patient needs and limited motivation are also challenges that affect patient satisfaction. To improve services, comprehensive improvement efforts are needed, including strengthening the capacity of human resources, simplifying procedures, improving infrastructure, and optimizing information technology. By overcoming these obstacles, RSUD Sheikh Yusuf can provide health services that are of higher quality, more efficient, and in line with public expectations.

REFERENCES

Dyb, K., Berntsen, G. R., & Kvam, L. (2021). Adopt, adapt, or abandon technology-supported person-centred care initiatives: Healthcare providers' beliefs matter. *BMC Health Services Research*, *21*(1), 240. https://doi.org/10.1186/s12913-021-06262-1

Flessa, S., & Huebner, C. (2021). Innovations in Health Care—A Conceptual Framework. *International Journal of Environmental Research and Public Health*, *18*(19), Article 19. https://doi.org/10.3390/ijerph181910026

Hariguna, T., Rahardja, U., & Sarmini. (2022). The Role of E-Government Ambidexterity as the Impact of Current Technology and Public Value: An Empirical Study. *Informatics*, *9*(3), Article 3. https://doi.org/10.3390/informatics9030067

Iyamu, I., Gómez-Ramírez, O., Xu, A. X., Chang, H.-J., Watt, S., Mckee, G., & Gilbert, M. (2022). Challenges in the development of digital public health interventions and mapped solutions: Findings from a scoping review. *DIGITAL HEALTH*, *8*, 20552076221102255. https://doi.org/10.1177/20552076221102255

Kwame, A., & Petrucka, P. M. (2021). A literature-based study of patient-centered care and communication in nurse-patient interactions: Barriers, facilitators, and the way forward. *BMC Nursing*, *20*(1), 158. https://doi.org/10.1186/s12912-021-00684-2

Lavidas, K., Apostolou, Z., & Papadakis, S. (2022). Challenges and Opportunities of Mathematics in Digital Times: Preschool Teachers' Views. *Education Sciences*, *12*(7), Article 7. https://doi.org/10.3390/educsci12070459

Liu, S., Li, G., Liu, N., & Hongwei, W. (2021). The Impact of Patient Satisfaction on Patient Loyalty with the Mediating Effect of Patient Trust. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, *58*, 00469580211007221. https://doi.org/10.1177/00469580211007221

Montuori, P., Sorrentino, M., Sarnacchiaro, P., Di Duca, F., Nardo, A., Ferrante, B., D'Angelo, D., Di Sarno, S., Pennino, F., Masucci, A., Triassi, M., & Nardone, A. (2022). Job Satisfaction: Knowledge, Attitudes, and Practices Analysis in a Well-Educated Population. *International Journal of Environmental Research and Public Health*, *19*(21), Article 21. https://doi.org/10.3390/ijerph192114214

Moroz, N., Moroz, I., & D'Angelo, M. S. (2020). Mental health services in Canada: Barriers and cost-effective solutions to increase access. *Healthcare Management Forum*, *33*(6), 282–287. https://doi.org/10.1177/0840470420933911

Mussagulova, A. (2021). Predictors of work engagement: Drawing on job demands–resources theory and public service motivation. *Australian Journal of Public Administration*, *80*(2), 217–238. https://doi.org/10.1111/1467-8500.12449

Rahman, M. M., Karim, R., Moniruzzaman, M., Hossain, M. A., & Younes, H. (2023). Modeling Hospital Operating Theater Services: A System Dynamics Approach. *Logistics*, *7*(4), Article 4. https://doi.org/10.3390/logistics7040085

Riana, D., Hidayanto, A. N., Hadianti, S., & Napitupulu, D. (2021). Integrative Factors of E-Health Laboratory Adoption: A Case of Indonesia. *Future Internet*, *13*(2), Article 2. https://doi.org/10.3390/fi13020026

Simonsen, E. M., Herrera, R. F., & Atencio, E. (2023). Benefits and Difficulties of the Implementation of Lean Construction in the Public Sector: A Systematic Review. *Sustainability*, *15*(7), Article 7. https://doi.org/10.3390/su15076161

Stoumpos, A. I., Kitsios, F., & Talias, M. A. (2023). Digital Transformation in Healthcare: Technology Acceptance and Its Applications. *International Journal of Environmental Research and Public Health*, *20*(4), Article 4. https://doi.org/10.3390/ijerph20043407

Tan, A. J., Rusli, K. D., McKenna, L., Tan, L. L., & Liaw, S. Y. (2024). Telemedicine experiences and perspectives of healthcare providers in long-term care: A scoping review. *Journal of Telemedicine and Telecare*, *30*(2), 230–249. https://doi.org/10.1177/1357633X211049206

Torab-Miandoab, A., Samad-Soltani, T., Jodati, A., & Rezaei-Hachesu, P. (2023). Interoperability of heterogeneous health information systems: A systematic literature review. *BMC Medical Informatics and Decision Making*, *23*(1), 18. https://doi.org/10.1186/s12911-023-02115-5

Ullah, Z., Sulaiman, M. A. B. A., Ali, S. B., Ahmad, N., Scholz, M., & Han, H. (2021). The Effect of Work Safety on Organizational Social Sustainability Improvement in the Healthcare Sector: The Case of a Public Sector Hospital in Pakistan. *International Journal of Environmental Research and Public Health*, *18*(12), Article 12. https://doi.org/10.3390/ijerph18126672

Vafaee-Najar, A., Hooshmand, E., Pourtaleb, A., & Chenar, H. R. (2024). New experience of implementing patient e-referral in the Iranian health system: A qualitative study. *BMC Medical Informatics and Decision Making*, *24*(1), 290. https://doi.org/10.1186/s12911-024-02706-w

Wennman, I., Jacobson, C., Carlström, E., Hyltander, A., & Khorram-Manesh, A. (2022). Organizational Changes Needed in Disasters and Public Health Emergencies: A Qualitative Study among Managers at a Major Hospital. *International Journal of Disaster Risk Science*, *13*(4), 481–494. https://doi.org/10.1007/s13753-022-00423-4

Yuen, S. W. J., Tay, T. Y., Gao, N., Tho, N. Q., & Tan, N. C. (2021). Development of a decision aid to support colorectal cancer screening: Perspectives of Asians in an endemic urban community—a qualitative research study. *BMC Medical Informatics and Decision Making*, *21*(1), 86. https://doi.org/10.1186/s12911-021-01404-1