

## ABSTRACT

Usability Testing of the JKN Mobile Application in Blitar Regency. Alexandra Flyomi Desilo (2023) Scientific Writing on Quantitative Descriptive Research. Health Insurance Diploma 3 Study Program, Department of Applied Health, Health Polytechnic Ministry of Health Malang. Supervisor Anggi Ardhiasti, SKM. MPH, Examiner Rizki Fadila, SE, M.S.A.

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Already 86% of Indonesia's total population has joined JKN, but the use of administrative services via the Mobile JKN application is still 7% of the total JKN participants. Based on a preliminary study in Blitar Regency, there are still many participants who come to the office to solve administrative problems, even though these administrative problems can be solved with the Mobile JKN application. The purpose of this study was to determine the usability of the Mobile JKN application in Blitar District using the questionnaire method adapted from the Use Questionnaire. This research uses a quantitative survey approach method with 100 respondents calculated using the Lemeshow formula. The results of this research found a total usefulness category score of 2.73 with a percentage of 85.22%. Ease of learning total score 2.32 with a percentage of 83%. Total satisfaction score was 1.31 with a percentage of 82%. Ease of use total score is 3.53 with a percentage of 80.14%, and it is identified that all variables are included in the Strongly Agree category. With a variable score above 80%, it can be concluded that users strongly agree with the usability of the Mobile JKN application.