



Analysis of the Level of Community Satisfaction with the Implementation of the Telemedicine Technology Health Service Application (Mobile JKN) in Sanggrahan Village

Dinda Nur Wijayanti

Universitas 'Aisyiyah Surakarta

dinda.wijayanti@aiska-university.ac.id

Asti Nurhayati

Universitas 'Aisyiyah Surakarta

astinurhayati@aiska-university.ac.id

Address: Jl. Ki Hajar Dewantara No.10, Jawa, Kec. Jebres, Kota Surakarta, Jawa Tengah 57146

Corresponding author: dinda.wijayanti@aiska-university.ac.id

Abstract: The general objective of the research carried out is to determine the analysis of the level of community satisfaction with the implementation of the Telemedicine technology health service application (Mobile JKN) in Sanggrahan Village. The specific objective of this research is to find out: To determine the percentage of community satisfaction and dissatisfaction with the implementation of the application Telemedicine technology health services (Mobile JKN) in Sanggrahan Village. To find out the percentage of good or bad implementation of Telemedicine technology health service applications (Mobile JKN) in Sanggrahan Village. This type of research is quantitative research with a survey approach. This research aims to collect numerical data to measure an analysis of the level of community satisfaction with the implementation of the Telemedicine technology health service application (Mobile JKN) in Sanggrahan Village. Based on data analysis and discussion, the results of the research can be concluded: The description of the level of community satisfaction in Sanggrahan Village is high with 50 respondents (100%). The description of the implementation of the JKN Mobile Application in Sanggrahan Village is mostly high with 40 respondents (80%). The relationship between community satisfaction with the implementation of the telemedicine technology health service application (Mobile JKN) in Sanggrahan Village, with a p-value of 0.000 (<0.05).

Keywords: Community Satisfaction Level, Implementation of Telemedicine Technology Health Service Applications, Mobile JKN

INTRODUCTION

Development technology moment This cause happen massive digital transformation in various areas of life. One of What is experiencing rapid development is the health sector. Technology information Which is results revolution industry 4.0 has Lots used to support health services through digitalization and the interconnection of processes, services and people called service health 4.0 (H4.0). H4.0 technology is estimated to be able to influence adaptive capabilities that the health care sector generally has uncertainty, diversity, And dynamism (Marques yes Rosa et al.,2021). In the current era of openness, people are more aware of needs them, including the need for health services. Digital transformation which gave rise to new technology making health services possible safer and of higher quality (Kraus, Schiavone, et al., 2021). Wrong One development big in service health during 45 year final is technology Telemedicine (Marques and Ferreira, 2020). Ministry Communication And Informatics (Kominformo) take notes use application teleconference go on fast until 443 percent

since pandemic Covid-19. One of them is the use of telemedicine media. With growth exponential internet users, availability and/or accessibility service telemedicine. Which there is now the more increase. On year 2018, market telemedicine global worth USD 38,046 million. And estimated will increase become USD 103,897 million on in 2024 (Bhaskar *et al.*, 2020).

Telemedicine is a long-distance health service that is carried out by health professionals using information technology and communication, and this is also expected to include the exchange of information for diagnosis, treatment, prevention, disease, injury. And study also evaluation about education. This in accordance with Regulation Minister Health Number 20 Year 2019 about Maintenance Service Telemedicine Between Health Service Facilities, the birth of Minister of Health Regulations Number 20 of 2019 concerning the Implementation of Telemedicine Services Between Facility Service Health, background with various base consideration. First, that in frame get closer service specialist health and improving the quality of health services in service facilities health care, especially in remote areas, is carried out in various way effort. Wrong the only one through use technology information field health in the form of consultation services between health service facilities through telemedicine. Second, that for realize service telemedicine which safe, quality, anti-discrimination, and effective as well as prioritize interest and safety patient, required arrangements specifically regarding telemedicine services between service facilities health. Third, that based on consideration as referred to in letters a and b, as well as to implement the provisions Article 19 Paragraph (2) Minister of Health Regulation Number 90 of 2015 about Maintenance Service Health in Facility Service Health of Remote and Very Remote Areas, needs to be determined Regulation Minister Health about Maintenance Service Telemedicine between Health Service Facilities, with a legal basis Constitution Number 36 Year 2009 about Health (Sheet Republic of Indonesia Year 2009 Number 144, Additional Gazette Republic of Indonesia Number 5063) Presidential Regulation Number 35 2015 concerning the Ministry of Health (State Gazette of the Republic Indonesia Year 2015 Number 59); Regulation Minister Health Number 90 2015 concerning the Implementation of Health Services in Facilities Service Health Region Isolated and Very Isolated (News Republic of Indonesia 2016 Number 16).

Based on BPS data, only 4.89% of the population is inside country which once utilize telemedicine. Temporary, 95.11% resident land water not yet once use service health the.

Telemedicine has great potential in realizing coverage service health distance far which more wide. Despite, Body Center Statistics (CPM) note, still a little resident Indonesia

Which Once use service the. Based on data BPS, only 4.89% resident in in country Which Once utilise telemedicine. Temporary, 95.11% resident land water Not yet Once use the health service. Looking in more detail, 2.65% of Indonesia's population use telemedicine For registration service health in facility health. So, 2.13% resident use telemedicine For consultation health. Percentage resident Indonesia Which take advantage of it For get service drugs from pharmacy of 0.69%. Meanwhile, only 0.26% of the population uses services the during suffer Covid-19. Meanwhile, 56.25% inhabitant No utilise telemedicine because more choose service health directly or conventionally. As many as 22.57% of the population felt No need it. Whereas, 20.94% resident No know telemedicine.

As Which stated in in Constitution Number 40 Year 2004 about System Guarantee Social National (SJSN) Which says that social security is mandatory for all Indonesian society, namely the National Health Insurance (JKN), through Health Social Security Administering Agency (BPJS). BPJS Health is something body law Which formed For carry out program guarantee health. Maintenance guarantee health is the embodiment of social protection for all Indonesian society by government so that guaranteed in fulfil need health community (Wulanadary, Sudarman and Ikhsan, 2019).

Program latest Guarantee Health National facilitate health in Indonesia, JKN aim For give facility Health level First as big as 98%, that is something guarantee form Health protection for participants (Annur, 2023) is almost complete 250 million participants as of January 2023. If you compare 250 million participants age on 15 year until with 60 more year in Indonesia 208,544,086 people do not include those aged less than 15 years (BPS, 2023) shows difference 41,455,914 soul or (-) 16.58% from data membership, whereas in Indonesia amount resident 278,752,361 soul per April 2022 (Isabela, 2022) the lagging figure is 1.12% which is not penetrated by JKN or program JKN Not yet equally And Not yet can in access by all over The number of people who do not participate is 28,752,361 people per year 2022 (Yulastuti and Jawahir, 2023).

Based on data obtained from the Central Java statistical agency In 2022, total JKN *coverage* will be 28,948,767 people. From 34 6 city districts, Sukoharjo district are JKN application users Mobile has the highest number of 86,868 people (BPJS Health, 2021).

Can said that from a number of city the covers city Surakarta has 72,613 users of the Mobile JKN application, Karanganyar as much 64,468 soul, Sukoharjo with amount users as many as 86,868, Sragen as many as 73,582 and Wonogiri as many as 63,391, regency Sukoharjo is user application Mobile JKN most tall namely 86,868 people (BPJS Surakarta, 2022).

Health services easily accessible, fast, safe, confidential, integrated, effective and efficient are demands for quality public services, specifically field health in Era Disruption (Rahardjo and Wardani, 2021). Therefore, the telemedicine application that BPJS has is an application JKN mobile. Currently, using the JKN mobile application is considered useful For makes it easier public in access service BPJS without need come to the office (Nurhayati, 2022). The JKN mobile application is a form transformation digital from model business BPJS health Which beginning made as form activity management branch or institution health, into a form that can be utilized to facilitate participant any time And anywhere, without exists constrained in a way direct by time. Health based on *egovernment* is one a form of government innovation, in this case BPJS Health, through JKN mobile. The purpose of this application is to make things easier for people in access service health. Application mobile JKN This created

With all form convenience, so that on later easy applied in society. Apart from that, the JKN mobile application must be available accessible to all levels of society, because this must be appropriate on theory, dimensions, And quality service health, in where service health must can achieved by all public, No hindered geographical and socio-economic conditions. Hence, the app mobile JKN is one of the latest breakthroughs from BPJS Health, because this application can facilitate public access (Putra *et al.* , 2021). This application is considered to be able to help the community, especially in service JKN. Example For do consultation doctor, payment premium, check the availability of beds in the hospital, check history illnesses, and services to move health facilities (Nurhayati, 2022).

From the explanation above, there are gaps from previous research where there are different results. The results of research conducted by Aditia Khafliyani, F. (2023) stated that overall the performance provided by the JKN mobile application at BPJS Wonogiri Regency, users were satisfied with the performance of the online registration system on the JKN mobile application. Similar research was also conducted by Firmana, IC *et al.* (2023) who obtained results from users of the JKN Mobile application, not all of them were satisfied because there were several factors, namely in terms of menus and features that were not functioning properly and regarding solving problems or obstacles faced by users, in this case the officers did not respond to problems from users. The research results of RINJANI, R., & Sari, N. (2022) show that this research shows that the implementation of the JKN mobile application carried out by the BPJS Health Subulussalam branch through implementation socialization is good, but there are several inhibiting and supporting factors in implementing the JKN mobile application. .

And in using this application, the public is not fully aware, so implementing the JKN mobile application is not yet fully effective and efficient. The implementation of the JKN

mobile application for the community/participants in BPJS Health Subulussalam City has not gone completely well. Furthermore, the research results of Wulandari, A., & Sudarman, I. (2019) show that the services and information provided through the application are effective if seen from the time required to provide services, accuracy in providing services and a non-discriminatory service delivery style because they are systemized with the JKN mobile application. Research by Yuliasuti, H., & Jawahir, M. (2023) The JKN Mobile digital-based public health service application satisfies health service users so that it has increased the use of JKN Mobile in the very good category.

The reason the researcher chose Sanggrahan Village as a research location was based on the results of a preliminary study. Sanggrahan Village is one of the villages located in Grogol District, Sukoharjo Regency. With a distance of approximately 5 km from the government center of Sukoharjo Regency. And based on data from the Surakarta branch of the BPJS Health office in 2022, Sukoharjo Regency has the highest number of users of the JKN mobile application, namely 86,868 people. Then, based on the results of observations and interviews of 15 people that were conducted with the community in Sanggrahan Village who use the Mobile JKN application, there are several problems and user complaints, including: Users find it difficult and confusing when registering, participants complain about how long the OTP code sent via SMS during the registration process. Then the user complained that during registration he was asked to register an account number even though the user did not have an account number, so the user used his relative's account number so he could continue the registration process.

Then sometimes the application cannot be used if it is not immediately updated at that time, every time you open the application it always asks for the latest version update, after the update is complete you still cannot log in, with the statement that you cannot make transactions. The user tried to reset the password many times in order to be able to log in to the application, but still could not continue. Then users of the JKN mobile application have problems filling in their personal data on the application with the statement that it cannot continue and try again in a few moments, service at the BPJS office, but when done in a way application mobile JKN so will faster service. And users consider the JKN mobile application to be difficult for users aged 40 years and over and more complicated if there is incorrect data input such as changing participant data or forgetting the password. Then users feel dissatisfied with the form and service of the Mobile JKN application, which sometimes causes errors and the loading process is slow. Due to these problems, users often complain because work that could previously be completed quickly has become delayed and cannot be completed on time.

User satisfaction is a situation where the user's desires, expectations and needs can be met. A service can be said to be satisfactory if the service can meet the desired needs and expectations, the user's response to the application system's ability to fulfill needs can satisfy the user. Meanwhile, measuring the level of user satisfaction is the most important factor in developing an application system to provide better services. Apart from that, there are indicators to measure customer satisfaction, according to Indrasari (2019:92), namely: First, conformity to expectations, namely satisfaction is not measured directly but is concluded based on the suitability or mismatch between customer expectations and actual company performance.

Second, intention to revisit, namely customer satisfaction, is measured by asking whether the customer wants to buy or use the company's services again. Third, willingness to recommend, namely customer satisfaction is measured by asking whether the customer will recommend the product or service to other people such as family, friends, and others.

Apart from that, there are five dimensions of measuring user satisfaction with information systems, namely as follows: Content, this dimension is reviewed through the content of the system in the form of functions and modules that can be used by users as well as information obtained from the system. In addition, this dimension measures the results of information that meets the needs of its users. Then Accuracy, this dimension measures user satisfaction based on the accuracy of the data when it is input into the system and then processed into information. This measurement is seen from how often the system produces incorrect output when processing data from users. Next is Format, this dimension measures user satisfaction based on the appearance or aesthetics of the system interface, the attractiveness of the information format produced by the system, and how the system displays make it easier for users to access it. Then *Ease of Use*, this dimension measures users based on the user's ease of accessing or using the system during processes such as entering and processing data or searching for the information needed. And finally there is Timeliness, this dimension measures user satisfaction based on timeliness in providing data or information that users need. A timely system is categorized as a real-time system, that is, when a user's request or input will be processed immediately and the output will be displayed quickly.

Based on the background explained previously, researchers are interested in conducting research entitled "**Analysis of the Level of Community Satisfaction with the Implementation of the Telemedicine Technology Health Service Application (Mobile JKN) in Sanggrahan Village**".

BASE THEORY

Understanding Satisfaction

According to Zeithaml And Bitner in satisfaction customer is response about achievement desire. Satisfaction is evaluation about excess service, Which serve level happiness consumers related to achieving consumption needs consumer. So customer satisfaction is a response from oneself somebody caused desire customer can come true, though getting it requires sacrifice or effort. Satisfaction what the customer gets is the conclusion from the evaluation regarding characteristics service Which used on achievement need, depending on performance that matches or even exceeds expectations. (Firman *et al.* , 2023).

Customer satisfaction is the customer's perception of his expectations has fulfilled or exceeded. Satisfaction customer meaningful comparison between what consumers expect and what they expect felt consumer when use product the. When consumer feel performance product The same or exceed expectations, meaning they are satisfied. On the other hand, if the product performance less than their expectations, means they are not satisfied. Satisfaction is the degree to which a person feels after comparing performance or results what he felt with his hopes (Gultom, Arif and Muhammad Fahmi, 2020).

Understanding Service Telemedicine

According to (Constitution ministry health, 2015) telemedicine is giving service health distance Far by health professionals using information technology and communication, covers exchange information diagnosis, treatment, prevention disease And injury, study And evaluation, And education sustainable provider service health For interest enhancement health individual And public. Service telemedicine between facility service health, Which furthermore called Service Telemedicine is telemedicine Which held between one health service facility and another service facility other health services in the form of consultations to establish a diagnosis, therapy, and disease prevention.

Telemedicine is practice health with use communication audio, visual And data, including maintenance, diagnosis, consultation And treatment as well as exchange data medical And discussion remote science. Based on the definition above, we can understand that scope telemedicine Enough wide, covers provision service health distance Far (including clinical, education And service administration), through transfer information (audio, videos, chart), with use devices telecommunication (audio-video interactive two direction, computer And telemetry) with involve doctor, patient And parties other (Kurniawan *et al.* , 2022).

Understanding Application Mobile JKN

Application Mobile JKN is application Which Can accessed throughsmartphones. This application is a new breakthrough for BPJS Healthcan give convenience For register, And change datamembership, easy For get information data participant family, easy in see cost payment dues participant, ease of obtaining FKTP services (Level Health Facilities First) and FKTL (Advanced Level Referral Facility) and easy for public If want to convey suggestion nor complaint. Likewise, it can make it easier when you forget to bring enough cards click just application This so card JKN Can direct shown toofficer and in this application it is registered per family card, right? individual (Wulanadary, Sudarman and Ikhsan, 2019).

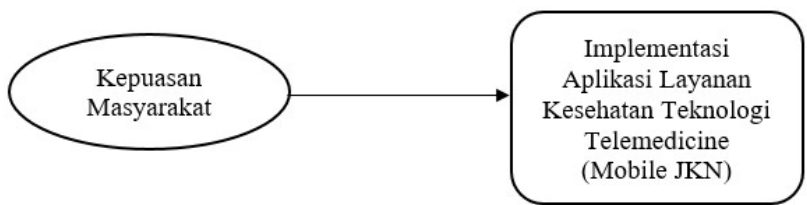
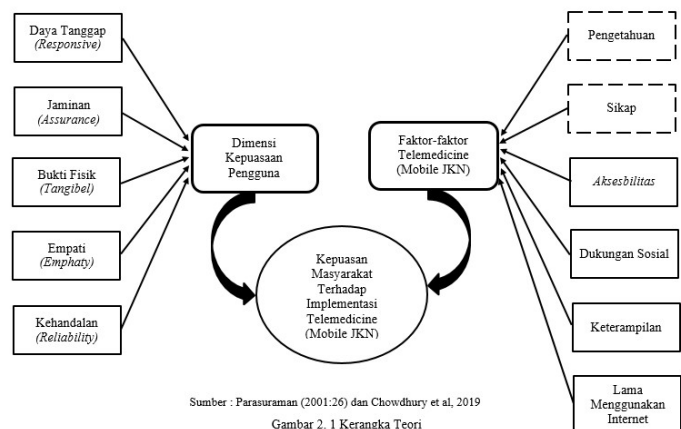


Figure 2. 1Conceptual Framework

METHOD STUDY

Type this research is study quantitative with approach *survey*. This research aims to collect numerical data for measure level analysis satisfaction public to implementation applicationservice health technology Telemedicine (Mobile JKN) in Village Sanggrahan. The

design used in this research is a descriptive survey design. This type of design aims to collect information about a group of people involved in the research and ask them a series of questions and then tabulate their answers (Made, 2021). Respondents in this study were JKN mobile application users in Dusun Mantung RT 02.

RESEARCH RESULTS AND DISCUSSION

A. Research result

Validity test

The validity test aims to measure the questionnaire method in research, by comparing the calculated r which is greater than the r table then the item is declared invalid, conversely if the calculated r is smaller than the r table at a significance level of 5% (0.05) for a two-way test. It is known that $N = 50$, then the degrees of freedom are $N - 2 = 50 - 2 = 48$. The r value of the two-way table $df = 48$ and $sig = 0.05$ is 0.235. The results of the validity test can be seen in table 1 below:

Table 1. 1Validity Test Results

Variable	Statement Items	r count	r table	Information
Responsiveness (Responsive) (X1)	X1.1	0.655	0.235	Valid
	X1.2	0.728	0.235	Valid
	X1.3	0.399	0.235	Valid
	X1.4	0.851	0.235	Valid
	X1.5	0.721	0.235	Valid
	X1.6	0.628	0.235	Valid
	X1.7	0.586	0.235	Valid
Guarantee (Assurance) (X2)	X2.1	0.841	0.235	Valid
	X2.2	0.833	0.235	Valid
	X2.3	0.755	0.235	Valid
	X2.4	0.823	0.235	Valid
	X2.5	0.526	0.235	Valid
Physical Evidence (Tangible) (X3)	X3.1	0.591	0.235	Valid
	X3.2	0.627	0.235	Valid
	X3.3	0.708	0.235	Valid
	X3.4	0.678	0.235	Valid
	X3.5	0.742	0.235	Valid
Empathy (Emphaty) (X4)	X4.1	0.664	0.235	Valid
	X4.2	0.847	0.235	Valid
	X4.3	0.831	0.235	Valid
	X4.4	0.663	0.235	Valid
Reliability (Reliability) (X5)	X5.1	0.815	0.235	Valid
	X5.2	0.719	0.235	Valid
	X5.3	0.707	0.235	Valid
	X5.4	0.828	0.235	Valid

Reliability K	X5.5	0.745	0.235	Valid
	X5.6	0.516	0.235	Valid
Accessibility (Y1)	Y1.1	0.839	0.235	Valid
	Y1.2	0.868	0.235	Valid
	Y1.3	0.683	0.235	Valid
	Y1.4	0.478	0.235	Valid
	Y1.5	0.366	0.235	Valid
Social Support (Y2)	Y2.1	0.742	0.235	Valid
	Y2.2	0.740	0.235	Valid
	Y2.3	0.666	0.235	Valid
	Y2.4	0.681	0.235	Valid
Skills (Y3)	Y3.1	0.877	0.235	Valid
	Y3.2	0.871	0.235	Valid
	Y3.3	0.638	0.235	Valid
Years of Using the Internet (Y4)	Y4.1	0.824	0.235	Valid
	Y4.2	0.813	0.235	Valid

The validity test results table above shows that all statement items are valid. So the data obtained can measure the variables of responsiveness, assurance, physical evidence, empathy, reliability, accessibility, social support, skills, length of time using the internet.

a. Reliability Test

The aim of the reliability test is to test the reliability of each question instrument contained in the research questionnaire by looking at the Cronbach's Alpha value. The instrument can be declared reliable (acceptable reliability) if the Cronbach's Alpha value is more than 0.60.

The results of the reliability test can be seen in Table 2 below:

Table 22 Reliability Test Results

Research variable	Cronbach's Alpha	Critical Value	Information
Responsiveness (<i>Responsive</i>) (X1)	0.783	0.60	Reliable
Guarantee (<i>Assurance</i>) (X2)	0.799	0.60	Reliable
Physical Evidence (<i>Tangible</i>) (X3)	0.690	0.60	Reliable
Empathy (<i>Emphaty</i>) (X4)	0.745	0.60	Reliable
Reliability (X5)	0.805	0.60	Reliable
<i>Accessibility</i> (Y1)	0.678	0.60	Reliable
Social Support (Y2)	0.667	0.60	Reliable
Skills (Y3)	0.717	0.60	Reliable
Years of Using the Internet (Y4)	0.924	0.60	Reliable

The reliability test results table above shows that the Cronbach's Alpha value. The reliability test results table above shows that the Cronbach's Alpha value is > 0.60 , which means that each variable indicator is responsiveness, assurance, physical evidence, empathy.), reliability, accessibility, social support, skills, length of time using the internet. reliable to reflect the respective variables.

1. Univariate Analysis

Univariate analysis was carried out to determine the frequency distribution and proportions of each variable studied. The results of univariate analysis based on the results of research on 50 respondents can be seen in the following description:

a. Description of Community Satisfaction Level in Sanggrahan Village

Based on the results of filling out the questionnaire by respondents in this study, it is known from the statement that the level of satisfaction in the questionnaire answered by respondents was high (85-115), medium (54-84), and low (23-53). For more details, see the table below:

Table 3 Frequency Distribution of Respondents Based on Level of Satisfaction

No	Satisfaction Level	frequency	Percentage (%)
1.	Tall	50	100%
2.	Currently	0	0
3.	Low	0	0
Amount		50	100%

Based on table 3, it is known that out of 50 respondents, the level of satisfaction was high, namely 50 respondents (100%).

b. Overview of the Implementation of the JKN Mobile Application in Sanggrahan Village

Based on the results of filling out the questionnaire by respondents in this study, it is known from the statements in the questionnaire that respondents answered, namely high (55-75), medium (35-54), and low (15-34). For more details, see the following table:

Table 4. 3Frequency Distribution of Respondents Based on Implementation of the Mobie JKN Application

No	Implementation of the JKN Mobile Application	frequency	Percentage (%)
1.	Tall	40	80.0 %
2.	Currently	10	20.0%
3.	Low	0	0

Amount	50	100%
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Based on table 4 it is known that out of 50 respondents, implementation of the Mobile JKN application was high, namely 40 respondents (80.0%).

2. Bivariate Analysis

Community Satisfaction	Application Implementation			P-Value
	Tall	Currently	Total	
Tall	40 (80.0%)	10 (20.0%)	50	0,000
Low	0	0	0	
Currently	0	0	0	

Based on the table above, the results obtained are $\chi^2 = 554,968$, $\rho = 0.000$, contingency efficiency = 0.958. Based on the *Chi Square* test, the *Fisher exact* value was $0.00 < \alpha (0.05)$, so it can be concluded that H_a was accepted and H_o was rejected, meaning that there is a relationship between community satisfaction with the implementation of the telemedicine technology health service application (Mobile JKN) in Sanggrahan Village.

B. Discussion

1. Description of Community Satisfaction Level in Sanggrahan Village

Based on the frequency distribution table above, it explains that the level of community satisfaction in Sanggrahan Village is high, namely 50 respondents (100%). This means that all respondents have a high level of satisfaction.

Public satisfaction with public organizations is very important because it is related to public trust. The better the government and the quality of services provided, the higher the public's trust will be. Public trust will be higher if people receive good service and feel satisfied with that service (Suandi, 2019) .

Satisfaction is the level of condition where a person states the results of a comparison of the performance of the product (service) received and what was expected. Meanwhile, according to the definition of satisfaction, patients will be satisfied if the process of delivering health services to consumers is in accordance with what they expect or perceive. The fulfillment of patient needs will be able to provide an overview of patient satisfaction, therefore the level of patient satisfaction is very dependent on their perceptions or expectations of the service provider. Patient needs that are often expected are security of service, price in obtaining services, accuracy and speed of health services.

Satisfaction can be divided into two types, namely tangible satisfaction, which is satisfaction that can be felt and seen by customers and has been utilized, and psychological satisfaction which is intangible from health services but can be felt by patients.

There were 50 respondents (100%) with a high level of satisfaction. This is in accordance with research by Yuliasuti, H., & Jawahir, M. (2023) The JKN Mobile digital-based public health service application satisfies health service users so that it has increased the use of JKN Mobile in the very good category.

The JKN mobile application provides features designed to provide convenience and satisfaction to BPJS Health participants in managing their health services. One important feature is "JKN Info", which provides participants with comprehensive information about registration, rights and obligations, facilities and benefits, as well as BPJS office contacts. The "Change Participant Data" feature allows participants to make changes to data, such as residential address, if they move to another region.

The "Complaints" feature allows participants to submit complaints regarding health services or facilities. "Participants" allows users to view data on participants registered in their family, including information about membership status, health facilities, and classes taken. The "Bills" feature displays information about bills that have not been paid by participants. Participants can also use the "Location" feature to search for the nearest BPJS office based on the nearest branch or location with the help of GPS technology. "Payment Records" provides information about the last premium or fine payments that have been made. The "VA Check" feature allows participants to check their virtual account, which is the account number used for payments at registered banks. The "Screening" feature allows participants to carry out early detection of diseases that can cause large costs. Finally, "Settings" allows participants to configure the application according to their needs, including managing notifications, changing passwords, or exiting the BPJS Health Mobile application. With these features, the JKN mobile application aims to provide a better experience and make it easier for participants to access health services (Asmara, 2023).

In line with research (Saryoko et al., 2019) that the public is satisfied with the JKN mobile application and that it can meet user expectations. The JKN Mobile Application is an application designed by BPJS Health to provide easy access and comfort for participants of the National Health Insurance-Healthy Indonesia Card. This application contains complete information about the National Health Insurance Program-Healthy Indonesia Card so it can be used to register participants, change participant data, and check contributions. Participants can freely use this application to take care of National Health Insurance membership-Healthy

Indonesia Card without having to come to the BPJS Health Branch Office (Health, nd).

The results of this research are supported by research (Gea, Khairina and Salsabila, 2023) namely that the public has a high level of trust in the management of the Mobile JKN application because the application can be accessed easily, quickly and precisely, they can access accurate services and information. This indicates that people are satisfied with the activity and consider it useful.

The National Health Insurance Program in the form of the JKN mobile application is a transformation from the government to facilitate and increase access to health services. The JKN mobile application provides easy access to services for all participants. People can access various services related to the JKN mobile program easily, quickly, anytime and anywhere with just one hand. The JKN Mobile Application is provided for the public, specifically BPJS participants. This application aims to speed up the service process and reduce long queues so that people no longer wait long for the next process. With the help of this application, service waiting times will be shortened and the service process will run faster (Prasetyo & Safuan, 2022). People who want to register can easily access this application directly.

Based on findings in the field, the Mobile JKN application has characteristics that can be used by the public. The Mobile JKN Application is still in the development stage with the aim of improving services through this application. Because it is known that the purpose of the JKN Mobile Application is to make it easier for the general public and JKN participants to access information relevant to the JKN Mobile Application, such as viewing JKN cards, services via the JKN Mobile Application are already available. Kis, changing There are many characteristics, including health facilities. Service effectiveness, the aim is to improve community services, especially health services, through the implementation of efficient and targeted programs. The health of every citizen is very important, therefore the government plays an important role in ensuring and improving public health. The government plays an important role in improving and ensuring public health. The latest advances in improving health services are available from BPJS Health.

Services related to health, the JKN mobile program, an application for the BPJS participating community which makes it easier for the general public to access information and services on the JKN mobile application. This JKN mobile application aims to shorten queues so that users don't have to wait too long to enter the office. Only community application users or BPJS Health participants can visit the office directly through this application.

2. Overview of the Implementation of the JKN Mobile Application in Sanggrahan Village

Based on the frequency distribution table above, it explains that the implementation of the Mobile JKN application in Sanggrahan Village is high, namely 40 respondents (80.0%). This means that all respondents have a high level of satisfaction. Meanwhile, the implementation of the Mobile JKN application was moderate, namely 10 respondents (20.0%).

The JKN Mobile Application is an effective type of telemedicine that helps people get BPJS Health services and accept the BPJS Health application. The public is satisfied with the services provided by the Mobile JKN application, which is easy to use. If you are not yet a BPJS Health participant, people can immediately register as new participants and change their family data to get information related to JKN-KIS. Apart from that, participants will enjoy the services and information provided through the JKN Mobile Application (Kusumawardhani, Octaviana and Supitra, 2022) .

There were 40 respondents (80.0%) who stated that the implementation of the Mobile JKN application was high because complaints were processed quickly and they were satisfied because the procedure for using the application was easy. This is in line with Jihan Natasha's research (2019) that responding to customer complaints will provide satisfaction to patients (Natassa & Dwijayanti , 2019). Furthermore, respondents felt satisfied because the application functioned well, satisfied because it was easy to use the application, and satisfied because the features in the application were complete. This is in line with research by Hermasyah (2019) that the physical condition of the facilities in this study is analogous to the application and the completeness of the mobile application features. JKN has an influence on service quality, the better the facilities, the more satisfaction it will provide (Hermansyah et al., 2019).

This is in accordance with research conducted by (Yuliastuti and Jawahir, 2023) , namely that the JKN Mobile digital-based public health service application satisfies health service users so that it has increased the use of JKN Mobile in the very good category. JKN Mobile is a digital-based health service with 18 menu features that account users can have and the JKN Mobile system has quality that can satisfy health service users so that it has increased the use of JKN Mobile in the very good category. Effectiveness as an effort to achieve the mandatory JKN Mobile targets and government efforts to connect with parties related to health services in Indonesia met effectiveness in the very good category at the beginning of 2021.

There were 10 respondents (20.0%) who were implementing the Mobile JKN application because they felt it was easier to come directly to the BPJS office to register offline. Similar research was also conducted by Firmana, IC et al. (2023) who obtained results from users of

the JKN Mobile application, not all of them were satisfied because there were several factors, namely in terms of menus and features that were not functioning properly and regarding solving problems or obstacles faced by users, in this case the officers did not respond to problems from users.

Respondents with a moderate level of satisfaction due to the online BPJS Health registration process via the Mobile JKN application were caused by those who did not understand technology and did not understand how to use the application. Apart from that, there are many NIKs that have not been registered with Disdukcapil and participants must come to Disdukcapil to update their NIK before they can register online via the Mobile JKN application. An additional cause is a strong internet signal, so participants believe that the obstacle comes from the application and admin delays in serving participants.

So it can be concluded that the Mobile JKN application can help respondents in getting services from BPJS Health and BPJS Health application users accept the Mobile JKN application.

The aim of the national health insurance service provided by BPJS Health is basically to help reduce health problems faced by the community, health services and the government in order to improve health status, through accountable and efficient management of JKN funds. This goal is stated in the BPJS Health strategic plan towards realizing medium and long term health development by prioritizing quality and sustainable services.

Achieving the future goals of JKN is not easy for BPJS Health. Therefore, in order to achieve the goal of accountable service, BPJS health administrators are obliged to formulate public service targets objectively, clearly, measurably and specifically by prioritizing complete, efficient, fast and continuous optimization of services. In order to achieve effective implementation of public service functions, one of the important points that must be considered is innovation and improvement of JKN services through the provision of Mobile JKN which can be implemented on smart phones, making it easier for the general public to use JKN services efficiently and effectively.

The JKN mobile application was created to support JKN services in Indonesia. The rationale for providing this service is to make it easier for users, in this case JKN participants, to utilize JKN services without having to get service directly from officers. The benefits of the Mobile JKN application are many, including shortening services, speeding up services, making services easier, reducing costs, preventing service queues, and increasing service satisfaction.

Based on the findings in the research results, this indicates that in the current digital era,

all public services including JKN services must continue to innovate services in the form of mobile applications, this is in line with the increase in the number of smart phone users in Indonesia reaching more than 100 million, meaning in terms of infrastructure. really supports the operation of the JKN mobile application. The use of the JKN mobile application, in its implementation, also received a wide response in the community, because its operation is more flexible, easier and can be done anywhere and at any time. In reality, people who use the JKN application feel that it makes it easier to access JKN services because they don't have to go to a BPJS office or bank. This fact shows that the user community can experience enormous benefits when using the JKN mobile application (Suhadi, Jumakil and Irma, 2022)

3. The Relationship between the Level of Community Satisfaction with the Implementation of the Telemedicine Technology Health Service Application (Mobile JKN) in Sanggrahan Village

Based on the results of the Chi Square test, the significance value p was obtained is 0.000 while the value of $p < 0.05$ means H_0 is rejected and H_a is accepted, so it can be concluded that there is a relationship between the level of community satisfaction with the implementation of the telemedicine technology health service application (Mobile JKN) in Sanggrahan Village.

It is known that the contingency efficiency value is 0.958, so it can be concluded that there is a "strong" relationship between the variable level of community satisfaction and the implementation of the Mobile JKN application. This research is in line with research conducted by (Julianto & Setyabudi, 2017) with a significance value of $0.000 < 0.05$ obtained, there is a significant relationship between parental guidance and learning motivation. The relationship between guidance and learning motivation has a closeness of 0.561, so it can be seen that the relationship is strong

It is known that the contingency efficiency value between the satisfaction level variable and the implementation of the Mobile JKN application is positive, namely 0.958, so it can be concluded that there is a "positive" relationship between the satisfaction level variable and the implementation of the Mobile JKN application. If the appearance of the Mobile JKN application is quality and easy to understand, the Mobile JKN application users will be more satisfied and the level of user satisfaction will be higher.

Similar research was also conducted by (Selfiana Bancin *et al.* , 2023) The completeness of mobile application information does not have a relationship with user satisfaction with a *p value of 0.031* with the number of respondents being 25 who were satisfied with a percentage of 100%, which means the two indicators have a relationship. Some respondents were satisfied

with the application because it was functional, respondents were satisfied because it was easy to use the application, and satisfied because the application's functions were complete. The completeness of the functionality of the JKN mobile application has an impact on service quality, the better the facilities, the more satisfied they are (Hermansyah et al., 2019).

However, the research results show that some respondents are not satisfied with the JKN mobile application because they prefer to meet with the BPJS Health office directly rather than using the application. They also felt that the application installation process was difficult and time consuming.

This research is in accordance with research conducted by (Ardianto, I. 2023) that there is a positive and significant influence of service quality on user satisfaction. It can be proven from the results of the t test analysis by obtaining a significance value of $0.000 < 0.05$ and t count $14.830 > t$ table 1.98498 , as well as obtaining a regression coefficient value of 0.250 , so that H_a is accepted and H_o is rejected.

Influenced by other factors not researched. These other factors include product quality factors, namely customers or users will feel satisfied if their evaluation shows that the product they use is indeed of high quality. Emotional factors, where customers will feel proud and believe that other people will be amazed by them, if they use certain products which tend to have a higher level of satisfaction. And the cost factor, customers who do not incur additional costs or do not need to waste time to get a product tend to be satisfied with the product. Thus, this research states that service quality has a positive and significant effect on user satisfaction.

It can be seen from the values presented, the researchers concluded that good service quality will provide satisfaction for users. This is because the Mobile JKN application on the registration service feature has an attractive physical appearance, the Mobile JKN application service on the registration feature can be understood and is easy to use by users, the Mobile JKN application on the registration feature can be relied on to provide good service, the Mobile JKN application on the features registration provides attention in the form of service to all users regardless of BPJS Health membership status, there is no disappointment for users with the Mobile JKN application information service in the registration feature as a whole, users feel happy and comfortable in using the Mobile JKN application in the registration feature. And the majority of respondents in this study were respondents with an age range of 36 - 40 years, female and residents of Mantung Hamlet RT 02 in Sanggrahan Village.

C. Research Limitations

This research experienced various limitations which resulted in the results not being as

expected. This limitation is that data collection in this study used a questionnaire method. This method has weaknesses, namely that respondents have the habit of looking at and discussing answers with friends, are not honest and are embarrassed to fill out questionnaires according to actual conditions.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the data analysis and discussion presented in the previous chapter, the following conclusions and suggestions can be put forward from the research results:

1. The description of the level of community satisfaction in Sanggrahan Village is high, with 50 respondents (100%).
2. Description of the Implementation of the JKN Mobile Application in Sanggrahan Village is mostly high with 40 respondents (80%).
3. There is a relationship between community satisfaction with the implementation of the telemedicine technology health service application (Mobile JKN) in Sanggrahan Village, with a *p-value* of 0.000 (<0.05).

Suggestion

1. For the Sanggrahan Village Community
Can increase the use of the Mobile JKN application to access health services in order to minimize administrative queues for participants so that it indirectly supports the BPJS Health digital innovation program.
2. For Other Researchers
It is hoped that future researchers can explore other factors that were not included in this research which might be able to increase public satisfaction with the implementation of the Mobile JKN application.

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