References

[1] B. S. Putri and L. Kartika, "Pengaruh kualitas pelayanan bpjs kesehatan terhadap kepuasan pengguna perspektif dokter rumah sakit hermina bogor," *Jurnal Riset Manajemen Dan Bisnis (JRMB) Fakultas Ekonomi UNIAT*, vol. 2, no. 1, pp. 1–12, 2017.

[2] I. Ariawan et. al., "*Data sampel bpjs kesehatan tahun 2015-2016,*" BPJS Kesehatan Kantor Pusat, Jakarta, 2019.

[3] I. Widiastuti, "Pelayanan Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan di Jawa Barat," *Public Inspiration: Jurnal Administrasi Publik*, vol. 2, no. 2, pp. 91–101, 2017.

[4] W. M. Van der Aalst, *Process mining: data science in action*. Springer, 2016.

[5] C. A. Petri and W. Reisig, "Petri net," *Scholarpedia*, vol. 3, no. 4, p. 6477, 2008.

[6] F. R. Blum, "Metrics in process discovery," *Tech. Rep. Technical Report TR/DCC-2015-6, Computer Science Dept., University of Chile*, 2015.

[7] A. Augusto *et al.*, "Automated discovery of process models from event logs: review and benchmark," *IEEE transactions on knowledge and data engineering*, vol. 31, no. 4, pp. 686–705, 2018.

[8] T. Pohl, *An Inductive Miner Implementation for the PM4PY Framework*. RWTH Aachen University, 2019.

[9] S. J. Leemans, D. Fahland, and W. M. Van Der Aalst, "Discovering block-structured process models from event logs containing infrequent behaviour," in *International conference on business process management*, 2013, pp. 66–78.

[10] S. J. Leemans, D. Fahland, and W. M. van der Aalst, "Scalable process discovery with guarantees," in *Enterprise, Business-Process and Information Systems Modeling*, Springer, 2015, pp. 85–101.

[11] P. Homayounfar, "Process mining challenges in hospital information systems," in *2012 federated conference on computer science and information systems (FedCSIS)*, 2012, pp. 1135–1140.

[12] J. Munoz-Gama *et al.*, "Process mining for healthcare: Characteristics and challenges," *Journal of Biomedical Informatics*, vol. 127, p. 103994, 2022.

[13] E. Rojas, J. Munoz-Gama, M. Sepúlveda, and D. Capurro, "Process mining in healthcare: A literature review," *Journal of biomedical informatics*, vol. 61, pp. 224–236, 2016.

[14] R. S. Mans, M. Schonenberg, M. Song, W. M. van der Aalst, and P. J. Bakker, "Application of process mining in healthcare–a case study in a dutch hospital," in *International joint conference on biomedical engineering systems and technologies*, 2008, pp. 425–438.

[15] M. L. van Eck, X. Lu, S. J. Leemans, and W. M. Van Der Aalst, "PM^{2}: a process mining project methodology," in *International conference on advanced information systems engineering*, 2015, pp. 297–313.

[16] R. J. C. Bose and W. M. van der Aalst, "Analysis of Patient Treatment Procedures.," in *Business Process Management Workshops (1)*, 2011, vol. 99, pp. 165–166.

[17] R. Mans, H. Reijers, M. van Genuchten, and D. Wismeijer, "Mining processes in dentistry," in *Proceedings of the 2nd ACM SIGHIT international health informatics symposium*, 2012, pp. 379–388.

[18] J. Zhou, "Process mining: acquiring objective process information for healthcare process management with the CRISP-DM framework," *Master's thesis. Eindhoven University of Technology, Eindhoven*, 2009.

[19] K. Kirchner, N. Herzberg, A. Rogge-Solti, and M. Weske, "Embedding conformance checking in a process intelligence system in hospital environments," in *Process support and knowledge representation in health care*, Springer, 2012, pp. 126–139.

[20] G. P. Kusuma, A. P. Kurniati, E. Rojas, C. D. McInerney, C. P. Gale, and O. A. Johnson, "Process mining of disease trajectories: A literature review," *Studies in health technology and informatics*, vol. 281, pp. 457–461, 2021.

[21] A. P. Kurniati, C. McInerney, K. Zucker, G. Hall, D. Hogg, and O. Johnson, "Using a multi-level process comparison for process change analysis in cancer pathways," *International Journal of Environmental Research and Public Health*, vol. 17, no. 19, p. 7210, 2020.

[22] A. Kurniati, G. Hall, D. Hogg, and O. Johnson, "Process mining to explore variation in chemotherapy pathways for breast cancer patients," in *British Journal of Cancer*, 2018, vol. 119, no. 11, pp. 16–16.