



**UNIVERSITAS  
PRASETIYA MULYA**

**TUGAS AKHIR**

**INRESS: Platform Reservasi Rujukan Online  
Sebagai Solusi Peningkatan Kualitas Layanan  
Fasilitas Kesehatan Mitra BPJS**

Edward Ennedy Rorong	15131930005
Kurnia Wahyudi	15131930012
Riza Riznasari	15131930019
Yudith Anindita Mufti	15131930015

**PROGRAM STUDI S2 MANAJEMEN  
UNIVERSITAS PRASETIYA MULYA  
JAKARTA, 2022**



**UNIVERSITAS  
PRASETIYA MULYA**

**FINAL PROJECT**

**INRESS: Online Referral Reservation Platform  
as a Solution to Improve the Service Quality of  
BPJS Partners' Health Facilities**

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**MASTER OF MANAGEMENT PROGRAM  
STRATEGIC MANAGEMENT CONCENTRATION  
UNIVERSITAS PRASETIYA MULYA  
JAKARTA, 2022**