

PREFACE

This thesis is submitted in partial fulfilment of the requirements for the Master's degree at Telkom University. The research presented herein is the result of my own work and investigation. This study focuses on process mining applied to an Indonesian health insurance dataset, aiming to support the optimization of waiting times for stroke patients.

This work is driven by a passion to improve healthcare services and optimize patient outcomes. I hope this research contributes valuable insights to the fields of health informatics and process mining, and serves as a useful reference for future studies aimed at enhancing healthcare efficiency, particularly in Indonesia.

I would like to express my sincere gratitude to everyone who has supported me throughout this journey. Special thanks to my supervisor, family, and friends for their guidance, encouragement, and understanding. Their continuous support has been invaluable in helping me overcome challenges and complete this research. I sincerely hope this thesis will make a meaningful contribution to the field and provide useful insights for future research.

Bandung,

A handwritten signature in black ink, appearing to read 'Arbie Nabillasalsa', with a stylized flourish at the end.

Arbie Nabillasalsa