

ABSTRACT

Overview of the Effectiveness of the Use of the Mobile by National Health Insurance Participants at BPJS Kesehatan Kepanjen. Afifatuzahro Ramadani (2021) Scientific Writing Descriptive Quantitative Research. D3 Health Insurance Study Program, Department of Applied Health, Health Polytechnic of the Ministry of Health Malang. Supervisor Eko Rachman Setiawan,SKM,MKM, Examiner Ayu Tyas Purnaasari,SKM,MKM

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The development of technology and communication is currently increasingly rapid. Likewise, health insurance requires the application of communication and information technology. The Mobile JKN application is a form of digital transformation of the BPJS Health business model, which was originally in the form of administrative activities carried out at branch offices or health facilities, transformed into an application form that can be used by participants anywhere and anytime and is expected to reduce queues at each BPJS branch office. Health. Researchers want to see whether the use of the Mobile JKN application and how effective the use of the application is at the BPJS Kesehatan office in Batu City. The method used in this research is descriptive method. The object of this research was 44 respondents participating in National Health Insurance who came to the BPJS Health office in Batu City. The data collection technique is by filling out a questionnaire. This research uses the DeLone and McLean information systems success model (D&M Success Model). The results of this study show that the level of effectiveness of using the Mobile JKN application is seen from 5 elements, namely system quality (Effective), information quality (Effective), service quality (Effective), User satisfaction (Effective), net benefits (Effective). The conclusion from this study is that the use of the Mobile JKN application has been effective in terms of system quality, information quality, service quality, user satisfaction and net benefits.