
Patient Satisfaction Level With The Use Of The Mobile JKN Application For Outpatient Registration At Bhayangkara Hospital Denpasar

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Abstract

In an effort to improve healthcare services, the Mobile JKN application was introduced to facilitate patients in accessing registration and various healthcare facility services. Evaluation is necessary to determine the level of user satisfaction with the Mobile JKN application. One method that can be used to measure user satisfaction is the SERVQUAL method, which measures service quality based on users' perceptions and expectations of the services provided. This study used a descriptive method with a quantitative approach. The sample consisted of 85 respondents selected using a simple random sampling technique. The research instrument was a Likert scale questionnaire based on the five SERVQUAL dimensions, namely tangible, reliability, responsiveness, assurance, and empathy. Data were analyzed descriptively to determine the level of patient satisfaction with the services provided. The results showed that the level of patient satisfaction was categorized as very satisfied. The highest score was found in the tangible dimension with a Patient Satisfaction Index (PSI) of 91%, while the lowest score was in the responsiveness dimension with a PSI of 84%. The reliability dimension obtained a PSI of 87%, the assurance dimension 86%, and the empathy dimension 86%. These findings indicate that the application has facilitated the registration process; however, several aspects still need improvement, particularly in responsiveness and the speed of service within the application.

Keywords: Satisfaction; JKN Mobile; SERVQUAL.

INTRODUCTION

The rapid development of information technology has driven transformation across various sectors, including healthcare. One form of technological innovation in healthcare services in Indonesia is the Mobile JKN application developed by BPJS Kesehatan. The Mobile JKN application is expected to facilitate public access to healthcare services online and support improvements in healthcare service quality (Gea, Khairina, and Salsabila 2023). The implementation of the Mobile JKN application for outpatient registration is expected to reduce patient waiting times, minimize queues at registration counters, and increase patient satisfaction with the services provided (Rifky et al., 2025). Patient satisfaction is an important indicator for assessing the quality of healthcare services. The level of patient satisfaction is influenced by various factors, including *Responsiveness*, *Assurance*, *Tangible*, *Empathy*, *Reliability* (Tarumingkeng, Valarie, and Berry 2025). Therefore, evaluating patient satisfaction with the use of the Mobile JKN application is necessary to determine the effectiveness of the application in supporting outpatient registration services. Patient satisfaction is one of the key indicators used to measure the quality of healthcare services. Although the Mobile JKN application has been implemented to improve healthcare services, its implementation continues to face several challenges, such as system disruptions and limited digital literacy among users. Therefore, an evaluation is necessary to assess the effectiveness of the application in supporting outpatient registration services.

RESEARCH METHODS

This study employed a quantitative method with a descriptive research design. The study was conducted over a one-month period at the outpatient registration unit of Bhayangkara Hospital Denpasar. The study population consisted of 536 patients who used the Mobile JKN application within a three-month period. A total of 85 respondents were selected using a simple random sampling technique. The research variable was patient satisfaction with the use of the Mobile JKN application,

measured based on the five SERVQUAL dimensions: reliability, responsiveness, assurance, empathy, and tangibles. Data were collected using a structured questionnaire administered through Google Forms and distributed to Mobile JKN users. The collected data were analyzed descriptively using frequency distributions and percentages to describe the level of patient satisfaction with the use of the Mobile JKN application for outpatient registration services.

RESULTS AND DISCUSSION

Table 1. Respondent Characteristics Results

Characteristics	Criteria	Frequency	Percentage
Gender	Woman	51	60.00%
	Man	34	40.00%
	TOTAL	85	100.00%
Age	Teenager (17-25 Thn)	32	37.65%
	Mature (26-45Thn)	36	42.35%
	Elderly (46-65 Thn)	12	14.12%
	Seniors (>65 Thn)	5	5.88%
	TOTAL	85	100.00%
Education	Secondary education		
	Junior High School	3	3.53%
	Senior High School	28	32.94%
	Higher education		
	D1	3	3.53%
	D2	3	3.53%
	D3	10	11.76%
	S1	38	44.71%
	TOTAL	85	100.00%

Based on the results of the study involving 85 respondents who used the Mobile JKN application for outpatient registration services at Bhayangkara Hospital Denpasar, the respondent characteristics showed that the majority were female. This finding indicates that women are generally more active in utilizing healthcare services(Damayanti et al. 2023). Based on age, most respondents were in the adult age group of 26–45 years. This condition reflects that individuals within this age range tend to be more adaptive to technological advancements and possess better digital literacy, enabling them to access application-based healthcare services more easily. Moreover, individuals in this productive age group generally have high mobility and busy schedules, making them more likely to require fast, practical, and efficient healthcare services such as those provided by the Mobile JKN application. Regarding educational background, the majority of respondents held a bachelor's degree. This finding suggests that educational level influences an individual's ability to understand and effectively use digital applications. Conversely, respondents with lower educational attainment tend to have greater difficulty understanding how to use the application, which may affect their overall user experience.

Table 2. Patient Satisfaction Index

No	Dimensions	Percentage	Interpretation
1	Reliability	87%	Very satisfied
2	Tangibles	91%	Very satisfied
3	Assurance	86%	Very satisfied
4	Empathy	86%	Very satisfied
5	Responsiveness	84%	Very satisfied

The analysis showed that the Patient Satisfaction Index (PSI) of Mobile JKN application users was categorized as very satisfied. These findings indicate that the quality of services provided by the application has been able to meet users' expectations in supporting the healthcare registration process.

The highest score was achieved in the Tangibles dimension, indicating that the application's interface, design, and available features facilitate the registration process and improve accessibility for patients. Similar findings were reported by Kino Siboro, Dewi Ayu Hutagaol, Sinaga, and Purba (2024), who found that the majority of respondents gave positive evaluations for this dimension. Conceptually, these findings are supported by Kotler and Keller (2016), who stated that the better the appearance and physical aspects of a service, the higher the level of user satisfaction. Therefore, the present findings suggest that the Tangibles dimension consistently contributes to user satisfaction and, in this study, demonstrated an even higher level of satisfaction.

In contrast, the Responsiveness dimension obtained the lowest score (84%), indicating that some patients still experienced difficulties in receiving prompt responses from the application. Most active users reported that notifications, such as one-time password (OTP) codes required for password changes and service-related information, were delivered accurately and on time. However, several respondents experienced missing notifications, which were primarily associated with external factors, including unsupported devices, unstable internet connections, and outdated user information such as phone numbers or email addresses. These findings indicate that service responsiveness is influenced not only by the application system itself but also by users' device readiness and the accuracy of their personal information.

The present findings are consistent with those of Kino Siboro, Dewi Ayu Hutagaol, Sinaga, and Purba (2024), who also reported that the Responsiveness dimension significantly influences patient satisfaction. Furthermore, the high level of patient satisfaction observed in this study may also be explained by the mandatory implementation of the Mobile JKN application. Because the application is required for accessing healthcare services, users continue to utilize it despite occasional delays in system responsiveness. Consequently, although the Responsiveness dimension received the lowest score among the SERVQUAL dimensions, it was still evaluated positively, while its influence on continued usage may not be entirely voluntary.

CONCLUSIONS

Overall patient satisfaction measured using the SERVQUAL method was categorized as very satisfied. Among the five SERVQUAL dimensions, the Tangible dimension achieved the highest Patient Satisfaction Index (PSI) score of 91%, while the Responsiveness dimension obtained the lowest PSI score of 84%. These findings indicate that the Mobile JKN application has made a positive contribution to improving patient satisfaction. Although the use of the Mobile JKN application is mandatory, improvements are still needed, particularly in terms of responsiveness and service efficiency. Efforts such as enhancing system performance, optimizing application features, and increasing patient education and socialization regarding the effective use of the Mobile JKN application are expected to further improve the quality of services and maintain high levels of patient satisfaction.

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