

## **ABSTRACT**

The Effectiveness of Using the JMO Application (Jamsostek Mobile) for Wages Recipient Participants (PU) at the Batu City BPJS Employment branch office. Clarasita (2022) Scientific Writing Descriptive Quantitative Research. D3 Health Insurance Study Program, Department of Applied Health, Health Polytechnic Ministry of Health Malang. Supervisor Ngesti W.Utami,S.Kp.,M.Pd, Examiner Dr. Moh Wildan. A, Per. Pen, MPd.

Keywords: Effectiveness, JMO (Mobile Social Security) and Wage Recipient Participants (PU).

Based on direct observations made when carrying out street vendors 2 at the Batu Kota BPJS Employment branch office in September-November 2022, it is known that there are still some participants who prefer to come directly to the office to register, such as registering users using the JMO application. Not only that, but some of them are less able to use the application and there are various kinds of disturbances or problems such as application errors or failed logins. And participants who come with problems using the JMO application are the majority of Wage Recipient (PU) participants. So it is with this that is the background for researchers to conduct research on the Effectiveness of Using the JMO (Jamsostek Mobile) application for Wage Recipient (PU) participants at the Batu City BPJS Employment Branch Office. The method used in this research is descriptive method. The object of this study were 30 respondents from Wage Recipient (PU) participants who came to the Batu City BPJS Employment office. Data collection techniques by filling out a questionnaire. The results of this study indicate that the level of information system quality, namely system quality (92.5%) is considered very effective, information quality (91.3%) is considered very effective, service quality is (89.5%) considered very effective, satisfaction users (92.5%) are considered very effective, and net benefits (94.5%) are considered very effective. The conclusion of this study is that the use of the JMO (Jamsostek Mobile) application is considered very effective based on system quality, information quality, service quality, user satisfaction, and the net benefits of the application.

The effectiveness of JMO (Jamsostek Mobile), which has been very effective in this application, is maintained and repairs to the system, as well as adding video tutorials before using the JMO (Jamsostek Mobile) application.