

# HEALTH SOCIAL SECURITY REFERRAL SYSTEM IN TOTO KABILA REGIONAL GENERAL HOSPITAL, BONE BOLANGO DISTRICT

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## ABSTRACT

This research aims to know how human resources are at the Toto Kabila Regional General Hospital, the availability of facilities and infrastructure for the implementation of the Health Social Security participant service system and know the Health Social Security verification system that exists at the Toto Kabila Regional General Hospital.

The method used in this study is the type of research that is descriptive- Qualitative with a qualitative approach using data collection methods of observation, interviews and documentation

The results of this study were obtained in terms of sufficient human resources and no shortage of health workers, in terms of material (facilities and infrastructure) is not adequate because the lack of printing and computer facilities that sometimes have errors and in terms of the verification system already uses a bridging system that is fast and efficient in service. In the registration flow process by the patient, there were no errors during the service process, even so the deficiencies could still be handled properly by the Toto Kabila Hospital, Bone Bolango Regency, so that patients still get a good service process so that the health social security referral system is maximized.

**Keywords :**Referral system, Social Security Administration Agency (BPJS)

## INTRODUCTION

The hospital is an integral part of a social and health organization with the function of providing comprehensive (comprehensive), disease healing (curative) and disease prevention (preventive) services to the community. The hospital is also a training center for health workers and a medical research center. A hospital is a place in the form of a health facility with the aim of providing services, especially overall health and prioritizing healing as the final result by implementing it in an integrated manner in an effort to provide health improvement and disease prevention which can also be utilized for staff education and research [8]. The National Social Security System (SJSN) is administered by the Health Social Security

Administration Agency (BPJS) through a mandatory health insurance system known as the National Health Insurance. The purpose of establishing JKN is that all Indonesian citizens are protected by the insurance system, so that their basic needs for life are met. Every JKN participant has the right to receive health services that are comprehensive and implemented in stages, effectively and efficiently by using the principles of quality control and cost control based on medical indications. Therefore, to get these health services, First Level Health Facilities (FKTP) and Advanced Referral. Health Facilities (FKRTL) must implement a referral system [1].

The health service referral system is a health facility that provides health services, where the health service regulates the reciprocal delegation of duties and responsibilities for health services, both vertically and horizontally [4].

Human Resource Management (HRM) is the use of a number of individuals to achieve organizational goals. The coordination of managers at every level must see themselves with human resource management. Human resource management also concerns the design of planning system implementation, staffing, employee development, career management, performance evaluation, employee compensation and good employment relations. Human resource management involves all management decisions and practices that directly affect human resources [2].

Human resource management is needed to increase work productivity and effectiveness and efficiency in the use of human resources. So that what is the purpose of the organization will be achieved as it should [2].

Before getting health services, participants must first be registered at a First Level Health Facility (FKTP) that has collaborated with BPJS Kesehatan. If after arriving the First Level Health Facility (FKTP) is unable to facilitate and provide services, the participant can be referred to the Advanced Level Health Facility (FKTL) according to medical indications. At the advanced level of health services, participants can visit the BPJS Center Hospital by showing their participant card and submitting a referral letter from the first level health service. After that the participants will receive a Participant Eligibility Letter (SEP) to receive further health services [5].

The Patient Eligibility Letter is a letter issued by the BPJS based on the data base

obtained from the BPJS center and is a document stating that the patient is an active participant of the BPJS and all provisions and financing matters relating to the participant are the responsibility of the Health BPJS, but if the participant needs emergency services, the participant can immediately obtain services in every health facility. Costs due to emergency services are billed directly by the facility to BPJS Kesehatan

The system is a set of components or a network of procedures that are interrelated and work together to form a network to achieve certain goals or objectives. While the elements that represent a system in general are input, processing and output and the system is a collection of elements that interact to achieve a certain goal. This system describes an event and a real entity is a real object, such as places, things, and people who really exist and happen [9].

The system is a form of elements or parts that are interconnected and influence. Elements consist of many elements, and can be simplified into six elements, namely:

a. input (input)

Input is a collection of elements or parts contained in the system and which are needed for the functioning of the system. Input to produce health services consists of Man, Money, Material, Mathode, Machine

b. Process

Process is a collection of elements or parts contained in the system and functions to convert inputs into planned outputs. The process in health services is an administrative function, the most important of which are planning, organizing, implementing and assessing.

c. Output

Output is a collection of elements or parts resulting from ongoing processes in the

system. Outputs in health services are those that will be utilized by the community.

d. Impact

Impact is the result produced by the output of a system.

The health referral system is a series of activities carried out by health service providers in an effort to provide the necessary interventions to meet the needs of patients in the health sector [6].

Individual Health Service Referral System, what is meant by a health service referral system is the implementation of health services that regulates the reciprocal delegation of duties and responsibilities of health services both vertically and horizontally[10]

In carrying out health services at the advanced level, the Facility regarding the Implementation of Health Insurance, at the first level and advanced level of health, must implement a tiered referral system. Health facilities can be divided into two types of referrals, including:

a. Horizontal Reference

This referral is made between health services at one level if the referrer cannot provide health services according to the patient's needs due to limited facilities, equipment or personnel which are temporary or permanent in nature.

b. Vertical Reference

This referral is made between different levels of health services, it can be done from a lower level of service to a higher level of service or vice versa. According to the type of referral includes health referrals and medical referrals which can be horizontal or vertical and reciprocal.

The Government of Indonesia through the Ministry of Health of the Republic of Indonesia has made the health service system

structured in stages or stages as described in the sub-chapter above. This division of health service levels is carried out so that all health efforts can run effectively and efficiently and empower the functions and roles of existing health resources from both the government, private and community parties. An effective referral system demonstrates that there is a close relationship between all levels of the health system and helps to ensure that everyone receives the best and closest health care to where they live.

Health insurance is a guarantee in the form of health care so that people get the function of protecting and maintaining health in realizing health interests, in this case, people who pay contributions or contributions paid by the government are obliged to get these health services [15].

that everyone has the right to compulsory social security for the entire population including the National Health Insurance (JKN) through a Social Security Administration Agency (BPJS) to be able to meet the basic needs of a decent life and increase their dignity towards a prosperous, just and prosperous Indonesian society. And to provide comprehensive social security, the state has developed a National Social Security System (SJSN) for all Indonesian people

Social insurance principles include:

a. Mutual cooperation between the rich and the poor, the healthy and the sick, the old and the young, and those at high and low risk.

b. Compulsory and non-selective participation

c. Contributions are based on a percentage of wages or income, and are non-profit

The National Health Insurance Program (JKN) is a health insurance program implemented by BPJS Health on January 1, 2014. Through the JKN program, all

Indonesian people will receive health care insurance

guidelines for implementing the JKN program in Service Procedures at Advanced Referral Health Facilities (FKRTL), including:

- a. Participants come to the hospital by showing their JKN participant's identity number and referral letter, except for emergency cases, without a referral letter
- b. Participants receive Participant Eligibility Letters (SEP) to obtain services
- c. Participants can obtain outpatient and/or inpatient services according to medical indications
- d. If a specialist or subspecialist doctor provides a statement that the patient still needs treatment at the FKRTL, then for the next visit the patient will come directly to the FKRTL, then for the next visit the patient will come directly to the FKRTL (without having to go to the FKTP first) bringing a certificate from the doctor
- e. If a specialist or subspecialist doctor provides a letter of referral back, then for further treatment the patient goes directly to the FKTP to bring a letter of referral back from the specialist or subspecialist doctor
- f. If the specialist or subspecialty doctor does not provide the intended certificate, then on the next visit the patient must go through the FKTP
- g. Physiotherapy can practice physiotherapy services independently (as part of the FKTP network for basic medical rehabilitation services) or work in health care facilities
- h. Medical rehabilitation services at FKRTL are carried out by specialists in physical medicine and medical rehabilitation can be given to doctors who have been assigned as coordinators for the department or department or hospital medical rehabilitation installation, with limited

authority in accordance with clinical authority and recommendations for clinical assignment letters given by hospital medical committee to the director or head of the hospital

- i. If in the future the hospital already has a specialist in physical medicine and medical rehabilitation, then all medical rehabilitation services will again become the authority and responsibility of a specialist in physical medicine and medical rehabilitation.

## RESEARCH METHODS

The type of research used by researchers in this study is a qualitative approach. Qualitative research is a type of research that specifically uses techniques to obtain answers or in-depth information about one's opinions, perceptions and feelings. With a qualitative approach, researchers directly deal with informants to collect the data and information needed, either from the location, employees or consultants as well as referral patients or existing records to support research.

The type of research used in this study is descriptive-qualitative in nature, namely to describe the results of the evaluation of the health social security referral system at the Toto Kabila Regional General Hospital.

Sources of data that will be used in this study are direct observation and interview results (officers who make referrals, hospital operators, patients who request referrals and heads of room installations). The data collection method in this study was carried out through observation, in-depth interviews and documentation [5].

## RESEARCH RESULT

In this study, there were 8 (eight) informants who made social security referrals

at Toto Kabila Hospital. then the results of the research and discussion adjusted to the focus and sub-focus of the research are described as follows:

### **HR (Human Resources)**

the total number of informants in this study was 8 people consisting of 1 person in charge of the BPJS room, 2 people in charge of inpatient care, 3 people in charge of outpatient care and 2 people in charge of compiling reports and the BPJS registration section. Human resource input can be seen in terms of quantity and quality. In terms of quantity, this study discusses health workers who influence the running of patient services. Therefore, for the service to run, it is necessary to have health workers to assist the service process.

Based on the results of interviews, observations and document reviews conducted by researchers, it can be concluded that the human resources at Toto Kabila Hospital who assist in the service process do not experience a shortage in the number of workers and it can be seen that health workers already know their respective roles. In carrying out their duties to carry out the referral process at the Toto Kabila Hospital, health workers collaborate with other officers who are responsible for the referral process and this is in accordance with the job descriptions that have been determined. Apart from being seen in terms of quantity, the input at Toto Kabila Hospital is seen in terms of how the quality of the input affects the running of services to patients.

Based on the results of interviews, review of documents and observations made by looking directly at the working hours of officers and the organizational structure installed in the room, it can be concluded that the services of health workers have been fulfilled in serving patients at the Toto Kabila

Regional General Hospital, so that they have provided patient satisfaction by providing the best service. This is also in accordance with the results of interviews and document reviews with observations found that in the process of implementing services provided by officers in accordance with the SOP of the Toto Kabila Regional General Hospital in serving patients well

### **Facilities and infrastructure**

Based on the results of the interviews, observations that were seen directly in the field and the review of the documents above, it is known that the facilities and infrastructure that have been provided by the hospital have been fulfilled, but there are several facilities that experience disruptions during the service process for patients or facilities that are already available but not yet can be said to be enough to support the service to be faster

### **Verification System**

Based on the results of interviews, document reviews, and observations that were seen directly in the field, the obstacles in implementing the bridging system are problems in the network because the implementation of the bridging system application system requires a stable network, so if the network has problems, it will slow down work or take a long time to serve patients.

### **Referral Service Registration Process Flow**

In handling the JKN program, the Toto Kabila Hospital has its own registration requirements and process flow in serving patients, so that the hospital has its own policy in the service process. Based on the results of observations, interviews and document reviews conducted on health workers regarding the flow of registration implementation at Toto Kabila Hospital which showed the following results:

## a. Live

Direct registration that has not been registered via the system or from the polyclinic, especially for new patients. Before going to the counter the patient prepares several files such as referral letters, BPJS cards, identity cards (KTP) and the patient fills out the patient identity form in the system. After the registration file requirements are complete, the registration process can be carried out and each patient will get a medical record number and treatment card. Meanwhile, old patients are patients who have had treatment at Toto Kabila Hospital and prepared files in advance, such as referral letters, BPJS cards, medical cards from Toto Kabila Hospital. After preparing the files, the patient goes directly to the registration counter, after the registration counter the patient gets a queue number to go to the poly and SEP (Patient Eligibility Letter) to the intended poly

## b. Auto Registration

Auto-registration is a patient who has been registered at the polyclinic registered by a nurse from the referring party and auto-registration patients can take a queue number. Before the patient goes to the counter, the patient prepares files first, including a referral letter, BPJS card, after that the patient goes to the counter to get the patient's SEP and goes directly to the intended polyclinic [7].

Based on the results of the interview above, it was found that there were problems in the registration flow for JKN patients, including that the patient still did not know information about the BPJS referral flow at the Toto Kabila Regional General Hospital, besides that the patient did not bring or forgot to bring a referral letter that would be used for the

registration process. because patients do not get information if a referral letter or patient identity is used for the registration process.

Based on the results of observations in carrying out their duties to carry out the JKN referral process at the To

to Kabila Regional General Hospital, there is cooperation between officers who are responsible for implementing the referral service flow process so that they can still control patients who do not understand the service flow by providing information about the existing service flow. at Toto Kabila Regional General Hospital. However, to simplify the process of implementing the flow of services, the hospital should provide information to patients, whether it's installing the groove in the BPJS room or in the registration room so that patients don't experience errors again about the flow and information on requirements for registration.

**DISCUSSION****HR (Human Resources)**

Based on the research conducted, it is known that the involvement of officers in carrying out referrals at the Toto Kabila Regional General Hospital is by collaborating between health workers who can provide services to patients so that patients get satisfaction and service from the hospital. Human Resources (HR) at the Toto Kabila Regional General Hospital are sufficient and there is no shortage of health workers. This is because patients who come have been served by health workers and patients get satisfaction in service. Therefore, the health workers at the Toto Kabila Regional General Hospital have carried out their duties according to their responsibilities [13].

Every organization that has an organizational structure means that it shows

the division of tasks and positions hierarchically from the top to the bottom level. This is useful so that every individual in the organization knows the responsibilities that each has. This can also help the role of each task in handling the implementation of JKN referrals. The implementation of the JKN referral implementation already has a separate division of tasks in managing the system [3].

Health workers who can provide services in accordance with the job descriptions specified in the SOP so that health workers can control and know their own duties. Regarding the training provided from the hospital, health workers have attended training because at the Toto Kabila Regional General Hospital, officers are required to attend training. So that officers can prevent mistakes in service and officers get the knowledge given during training.

#### **Materials (Facilities and Infrastructure)**

Supporting equipment that is very important in carrying out advanced level referral services at the Toto Kabila Regional General Hospital. With the existence of complete facilities and infrastructure, the service process is not disrupted and hinders the service process so that patients are faster and feel satisfied in getting services at the hospital. Therefore, it is necessary to provide several complete facilities that can expedite the process of referring BPJS participants to the Toto Kabila Regional General Hospital.

The completeness of health facilities is more a burden on the state in fulfilling them. The state has a big role in providing social security for all classes of people where one way is to complete the completeness of health facilities and infrastructure. The availability of adequate facilities can improve hospital performance in conducting examinations on patients and is a must for the referral process

which is carried out due to limited facilities which can hinder the process of implementing advanced outpatient referrals at the Toto Kabila Regional General Hospital [14].

Based on the results of interviews and observations conducted by researchers, it is known that there are several shortages of facilities such as printers at the counter and in the room, which in this case can hinder the process of implementing advanced level referral services for JKN participants at the Toto Kabila Regional General Hospital. The completeness of service facilities greatly influences the improvement of a service because if a health service facility is available and complete, the working employees will easily complete any work that is burdened to them. So that patients who come to use health services also benefit, because the services patients need are available at the service [11].

Application of health facilities, infrastructure and devices that to support quality health services and reduce referral rates requires safe and ready-to-use medical facilities, infrastructure and devices in health care facilities according to their type and level [12].

It is hoped that the hospital will continue to monitor facilities that are having technical errors that hinder the process of implementing advanced level referral services for JKN participants at the Toto Kabila Regional General Hospital. It can be concluded that the facilities and infrastructure owned by the Toto Kabila Regional General Hospital in the process of implementing BPJS referrals are not fully optimal because some of the facilities are lacking or are already available but there are still a few problems with the technician.

#### **Verification System**

Participation administration verification is examining the suitability of the claim file,

namely between the Participant Eligibility Letter (SEP) and the participation data inputted in the Vclaim application. The things that must be considered in the verification of service administration are:

- a. Match the suitability of the claim file with the required file in the completeness and validity of the file
- b. If there is a discrepancy between the completeness and validity of the file, the file is returned to the hospital to be completed.

The claim file verification process starts from collecting the JKN claim files when the patient registers up to submitting the claim files to the BPJS verifier officer. In the early stages, the verification officer will check the completeness of the files brought by the patient. If the files brought by the patient are complete, the officer will make a SEP. Based on the results of research conducted at the Toto Kabila Regional General Hospital, the hospital has used a bridging system so that with this bridging system it makes it easier for the service process in the hospital to be fast and efficient so that patients also feel satisfied with the services provided by the hospital.

To bridge the connection between SIMRS and BPJS, a bridging system application is needed. The advantages of the bridging system are the speed of filling in data and the speed of processing claims that are being handled. Thus the bridging system is very beneficial for patients, hospitals and BPJS, one of them, can reduce the queue process and services at the hospital become faster so that patients do not have to wait long at the hospital. So that the initial registration input process took approximately 3 minutes, if a bridging system is carried out it only takes up to 1 (one) minute. Information technology is

one way to speed up the service process and achieve participant satisfaction

And based on the results of the research there are problems related to the system network that can hamper the JKN outpatient service process at the Toto Kabila Regional General Hospital. The system network is disrupted, it can be almost 2 (two) hours if the power goes out it can take a day. The problem is at the Toto Kabila Regional General Hospital. So the hospital checks with IT experts and reports to BPJS if the problem is from BPJS. In almost every hospital there are obstacles in making SEPs due to internet connection disruptions so that it can take 1 (one) hour to a day of network-related problems that can hamper the service process. Therefore all systems in the hospital almost experience network disturbances.

#### **Referral Service Registration Process Flow**

Registration is the main place before carrying out the service process without patient registration unable to carry out the service process. In the registration process it is known that officers can provide good service because registration is the entrance to the service process. In implementing BPJS outpatient registration related to the flow of registration at the Toto Kabila Regional General Hospital, it is known that the general service sector for outpatient registration of the Regional General Hospital BPJS has flow guidelines and registration requirements.

In the claim process, there are requirements for the completeness of the documents that must be completed, including a BPJS card, photocopy, family card/resident card, referral from first-level health facilities and Patient Eligibility Letter (SEP) or letter of validity as a BPJS participant. The process of registering problems from patients who come to the hospital must bring BPJS cards, KTP,



KK and most importantly a referral letter from the FKTP where the patient received health services for the first time

As for the problems that occur from some patients who still do not know the flow/requirements for registration which can hinder the service process, however the officers can provide clear and correct information regarding the flow/requirements for registration at the Toto Kabila Regional General Hospital so that no errors occur during the service process. . With several flow processes/registration requirements that have been described and explained above, the existence of procedures at the Toto Kabila Regional General Hospital will simplify the process of implementing BPJS referral services. The existence of clear and simple requirements certainly makes it easier for the community to obtain health services, as well as the faster the process of providing health services to patients

Implementation of outpatient services begins when the patient is called to the registration counter according to the queue number. The obstacles that occur during this process include when the patient is called to the registration counter and the patient is a BPJS participant, often the files that are brought are incomplete (not photocopied, photocopied but the number is lacking) so they have to go to a photocopier first and then return to the registration counter to be served, the patient does not bring a patient identification card (old patient), or there are also patients who bring a referral letter that is no longer valid. With several flow processes/registration requirements that have been described and explained above, the existence of procedures at the Toto Kabila Regional General Hospital will simplify the

process of implementing BPJS referral services.

## CONCLUSION

From the research conducted by researchers at the Toto Kabila Regional General Hospital regarding the Evaluation of the Health Social Security Referral System at the Toto Kabila Regional General Hospital, Bone Bolango Regency, the following conclusions can be drawn:

- a. In terms of HR (Human Resources) BPJS referral officers at the Toto Kabila Regional General Hospital have several positions each, namely 1 person in charge of the BPJS room, 2 people in charge of inpatient care, 3 people in charge of outpatient care and 2 people in charge of compiling BPJS report and registration section. According to the information provided by the informants, the HR (Human Resources) at BPJS are sufficient and there is no shortage of health workers
- b. In terms of materials (facilities and infrastructure) or supporting equipment, the problems that occur include a lack of print numbers and computer facilities, which sometimes errors or loading cannot be used for a while and in the end the patient waits to get service.
- c. In terms of the Verification system, it has used the Bridging system at the Toto Kabila Regional General Hospital well. With this system, it can facilitate the service process in the hospital to be fast and efficient so that patients also feel satisfied with the services provided by the hospital.

By seeing that there are still problems in terms of infrastructure, but they can still be handled properly by the Toto Kabila Hospital, Bone Bolango Regency, thus patients still get a good service process so that the health social

security referral system is maximized. So that from the output results it is as expected that the referral system at the Toto Kabila Regional General Hospital is a complete health social security referral system.

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