

# PENERIMAAN PENGGUNA MOBILE JAMINAN KESEHATAN NASIONAL (JKN) DALAM PELAYANAN RAWAT JALAN DI PUSKESMAS MINGGIR

Widia Wulandari<sup>1</sup>, Dwi Nugroho<sup>2</sup>, Suryo Nugroho Markus<sup>3</sup>  
Emial: [widuawulan138@gmail.com](mailto:widuawulan138@gmail.com)

## INTISARI

**Latar Belakang:** Digitalisasi di bidang kesehatan menjadi salah satu strategi penting dalam meningkatkan mutu dan efisiensi pelayanan. BPJS Kesehatan telah mengembangkan aplikasi Mobile Jaminan Kesehatan Nasional (JKN) untuk mempermudah peserta dalam melakukan administrasi pelayanan kesehatan, khususnya pada pendaftaran rawat jalan. Namun, penerimaan pengguna di tingkat layanan kesehatan dasar seperti puskesmas masih menghadapi tantangan. Banyak pasien belum terbiasa menggunakan teknologi digital, terdapat keterbatasan perangkat dan jaringan internet, serta masih adanya preferensi pada cara konvensional. Kondisi ini menunjukkan bahwa keberhasilan implementasi Mobile JKN sangat bergantung pada sejauh mana pengguna dapat menerima dan memanfaatkan aplikasi tersebut.

**Tujuan Penelitian:** Untuk mengetahui bagaimana tingkat penerimaan pengguna terhadap aplikasi Mobile JKN dalam pelayanan rawat jalan di Puskesmas Minggir berdasarkan pendekatan model *Unified Theory of Acceptance and Use of Technology* (UTAUT).

**Hasil:** Penelitian menunjukkan bahwa faktor harapan kinerja (*performance expectancy*), harapan usaha (*effort expectancy*), pengaruh sosial (*social influence*), dan kondisi pendukung (*facilitating condition*) berpengaruh terhadap penerimaan aplikasi Mobile JKN. Responden menganggap aplikasi cukup membantu dalam mempercepat pelayanan, meskipun masih terdapat kendala dalam penggunaannya seperti kesalahan teknis, ketidaktahuan fitur, serta kurangnya edukasi.

**Kesimpulan:** Aplikasi Mobile JKN diterima cukup baik oleh pengguna, namun pemanfaatannya belum maksimal. Diperlukan peningkatan edukasi, dukungan teknis, serta sosialisasi secara berkelanjutan agar aplikasi dapat digunakan secara optimal dalam pelayanan rawat jalan di Puskesmas Minggir.

**Kata Kunci:** *Mobile JKN, Penerimaan Pengguna, UTAUT, Pelayanan Rawat Jalan, Puskesmas Minggir*

---

<sup>1</sup> Mahasiswa Program Studi Rekam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

<sup>2</sup> Dosen Program Studi Rekam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

<sup>3</sup> Dosen Program Studi Rekam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

# USER ACCEPTANCE OF THE MOBILE NATIONAL HEALTH INSURANCE (JKN) APPLICATION IN OUTPATIENT SERVICES AT MINGGIR COMMUNITY HEALTH CENTER

Widia Wulandari<sup>1</sup>, Dwi Nugroho<sup>2</sup>, Suryo Nugroho Markus<sup>3</sup>  
Email: [widuawulan138@gmail.co](mailto:widuawulan138@gmail.co)

## ABSTRACT

**Background:** Digitalization in the health sector has become one of the key strategies to improve the quality and efficiency of healthcare services. BPJS Kesehatan has developed the Mobile National Health Insurance (JKN) application to facilitate participants in managing healthcare administration, particularly for outpatient registration. However, user acceptance at the level of primary healthcare services such as community health centers (puskesmas) still faces several challenges. Many patients are not yet accustomed to using digital technology, there are limitations in devices and internet connectivity, and there remains a preference for conventional methods. These conditions indicate that the success of Mobile JKN implementation largely depends on the extent to which users are willing and able to adopt and utilize the application..

**Objective:** To examine the level of user acceptance of the Mobile JKN application in outpatient services at Puskesmas Minggir using the Unified Theory of Acceptance and Use of Technology (UTAUT) model.

**Results:** The study found that performance expectancy, effort expectancy, social influence, and facilitating conditions influence the acceptance of the Mobile JKN application. Respondents perceived the application as helpful in expediting healthcare services, although they still encountered several obstacles such as technical errors, lack of knowledge about features, and insufficient user education.

**Conclusion:** The Mobile JKN application is relatively well accepted by users; however, its utilization is not yet optimal. Increased education, technical support, and continuous socialization efforts are needed to ensure the application can be used more effectively in outpatient services at Puskesmas Minggir.

**Keywords:** Mobile JKN, User Acceptance, UTAUT, Outpatient Services, Puskesmas Minggir

---

<sup>1</sup> Student of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta

<sup>2</sup> Lecturer of Medical Record and Health Management Programmme Universitas Jenderal Achmad Yani Yogyakarta

<sup>3</sup> Lecturer of Medical Record and Health Management Programmme Universitas Jenderal Achmad Yani Yogyakarta<sup>1</sup>