



## Evaluation of The Use of The Mobile JKN Application to Improve Outpatient Online Registration at Jampangkulon Hospital

Hera Silvia<sup>1</sup>, Erix Gunawan<sup>2</sup>

<sup>1</sup>Politeknik Piksi Ganesha, Bandung, Indonesia, email: [herasilvia24@gmail.com](mailto:herasilvia24@gmail.com)

<sup>2</sup>Politeknik Piksi Ganesha, Bandung, Indonesia, email: [erixgunawan@gmail.com](mailto:erixgunawan@gmail.com)

Corresponding Author: [herasilvia24@gmail.com](mailto:herasilvia24@gmail.com)<sup>1</sup>

**Abstract:** The Mobile JKN application, a groundbreaking innovation by BPJS Kesehatan, empowers national health insurance participants to conduct various service transactions online, including registering for outpatient treatment at health facilities. Many patients have not taken advantage of the ease of online registration through Mobile JKN because they do not understand how to use it and lack education related to Mobile JKN online registration, so they choose the manual method. This study aimed to evaluate the effectiveness of the Mobile JKN application in boosting online outpatient registration using descriptive qualitative research methods. Through interviews, analysis of primary data on outpatient visits, and a psychosocial educational approach, I act as an education provider to provide knowledge and understanding of using the JKN mobile application. The evaluation revealed that 5% of the socialization of the Mobile JKN application proved successful and effective in increasing online outpatient registration in May 2024. The percentage increase is insignificant because the researcher only conducted socialization in April 2024.

**Keywords:** National Health Insurance, Online Registration, Mobile JKN

### INTRODUCTION

Indonesia's previous social security system was fragmented, with limited coverage and inadequate benefits for most of the population. Implementing these programs has not guaranteed fairness and equality for participants in obtaining their rights. Realizing this condition, the Government of the Republic of Indonesia issued Law Number 40 of 2004 concerning the National Social Security System (SJSN) as a comprehensive solution. SJSN aims to harmonize and integrate various existing social security programs, focusing on expanding coverage and improving the benefits for all Indonesians. Article 4 of the SJSN Law mandates the mandatory participation of all Indonesians in the Health Insurance program. To realize this mandate, the President established the Health Social Security Organizing Agency (BPJS Kesehatan) and assigned it to organize the Health Insurance program nationally.

Following the provisions of the SJSN Law, BPJS Kesehatan runs the health insurance program using the principle of social insurance. This principle emphasizes mutual assistance and solidarity between participants, where the contributions paid together finance health services for needy participants. (Berliana Wijaya & Tri Surya, 2023).

In 2004, two critical legal foundations were laid to establish BPJS Kesehatan. First, the Government issued Law Number 40 of 2004 concerning the National Social Security System (SJSN), which initiated Indonesia's comprehensive social security framework. Second, the enactment of Law Number 24 of 2011 concerning the Social Security Organizing Agency (BPJS) regulates explicitly the establishment and duties of BPJS. Before BPJS Kesehatan officially operated, PT Askes (Persero) had long been active as an organizer of social security programs in the health sector. On January 1, 2014, PT Askes (Persero) officially transformed into BPJS Kesehatan, marking the beginning of a new era of health insurance for all Indonesians. (Yuliasuti & Jawahir, 2023).

Jaminan Kesehatan Nasional (JKN) is an Indonesian government program that aims to ensure that everyone in Indonesia has fair and high-quality access to health services. (Saputro & Fathiyah, 2022). To achieve this goal, BPJS Kesehatan launched a mobile phone-based application, Mobile JKN, in Jakarta on November 15, 2017 (Suhadi, 2022). To ensure basic needs and proper welfare for BPJS participants, Mobile JKN makes it easy for participants to change JKN KIS program membership status data and enables related users to provide ICT-based management services that can be accessed publicly. (Saputro & Fathiyah, 2022).

As the organizer of the National Health Insurance (JKN), BPJS Kesehatan continues to improve itself to improve the quality of its services. One of the priorities of BPJS Kesehatan is to optimize the use of information technology. JKN Mobile, the official application of BPJS Kesehatan, is the leading digital platform designed to facilitate access to health information and services for all participants. Through JKN Mobile, BPJS Kesehatan hopes to provide faster, easier, and more effective services for all its participants. In this digital era, information technology is the key to improving the accessibility and efficiency of public services. (Baskila et al., 2023).

JKN Mobile has very beneficial features. These features include: a. Checking membership status; b. changing participant data; c. changing first-level health facility (FKTP); d. paying dues, arrears, and fines; e. knowing service history; f. searching for the nearest health facility; g. online registration. (BPJS Kesehatan, 2023)

Registration at RSUD Jampangkulon consists of Outpatient, inpatient, and emergency registration. However, online registration through Mobile JKN only applies to outpatient registration.

According to (Sugiarto, 2016) Outpatient is a service provided to patients without requiring them to be hospitalized in a health service facility.

According to (KEMENKES, 2003) RI No. 560 / Menkes / SK / IV / 2003 concerning hospital rates states that Outpatient care is a health service provided to patients without requiring hospitalization. Patients come to a health facility for examination, diagnosis, treatment, rehabilitation, or other health services and then return home after completion.

The benefits of online registration of outpatient visits include: 1. Improving service efficiency: Online registration can reduce patient waiting time in health facilities; 2. Improving patient satisfaction: Online registration can provide convenience and make patients feel more comfortable; 3. Simplify data management: Online registration can help health facilities better manage patient data (Wahidah et al., 2023).

Although the JKN Mobile Application offers many benefits, such as ease of access and efficiency of services, there are still several obstacles that need to be overcome to improve its effectiveness; one of the main challenges is that there are still many patients not familiar with how to use the application, so they still choose to do manual registration at health facilities. Therefore, evaluation of the JKN Mobile application needs to be carried out to identify

obstacles encountered by users and formulate appropriate solutions, especially in encouraging online registration of outpatient visits.

The objectives of this evaluation are: 1. Knowing the effectiveness of outpatient online registration services through Mobile JKN; 2. Knowing the number of patients who use the JKN Mobile application to register outpatient visits online; 3. Know the problems patients face regarding using the JKN Mobile application to register outpatient visits online; 4. Provide recommendations for using the JKN Mobile application as a means of online registration for JKN patients.

The results of this evaluation are expected to assist the hospitals in Increasing the socialization of the JKN Mobile application, fixing problems when using it, and Increasing the number of online registrations for outpatient visits.

## **METHOD**

This study used qualitative research methods with a descriptive approach to analyze the data collected at Jampangkulon Hospital.

### **Types of Research**

According to Rusandi & Muhammad Rusli (2021), Qualitative research involves researchers immersing themselves in the life of the research object. This allows researchers to understand problems or phenomena in depth from the point of view of their research object.

### **Research Subjects**

This study used the population and samples at Jampangkulon Hospital, carried out on April 1-30, 2024, by socialization to outpatients. According to (Amin et al., 2023) The population is the collection of objects to be studied, while the sample is the part of the population that shows the characteristics of the object of study.

### **Data Collection Methods**

Proper data collection is necessary because it becomes the foundation for preparing quality research instruments. Research instruments act as tools that researchers use to explore research data. (Iryana & Kawasati, 2008) Through interviews.

An interview is a face-to-face conversation between the interviewer and the resource person to explore information directly. (Iryana & Kawasati, 2008) The goal is to explore patients' and patients' families' information and perceptions about using online registration through Mobile JKN. Then, researchers analyze primary data on outpatient visits and provide education to provide knowledge and understanding related to using Mobile JKN.

## **RESULTS AND DISCUSSION**

### **The effectiveness of outpatient registration services through Mobile JKN**

Effectiveness can be defined as the measurement of success in achieving a specific goal. It can also be described as reaching the right goal or selecting the right goal from various options or methods and determining the best choice from other options. For example, if a person can complete a task using a predefined method, that method is considered correct or adequate. In addition, some people say that effectiveness is the level of success achieved by a person or organization in a certain way to achieve a predefined goal. In other words, the more successful plans are implemented, the more effective activity is considered. (James W, Elston D, 2020).

Services and information provided to the public and participants must always adhere to established standard procedures. This ensures everyone gets fast, concise, and quality services and information. (Wulanadary et al., 2019).

The effectiveness of an activity or program can be measured by assessing the extent to which it has succeeded in achieving the previously set goals or objectives. The achievement of

this goal is the leading indicator of whether the activity or program is running effectively. (Ramadhan M et al., 2023).

Based on research, the effectiveness of registration services through Mobile JKN is quite good. Many patients who have used the Mobile JKN application for online registration express this satisfaction. The community feels quite satisfied with the online registration service because it can reduce patient waiting time at the outpatient registration counter. Patients must not arrive early to pick up the outpatient queue number.

Researchers conducted an in-depth study of the online registration program using the JKN Mobile application. They found that this program has increased user satisfaction, improved service quality, and facilitated users' outpatient online registration process in health facilities.

There are several obstacles felt by Mobile JKN users, including:

- a) The application cannot be accessed
- b) Difficulty in creating a Mobile JKN account due to *an error*
- c) Check-in *failure occurred* at the *Kiosk-K machine*
- d) Inadequate network

**Interview results on problems faced by patients related to the use of the JKN Mobile application for online registration of outpatient visits**

Based on the results of interviews conducted by researchers on the problems faced related to the use of the Mobile JKN application in outpatient online registration at Jampangkulon Hospital, it can be concluded that the majority of patients still do not know how to use the *JKN* Mobile application, constrained by communication devices (*mobile phones*) owned by patients who cannot install or use Mobile JKN, so patients choose to register manually. The strategic steps researchers took included educating patients and families of patients waiting at the registration counter and evaluating using the JKN Mobile application to increase outpatient online registration.

**Number of patients using Mobile JKN for outpatient online registration**

Based on data from outpatient visits at Jampangkulon Hospital, there will be 4177 patients seeking treatment using JKN-KIS in March 2024. The number of patients registering manually and registering online will be described in table 1:

**Table 1. Number of JKN-KIS patients who registered manually and apply online March 2024**

| How to Register | Sum   | (%)  |
|-----------------|-------|------|
| Manual List     | 3.308 | 80%  |
| Apply Online    | 869   | 20%  |
| Total           | 4.177 | 100% |

Source: Outpatient visit data of RSUD Jampangkulon

The table above shows the number of patients who have used the JKN Mobile application for online registration, as many as 869 patients (20%), and those who are still registering manually, as many as 3,308 patients (80%). Many patients have not used the JKN Mobile application to take online outpatient queues at Jampangkulon Hospital.

Therefore, education and socialization efforts are needed to educate users about the benefits and how to use the JKN Mobile application so that they can maximize its use, especially for outpatient online registration.

In April 2024, researchers conducted educational activities directly to patients waiting in line at the outpatient registration counter. This education was carried out individually to provide information and education to patients about using Mobile JKN.

An individual education approach was chosen for more personal and in-depth interaction with each patient. This will enable researchers to understand patients' needs and questions and provide more precise and relevant information and education.

Direct education has proven to be an effective strategy to increase patient awareness and interest in using the JKN Mobile Application so that the number of visits by JKN-KIS patients using Mobile JKN in May has increased. The increasing number of patients registering online using Mobile JKN will be explained in Table 2:

**Table 2. Number of JKN-KIS patients who register online  
May 2024**

| How to Register | Sum   | (%)  |
|-----------------|-------|------|
| Manual List     | 3.358 | 75%  |
| Apply Online    | 1.118 | 25%  |
| Total           | 4.477 | 100% |

Source: Outpatient visit data of RSUD Jampangkulon

The table above shows that the number of patients registering online in May 2024 is 1.118 (25%), and manual registrants are 3.358 (75%). This means there is an increase in patients registering online using the JKN Mobile application by 5% from the previous month, March 2024, of 20%.

## CONCLUSION

The results showed an increase in the use of the JKN Mobile application in JKN patients by 5% in May and 25% from March, which was only 20%. This improvement positively impacts patients, resulting in ease of access to services, efficiency of waiting times, and improved service quality.

Continuous education and socialization efforts are needed to expand and continue this education to more patients so that they can maximize the benefits of the JKN Mobile application to increase online registration.

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