

ABSTRACT

The digital transformation in the healthcare sector became a critical during the COVID-19 pandemic, as the vulnerabilities in healthcare services were exposed. At that time, the government realized that health data were fragmented across 400 different health applications. There was no data standardization, and each healthcare facility maintained its own medical records, which made public health data integration extremely difficult. In response to the issue, the Ministry of Health established a special unit for digital health transformation called the Digital Transformation Office (DTO). This study analyzes the role of the DTO within the Ministry of Health in governing the Indonesia Health Service known as SATUSEHAT. The research employs a qualitative descriptive approach, using an analytical framework that encompasses two main dimensions: supervisory mechanisms and service quality control in the governance of the SATUSEHAT platform. Data were collected through semi-structured interviews and document analysis. This study reveals the success of the Ministry of Health's DTO in managing the SATUSEHAT platform with modular, standardized, and interoperable principles and implementing an open and adaptive monitoring mechanism.

Keywords: *Digital Transformation, Indonesia Health Service, Platform Governance, Digital Transformation Office.*