PATIENT SATISFACTION LEVEL REGARDING THE USE OF THE JKN MOBILE APPLICATION IN THE OUTPATIENT REGISTRATION PROCESS USING THE EUCS METHOD AT BHIRAWA BHAKTI HOSPITAL

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# ABSTRACT

**Background:** The rapid development of information technology has resulted in the widespread use of information technology across various layers of society, particularly in the health sector. The Social Security Administration Agency (BPJS) is one form of social protection that guarantees all citizens in fulfilling the basic needs of a decent life, playing a vital role in ensuring healthcare for the Indonesian people. In 2017, BPJS Health launched an application called Mobile JKN to support healthcare services and the dissemination of information. Since its launch, the utilization rate of the application has continued to increase, driven by the community's growing need for BPJS services provided through this platform. With the high usage of the application, it is necessary to ensure the quality of services offered so that they can meet the healthcare needs of the community. This study aims to measure the service quality of the Mobile JKN application using the End-User Computing Satisfaction (EUCS) method. **Objective:** This study aims to determine patient satisfaction with the Mobile JKN application users at RS TNI AD Bhirawa Bhakti based on the factors of Content, Accuracy, Format, Ease of Use, and Timeliness. **Research Method:** The research method used is quantitative descriptive with an End-User Computing Satisfaction (EUCS) approach. The population and sample of this study are patients who use the Mobile JKN application. Sampling was carried out using a random sampling technique, with the sample size calculated using the Slovin formula, resulting in 100 patients. Data were processed using SPSS with descriptive analysis.
**Results:** The results of the study showed that the satisfaction index from the content factor was 17.42, the accuracy factor 8.52, the format factor 12.78, the ease of use factor 8.72, and the timeliness factor 8.49. **Conclusion:** Based on the descriptive analysis, it can be concluded that the service quality of the Mobile JKN application is at a "satisfied" level, but still requires improvements to ensure its use is aligned with the users' tasks and needs.
**Keywords:** Patient Satisfaction, Mobile JKN, *End-User Computing Satisfaction*