

ABSTRACT

An overview of the Utilization of the JKN Mobile Application in Improving the Effectiveness of Service for BPJS Health Participants in Blitar City. Cintya Febrita Damayanti (2023) Qualitative Research Scientific Writing. D3 Health Insurance Study Program, Department of Applied Health, Health Polytechnic Ministry of Health Malang. Advisor Eko Rahman Setiawan, S.K.M, M.K.M, Examiner Dr. Moh. Wildan, A.Per.Pen,M.Pd. Keywords: Effectiveness, Service, Mobile JKN

BPJS Health has implemented technology to make it easier for participants to get services, namely through the Mobile JKN application. Not all participants understood how to use a smartphone to use this application. Many participants who register as new participants, change health facilities, change service classes still visit the BPJS Kesehatan office to ask for it to be processed manually. The purpose of this study was to describe the use of the Mobile JKN application in increasing the effectiveness of services for BPJS Health participants in Blitar City. The method used in this research is descriptive qualitative research method. The subjects of this study were 6 informants including 2 employee informants and 4 informants participating in BPJS Health in Blitar City. Data collection techniques by way of in-depth interviews. The results of this study indicate that the Mobile JKN application can help employees serve participants more easily and quickly. Constraints that usually occur in this application are unstable networks and participants who do not have credit. The conclusion of this study is that the existence of Mobile JKN can increase the value of the effectiveness of existing services at the Blitar City Health BPJS Office because it makes it easier for participants and employees. From the research, it is recommended for BPJS Health to update Mobile JKN again so that it is easier to use.