ABSTRACT

Optimization of the Mobile JKN Application in Outpatient Services at Lavalette Hospital. Cindy Niveda Sacharum (2024) Final Project Report, Department of Health Information and Medical Records, Poltekkes Kemenkes Malang. Supervisor: Puguh Yudho Trisnanto, S.Kom., MM. Examiner: Ahmad Rifai, MH

Keywords: Optimization, Mobile JKN Application, DeLone and McLean Theory

In the era of technological advancement, online registration systems have become one of the solutions to improve the efficiency of healthcare services, including at Lavalette Hospital. The implementation of the **Mobile JKN** application as part of the digitalization of outpatient registration aims to simplify the registration process, reduce waiting times, and enhance patient convenience. This application allows patients to register independently anytime and anywhere without having to visit the hospital directly. This study aims to analyze the **optimization** of the Mobile JKN application in outpatient services at Lavalette Hospital. Based on a preliminary study, the Mobile JKN application successfully shortened the patient registration process to approximately 2 minutes, which was previously much longer. This improvement in efficiency positively impacts patient satisfaction, as they experience more comfort and less stress due to shorter queues. However, the study is limited to **analyzing three components of the DeLone and McLean model**: system quality, information quality, and usage. The results show that the Mobile JKN application **has improved service quality and reduced queues** at the hospital, although some patients still face difficulties in using the application. In conclusion, the optimization of the Mobile JKN application in outpatient services has been highly successful. **The Service Quality** dimension reached 100%, indicating an optimal category, while **the User Satisfaction** dimension reached 99%, also classified as optimal. These findings indicate that the Mobile JKN application provides excellent and highly satisfying service to its users.