

# ANALYSIS OF THE QUALITY OF OUTPATIENT SERVICES FOR BPJS PATIENTS IN THE IMPLEMENTATION OF THE JKN MOBILE APPLICATION AT HOSPITAL X BANDUNG CITY

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## Abstrak

Currently, digital information technology is developing rapidly and with the digitalization era, the Health Insurance Agency has created a new innovation, the presence of the National Health Insurance Mobile (JKN) in the service sector is expected to facilitate and accelerate registration at Hospital X in Bandung City. The purpose of this study was to see how well Hospital X in Bandung City, Indonesia, provides outpatient services for BPJS patients after they implement the JKN mobile application. We used a quantitative approach with a descriptive design for our study.

Up to ninety-two people can be surveyed using a simple random sampling method. Analyze data using a Likert scale and frequency distribution. The results of this study indicate that the implementation of the JKN Mobile Application has been effective and efficient with an overall percentage using a Likert scale of 81.73% of respondents' values stating that they strongly agree that the implementation of the JKN Mobile Application facilitates access to services, saves service time, reduces service queues and speeds up service time when registering at Hospital X in Bandung City. However, Hospital X still needs to increase socialization to the community to use the Mobile JKN application through brochures, posters, social media and educational sessions at Hospital X in Bandung City.

**Keywords :** Service quality, Out Patient, BPJS, JKN Mobile Application

## INTRODUCTION

Currently is a time of extraordinary technological progress, especially in the field of information and communication technology. Nowadays, people cannot imagine life without technological devices (Hidayati et al., 2018). Smartphones, and more specifically Android, are one of the most widely used technologies in the world when it comes to human contact and information sharing. Android is an open source software platform that allows users to create new applications. This platform manages hardware resources for mobile devices including phones, tablets, and PC (Nazrudin safaat H 2012:1).

When it comes to public health, the government is always looking for ways to make Social Security better. Social security is a safety net that ensures everyone can meet their basic needs (Solechan, 2019). This insurance program, which is a component of the new social security program, BPJS, was initiated by Jamkesmas and Askes. National Health Insurance (JKN) came into effect on January 1 2014 in accordance with Law no. 24/2011. BPJS Health, one of the two social security organizations, is responsible for implementation. Another organization is BPJS Employment.

In the beginning, before the development of the times and the era of very sophisticated and rapid digitalization like today, the hospital system used manual patient registration methods and the service was mostly complained about by the public during registration, because the queues were long and the waiting room was not large enough. and long waiting times. The implementation of digital applications is now increasingly widespread and countless applications are not only developing in the agency world but have now become a necessity in providing services or information. stated that implementation is the action of a group/individual, both government and private, which has a goal to be achieved in a policy on a particular side. An innovative program known as In response to the increasing prevalence of digitalization, *Jaminan Kesehatan Nasional (JKN) Mobile* created by the Health Social Security Administering Agency (BPJS). To ensure that members of the public or those involved with BPJS Health do not have to queue when they need to access services such as hospital registration, this organization developed the Mobile JKN application. The JKN Mobile Application is a program that can be used on mobile devices. In 2017, *Badan Penyelenggara Jaminan Sosial (BPJS) Health* has finally published the Mobile JKN application, after much anticipation. The ease of being able to access and monitor their queue number online, rather than having to wait in long queues at health facilities or hospitals, is one way in which Mobile JKN increases the happiness of participants who will seek treatment at health facilities. With the Mobile JKN application, it also makes it easier for hospital employees, especially medical recorders in the registration section, to access patient information more easily and reduce time spent. needed to access or update medical records so as to increase efficiency in providing health services.

Health service quality shows the extent to which health services appear perfect, the quality of service satisfies customer needs and the requirements of relevant ethical and professional codes (Azwar, 2010). Tangibles (physical evidence), responsiveness, certainty, dependability, and empathy are the five pillars that form the basis of service excellence. Clinical and non-clinical technological advances have

been used in the healthcare industry. To achieve optimal health status, hospitals must use information technology to improve the quality of services, which in turn helps them provide efficient and effective services that meet professional standards. This is done by utilizing data and technology appropriately. In the research at Hospital

## RESEARCH METHODS

This type of research is an approach based on numerical evidence that provides a specific picture. According to Sugiyono, certain populations or groups are studied using positivist-based quantitative research methods (2017:8). The aim of this research strategy is to test hypotheses by collecting data using research equipment and analyzing it quantitatively and statistically. Here, data analysis methods including univariate tests and Likert scales are used to visualize frequency distributions and determine total percentages. Primary and secondary sources are used to collect information. One source of primary data is a questionnaire sent to participants, while another source is a survey of relevant books, journals and references. The term "population" refers to the generalization area used by academics to describe objects or people with predetermined characteristics (Sugiyono 2017: 80). The author selected 1,166 outpatient visits recorded using the JKN Mobile Application in January 2024 at Hospital X in Bandung City as the research population. According to Sugiyono (2017: 81), a sample is a part that represents the population both in terms of number and composition. By using the Slovin formula, we can find out how many samples were used for this research:

$$\begin{aligned} n &= \frac{N}{1 + N(e)^2} \\ &= \frac{1162}{1 + 1162 (0.1)^2} \\ &= 92,07 = 92 \text{ Pasien} \end{aligned}$$

There were 92 patients included in the sample for this investigation. Simple random sampling is used in the sampling process. Due to its reliance on random sampling without considering population stratification, basic random sampling is an easy approach to implement (Sugiyono, 2017).

## RESEARCH RESULT

Data from the research results were obtained from a questionnaire that was filled out by respondents as many as 92 BPJS patients regarding the analysis of the quality of outpatient services for BPJS patients in the implementation of the Mobile JKN application at Hospital reliable, responsive, assured, and empathetic) and the quality of distributed respondents.

Table 1. Characteristics of Respondents

Karakteristik	N	%
<b>Jenis Kelamin</b>		
Laki Laki	34	34,8%
Perempuan	58	65,2%
<b>Umur</b>		
21-25	19	20,6
26-30	20	21,7
31-35	30	32,8
36-40	13	14,1
41-45	10	10,8
<b>Total</b>	92	100,0

Based on the table above, it shows that more respondents were female with a percentage result of 65.2% and

the most common age group was the 31-35 year age group with a percentage result of 32.8%.

Table 2. Frequency Distribution of Respondents based on Tangibles at Hospital

<b>Tangibles</b>	<b>F</b>	<b>Persentase</b>
Sangat Tidak Setuju	1	1,1
Tidak Setuju	1	1,1
Ragu Ragu	5	5,4
Setuju	63	68,5
Sangat Setuju	22	23,9
<b>Total</b>	<b>92</b>	<b>100,0</b>

Based on the table above, it is found that the majority of respondents agreed 68.5% regarding the quality of service in the implementation of the JKN Mobile Application with Tangibles indicators.

Table 3. Frequency Distribution of Respondents based on Reliability at Hospital

<b>Reliability</b>	<b>F</b>	<b>Persentase</b>
Sangat Tidak Setuju	1	1,1
Tidak Setuju	3	3,3

Ragu Ragu	2	2,2
Setuju	47	51
Sangat Setuju	39	42,4
<b>Total</b>	<b>92</b>	<b>100,0</b>

Based on the table above, it is found that the majority of respondents agree 51% regarding the quality of service implementation of the JKN Mobile Application with Reliability indicators.

Table 4. Frequency Distribution of Respondents based on Responsiveness at Hospital

<b>Responsiveness</b>	<b>F</b>	<b>Persentase</b>
Sangat Tidak Setuju	1	1,1
Tidak Setuju	0	0
Ragu Ragu	7	7,6
Setuju	40	43,5
Sangat Setuju	44	47,8
<b>Total</b>	<b>92</b>	<b>100,0</b>

Based on the table above, it was found that the majority of respondents stated that they strongly agreed, 47.8%. regarding the quality of service for the Implementation of the JKN Mobile Application with Responsiveness indicators.

Table 5. Frequency Distribution of Respondents based on Assurances at Hospital

<b>Assurances</b>	<b>F</b>	<b>Persentase</b>
Sangat Tidak Setuju	1	1,1
Tidak Setuju	1	1,1
Ragu Ragu	10	10,9
Setuju	49	53,2
Sangat Setuju	31	33,7
<b>Total</b>	<b>92</b>	<b>100,0</b>

Based on the table above, it is found that the majority of respondents agree with yield 53.2%. regarding the quality of service for the Implementation of the JKN Mobile Application with Assurance Indicators.

Table 6. Frequency Distribution of Respondents based on Empathy at Hospital

<b>Emphaty</b>	<b>F</b>	<b>Persentase</b>
Sangat Tidak Setuju	0	0
Tidak Setuju	1	1
Ragu Ragu	8	8,7
Setuju	57	62

Sangat Setuju	26	28,3
<b>Total</b>	<b>92</b>	<b>100,0</b>

Based on the table above, it was found that the majority of respondents agreed with the results of 62% regarding the service quality of the JKN Mobile Application with the Empathy Indicator.

## DISCUSSION

This research obtained the most respondents in the 31-35 year age group. There is a higher risk of disease related to childbirth and immune system in this age group, which is included in the productive age group. People who are of productive age are more likely to use health services (Idris et al., 2020). The majority of participants in this study were women (65.2%), while a small proportion were men (34.8%). In theory, women need more medical care than men due to the higher prevalence of the disease among women (Masturi et al., 2021). This research supports this view. The proportion of female respondents who are BPJS Health participants is higher than men. Based on the results of the questionnaire with the majority of respondents' answers regarding Tangibles, 68.5% of respondents agreed that in terms of features the service provided was complete with various application features and uses. *Tangible* is an assessment of equipment facilities and officers who provide services. This dimension aims to determine satisfaction with application facilities and their uses (Yuniar & Handayani, 2016).

*Reliability* is the ability to provide promised services that are carried out accurately, reliably and reliably, namely the ability of Mobile JKN to make it easier for participants to access the registration service features. Based on the results of the questionnaire with the majority of respondents' answers regarding reliability, 51.1% of respondents stated that they agreed that the implementation of the JKN mobile application could be relied on.

*Responsiveness* is the availability of Mobile JKN services by providing easy and flexible service access. Based on the results of the questionnaire with answers from the majority of respondents regarding Responsiveness, 43.5% of respondents agreed that the implementation of the JKN Mobile Application provides easier, more flexible service access and is able to meet patient administration service needs quickly.

*Assurance* is the knowledge and ability to foster trust in JKN Mobile Application Users. This indicator is able to provide benefits, convenience and information needs as a basis for simplification and digitalization in administrative services. Based on the results of the questionnaire with the majority of respondents' answers regarding



*Assurance* 53,2% Respondents stated that they agreed that the implementation of the JKN Mobile Application was able to provide security and privacy guarantees for personal data. So when registering at Hospital

On the Aspek *Empathy* The aspect seen is that the Mobile JKN application is a form of progress to improve the quality of service and can complete administration quickly. Based on the results of the questionnaire, the majority of respondents' answers, 62%, stated that they agreed that the implementation of the JKN Mobile Application was able to complete administrative activities quickly.

So the overall percentage analysis of the quality of outpatient services for BPJS patients in the implementation of the JKN mobile application at Hospital X Bandung City is 81.73% of respondents. then it can be seen from the Likert Scale as follows :

Sangat tidak setuju	Tidak setuju	Ragu ragu	Setuju	Sangat Setuju		
I	I	I	I	I	I	I
0	20	40	60	80	<b>81,73</b>	100

## CONCLUSION

Based on research conclusions regarding analysis of the quality of outpatient services for BPJS patients in the implementation of the JKN mobile application at Hospital X, Bandung City. with the results of testing carried out by the author using questionnaire techniques that the implementation (Implementation) of the JKN mobile application has been effective and efficient with the overall percentage using a Likert scale with results of 81.73%. The respondents stated that they strongly agree that the implementation of the JKN Mobile Application makes it easier to access services, saves service time, reduces service queues and speeds up service time when registering at Hospital X Bandung City. However, to maximize the benefits, it is necessary to increase socialization for the public to use the JKN Mobile Application through brochures, posters, social media and educational sessions at Hospital more responsive in overcoming problems in the JKN Mobile Application so that it is easily accessed by BPJS Health participants. And health workers are expected to help patients download and how to use the JKN mobile application, especially for the elderly (Seniors).

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