

ANALYSIS OF PATIENT SATISFACTION WITH THE USE OF THE MOBILE JKN APPLICATION AT MATARAM UNIVERSITY HOSPITAL IN 2026

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Abstract

The digitalization of healthcare services through the Mobile JKN application represents a strategic step toward enhancing efficiency and service quality in hospitals. This study aims to identify and analyze patient satisfaction levels regarding the use of the Mobile JKN application at Mataram University Hospital in 2026, based on the five dimensions of End User Computing Satisfaction (EUCS): Content, Accuracy, Format, Ease of Use, and Timeliness. This quantitative study employed a descriptive research design. Sampling was conducted using a consecutive sampling technique with 50 respondents comprising patients or patient family members enrolled in JKNKIS who utilized the Mobile JKN application between March 2 and March 6, 2026. Data were collected through observation, documentation, and a Likert-scale questionnaire (1–4) tested for validity and reliability (Cronbach's Alpha = 0.822), and analyzed using descriptive statistics including frequency distributions and percentages. The findings indicated that most users belonged to the productive age group of 20–40 years (56%) and were female (80%). Overall, patient satisfaction across all five EUCS dimensions was categorized as excellent. For Content, 60% of respondents strongly agreed and 39% agreed. For Accuracy, 51% strongly agreed and 48% agreed. For Format, 53% strongly agreed and 46% agreed. For Ease of Use, 52% strongly agreed and 45% agreed. Meanwhile, Timeliness achieved the highest satisfaction, with 57% strongly agreeing and 43% agreeing, with no negative responses. Minor obstacles included delayed updates on doctor schedules, complex login verification

for elderly users, and registration time limits. In conclusion, the Mobile JKN application at Mataram University Hospital generally delivers high patient satisfaction, particularly in reducing physical waiting times. The hospital is advised to improve data synchronization with the Hospital Management Information System (SIMRS) and provide assistance for elderly patients.

Keywords: Patient Satisfaction, Mobile JKN, End User Computing Satisfaction (EUCS), Hospital Administration

INTRODUCTION

The health sector is one of the areas that requires serious and sustained attention, particularly in the context of improving the quality and accessibility of health services. Health service systems in Indonesia continue to face various challenges, not only in terms of limited infrastructure and human resources but also in administrative processes that can be slow, inefficient, and insufficiently responsive to the needs of the population. These challenges have increased the need for digital transformation in healthcare services. The digitalization of health services is therefore considered an important strategy for developing a health system that is more efficient, responsive, accessible, and adaptive to the evolving needs of society.

The Health Social Security Administration Agency (Badan Penyelenggara Jaminan Sosial [BPJS] Kesehatan) is committed to improving the quality of services provided to Indonesian citizens, both in terms of healthcare delivery and access to health-related information. In response to the growing need for accessible and efficient services, BPJS Kesehatan launched the Mobile JKN application in November 2017 as part of its digital business transformation initiative to facilitate access to services for JKN-KIS participants (Bangsa et al., 2023). Mobile JKN is a self-service, digital application that provides various features designed to facilitate participants' access to the National Health Insurance (Jaminan Kesehatan Nasional [JKN]) program administered by BPJS Kesehatan (Saputra & Istiqomah, 2024). Through this application, participants can access services such as online registration, membership status verification, and information regarding healthcare facilities in a more convenient and efficient manner (Sagala et al., 2022). However, the successful implementation of Mobile JKN depends not only on the availability of technological features but also on users' acceptance and satisfaction, particularly among patients who utilize the application as part of their healthcare experience.

Patient satisfaction is closely associated with perceived service quality and can be understood as an emotional response that emerges after individuals compare their actual experiences with their expectations (Elston, 2020). When services fail to meet expectations, users may experience dissatisfaction, discomfort, or anxiety; conversely, services that meet or exceed expectations are more likely to generate comfort and satisfaction. Therefore, patient satisfaction represents an important indicator in assessing the quality of healthcare services. In the context of Mobile JKN, satisfaction is not limited to the technical

performance of the application but may also influence patients' perceptions of the overall quality and accessibility of healthcare services (Febisatria, 2024). Previous studies have reported varying levels of satisfaction among Mobile JKN users. Firmana (2023), using the SERVQUAL approach at Beringin Clinic, found that not all users were satisfied, partly because several application menus and features had not functioned optimally. Similarly, an initial survey at Santa Elisabeth Hospital Medan involving 10 BPJS Kesehatan participants who used Mobile JKN indicated that 70% of respondents reported dissatisfaction associated with long waiting times, physician delays, limited technological literacy among older users, and internet connectivity problems (Pane et al., 2025).

Challenges related to the utilization of Mobile JKN have also been reported in other healthcare facilities. At H. Hanafie Muara Bungo Regional Hospital, Jambi Province, observations and interviews identified several barriers to Mobile JKN-based registration, including limited public understanding of application procedures, inadequate internet access in certain areas, and difficulties in operating the application. Consequently, many patients continued to rely on conventional registration methods, with Mobile JKN registrations accounting for only 22% in October 2024 and increasing to 27% in both November and December 2024 (Nurjayanti & Novratilova, 2025). Similar conditions were reported at PKU Muhammadiyah Sekapuk Hospital, Gresik, East Java, where only approximately 35% of the community had utilized digital health services by 2024 (Rosidah & Aslamiah, 2025). Previous studies have further indicated that the utilization of Mobile JKN may be influenced by digital literacy, user behavior, internet connectivity, geographical distance from healthcare facilities, and the intensity of socialization and education provided by service providers (Wahyuni et al., 2021; Yuniarti & Ramadhan, 2020). These findings indicate that the availability of digital services alone does not necessarily guarantee optimal adoption or user satisfaction.

Mataram University Hospital is one of the healthcare facilities that has implemented Mobile JKN as part of its patient registration process, making it a relevant setting for assessing patient satisfaction with the application. The implementation of Mobile JKN at the hospital, which has been ongoing for approximately three years, reflects the institution's commitment to supporting the digital transformation of healthcare services. Nevertheless, periodic evaluation remains necessary to determine whether the application has effectively addressed patients' needs and contributed to improving service quality. Although Mobile JKN provides various features to support healthcare access, some users may still experience difficulties in accessing services and obtaining adequate online assistance (Sari & Lestari, 2023). Therefore, this study aims to analyze the level of patient satisfaction with the use of the Mobile JKN application at Mataram University Hospital in 2026. The findings are expected to provide empirical evidence regarding patients' experiences and perceptions and serve as a basis for the continuous improvement of digital healthcare services at the hospital.

METHOD

This study employed a quantitative approach with a descriptive research design to systematically and objectively assess patient satisfaction with the use of the Mobile JKN application at Mataram University Hospital. The study was conducted at Mataram University Hospital, located at Jl. Majapahit No. 62, Kekalik Jaya, Sekarbela District, Mataram City, West Nusa Tenggara, Indonesia, from March 2 to 6, 2026. The study population consisted of patients or family members of patients who had used the Mobile JKN application at the hospital. Based on secondary data obtained from Mataram University Hospital, the number of Mobile JKN users was dynamic, comprising 478 users in 2022, 454 in 2023, 4,567 in 2024, 3,586 in 2025, and 1,804 users during January–May 2026. A total of 50 respondents were selected using consecutive sampling, a non-probability sampling technique in which eligible subjects who met the inclusion and exclusion criteria were recruited consecutively until the required sample size was achieved. The inclusion criteria comprised patients or family members accessing healthcare services at Mataram University Hospital who had used Mobile JKN for registration or health-related information and were willing to participate voluntarily. Users who had only downloaded the application without using it for healthcare transactions, such as registration or queue services, and respondents who did not complete the questionnaire were excluded. The sample size of 50 respondents was based on the general sample-size guideline proposed by Roscoe (1975) and cited in Sugiyono (2020), which considers 30–500 respondents appropriate for many quantitative studies.

Data were collected using observation, questionnaires, and documentation. The primary research instrument was a structured questionnaire adapted from Laowo (2025), entitled *Analysis of Patient Satisfaction among BPJS Participants with Mobile JKN Application Services*, and modified according to the objectives and characteristics of the present study. The questionnaire was based on the End User Computing Satisfaction (EUCS) framework, which comprises five dimensions: Content, Accuracy, Format, Ease of Use, and Timeliness. The questionnaire consisted of 10 statements measured using a four-point Likert scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, and 4 = Strongly Agree. Questionnaires were completed independently by patients or family members in the hospital setting, with researcher assistance provided when respondents required clarification. Observation was conducted in the outpatient registration lobby and the Mobile JKN service counter to identify users' experiences and difficulties when operating the application, including technical problems, difficulties navigating menus, and the assistance provided by registration staff, particularly to older users with limited digital literacy. Documentation was also used to obtain supporting information and secondary data relevant to Mobile JKN utilization at the hospital. Prior to the main analysis, the validity and reliability of the questionnaire were assessed. Item validity was evaluated by comparing the

calculated correlation coefficient with the critical value, with an item considered valid when the calculated value exceeded the critical value or met the applicable validity criterion. Reliability was assessed using Cronbach's alpha, with a coefficient greater than 0.60 considered indicative of acceptable internal consistency (Dewi & Sudaryanto, 2020).

Data analysis focused on a single variable, namely patient satisfaction, using descriptive statistics in the form of frequency distributions and percentages; no hypothesis testing or inferential statistical analysis was performed. Following data collection, the data were processed through several stages, including editing, coding, scoring, and tabulation. Editing was performed to verify the completeness and consistency of responses, while coding involved assigning numerical codes to response categories for computerized data processing, including analysis using SPSS. Scoring was performed by assigning values according to the respondents' answers, and tabulation involved organizing the processed data into tables accompanied by descriptive interpretations. Patient satisfaction was subsequently interpreted based on the total questionnaire score using the class-interval approach described by Sugiyono (2020). Because the instrument consisted of 10 items, each scored from 1 to 4, the minimum possible total score was 10 and the maximum was 40. The resulting score range was then divided into predetermined satisfaction categories to provide an objective description of the level of patient satisfaction with the Mobile JKN application at Mataram University Hospital.

RESULTS AND DISCUSSION

The study conducted at Mataram University Hospital provides an overview of the responses and perceptions of patients and their family members as end users of the Mobile JKN application. Using a quantitative descriptive design, the study assessed patient satisfaction as a single variable based on the End User Computing Satisfaction (EUCS) framework, comprising five dimensions: Content, Accuracy, Format, Ease of Use, and Timeliness. The questionnaire administered to 50 respondents demonstrated satisfactory validity and reliability. All questionnaire items had calculated r values greater than the critical r value of 0.279 and were therefore considered valid. Furthermore, the Cronbach's Alpha coefficient was 0.822, indicating good internal consistency. These findings confirm that the instrument was sufficiently valid and reliable for assessing patient satisfaction with the Mobile JKN application.

The Content dimension indicated a generally high level of satisfaction, particularly regarding the completeness and usefulness of information provided through the application. Approximately 68% of respondents strongly agreed and 30% agreed that the application provided comprehensive information concerning membership status, healthcare facilities, and BPJS participation status. Nevertheless, 2% of respondents expressed disagreement because certain information, such as healthcare facility availability and service schedules, was occasionally updated with delays. This finding is consistent with the concept

proposed by Doll and Torkzadeh (1988), which emphasizes the contribution of information content to end-user satisfaction, and with Saputra and Istiqomah (2024) regarding the value of transparent, self-service features in Mobile JKN. Field observations, however, revealed practical problems, including electronic queue numbers and referral information that occasionally failed to appear. These conditions may reflect delays in data synchronization among BPJS Kesehatan, referring primary healthcare facilities, and the hospital's Hospital Management Information System (SIMRS). Similarly, the Accuracy dimension demonstrated a positive assessment, with 50% of respondents strongly agreeing that the system accurately processed user inputs and 46% agreeing that the information displayed corresponded with actual service conditions. However, 4% reported discrepancies, particularly during temporary synchronization problems or system maintenance. Another field finding concerned physician schedules, which were sometimes inconsistent between the Mobile JKN application and actual hospital practice. Such discrepancies may result from delays in updating operational information from hospital clinical units to SIMRS and subsequently to the BPJS system. Therefore, maintaining high satisfaction in the Content and Accuracy dimensions requires reliable data integration and timely synchronization among the relevant healthcare information systems.

The Format dimension was generally positively assessed, with 58% of respondents strongly agreeing that the application's visual appearance was attractive, readable, and professionally designed, while 42% agreed regarding the organization of the application menus. Nevertheless, respondents noted that the large number of available features could make the interface appear relatively dense, while some menus occasionally responded slowly during busy service periods. This finding is consistent with Firmana (2023), who reported that user satisfaction with Mobile JKN is influenced not only by visual appearance but also by the functionality and responsiveness of its menu structure. Field observations further indicated that older patients frequently experienced difficulty reading small text and navigating multiple icons and menus. Although administrative staff at the hospital assisted elderly users during the registration process, these findings suggest the importance of incorporating accessibility-oriented features, such as adjustable font sizes and simplified navigation, to accommodate users with different levels of visual ability and digital literacy. The Ease of Use dimension also received a high overall assessment, with 52% of respondents strongly agreeing and 45% agreeing that the application was easy to use. However, 3% disagreed, particularly because of difficulties associated with security verification, account registration, login procedures, and password recovery. These findings are consistent with the Technology Acceptance Model, particularly the concept of perceived ease of use, which emphasizes the importance of users' perceptions of simplicity when adopting digital systems. Field observations showed that some patients, particularly older adults, had difficulty obtaining queue numbers, creating new accounts, and logging in because they had forgotten their passwords.

Consequently, the relatively high satisfaction score may partly reflect the direct assistance provided by hospital staff, indicating that user-friendliness in practice is influenced not only by application design but also by the availability of human support.

The Timeliness dimension demonstrated a particularly positive assessment because Mobile JKN enables patients to register electronically and obtain digital queue numbers without waiting physically at the registration counter. The online queue feature allows patients to monitor queue progress remotely and may reduce the time and transportation costs associated with conventional registration. However, field observations identified misunderstandings concerning the application's registration time restrictions. Some patients interpreted the inability to register for same-day services as a system error, whereas the restriction may reflect predetermined service-capacity and registration-window policies. Such misunderstandings indicate the importance of clear communication and user education concerning registration procedures and applicable time limits. Overall, the five EUCS dimensions—Content, Accuracy, Format, Ease of Use, and Timeliness—indicated a generally positive level of patient satisfaction. Nevertheless, the observed problems demonstrate that satisfaction is not determined solely by the technical quality of the application. It is also shaped by users' characteristics, digital literacy, network connectivity, information-system integration, and the quality of support provided by healthcare personnel.

Several factors therefore contributed to the level of patient satisfaction with Mobile JKN at Mataram University Hospital. First, age and digital literacy influenced users' ability to independently operate the application; younger and working-age users generally appeared more capable of navigating digital features, whereas older users more frequently required assistance from family members or hospital staff. Second, internet connectivity and network infrastructure affected application responsiveness, particularly when users experienced delays in loading pages or accessing menus during periods of high service activity. Third, the quality of integration between Mobile JKN and the hospital's SIMRS was important for ensuring that registration, referral, queue, and service information remained synchronized and accurate. Fourth, socialization, education, and responsive assistance from hospital personnel played an important role in overcoming users' difficulties and bridging differences in digital literacy. Thus, although the Mobile JKN application provides substantial benefits in facilitating digital healthcare access, its effectiveness and user satisfaction depend on the interaction between application functionality, information-system integration, network infrastructure, user characteristics, and institutional support. Continuous improvement in these interconnected components is necessary to ensure that digital healthcare services remain accessible, reliable, efficient, and inclusive for patients at Mataram University Hospital.

CONCLUSION

Based on the research findings, data analysis, and discussion regarding patient satisfaction with the use of the Mobile JKN application at Mataram University Hospital in 2026, it can be concluded that patients generally demonstrated a good level of satisfaction with the implementation of Mobile JKN, as assessed using the End User Computing Satisfaction (EUCS) framework comprising five dimensions: Content, Accuracy, Format, Ease of Use, and Timeliness. The Content dimension indicated high satisfaction with the completeness, relevance, and transparency of membership information, although minor limitations were identified regarding delays in updating secondary information, such as bed availability and surgical schedules. The Accuracy dimension was also positively assessed, particularly because the online registration system was integrated with the hospital's internal queue management system, thereby supporting accurate administrative processing. The Format dimension was generally perceived as professional, with consistent layout and text readability, although occasional delays in menu responsiveness were reported during peak outpatient service hours. The Ease of Use dimension was considered relatively simple and transparent for productive-age users, whereas elderly users with limited digital literacy continued to experience difficulties with digital form completion and in-app verification procedures. Meanwhile, the Timeliness dimension provided an important contribution to patient satisfaction because the online queue system reduced manual administrative processes and shortened patients' physical waiting time at the registration counter. Overall, patient satisfaction with Mobile JKN was influenced by the interaction of several determinants, including users' age and digital literacy, internet connectivity stability, the quality of integration between Mobile JKN and the Hospital Management Information System (SIMRS), and the responsiveness of administrative staff in providing direct education and assistance to users experiencing difficulties with the application.

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