

ABSTRACT

USABILITY EVALUATION ON THE JKN MOBILE APPLICATION USING THE SYSTEM USABILITY SCALE METHOD

By

Elang Fatahillah

18102155

Information technology has become a primary necessity for fulfilling societal needs. Many sectors have utilized the sophistication of information technology to simplify tasks, including the Health sector, making them easier. The advancement of Information Technology, which facilitates quick and effective data storage that can be accessed anytime and anywhere, has given rise to the Health Technology (Healthtech) industry. Healthtech is the integration of Information and Communication Technology (ICT) with healthcare services to improve diagnosis, treatment, care, and overall health management. The Social Security Administering Body (BPJS) for Health has innovated to develop a National Health Insurance (JKN) Mobile application which can make it easier to provide health services. Mobile JKN has a user satisfaction level of 73%, but there are still complaints from some users. This research was conducted to evaluate system usability in the Mobile JKN application using the System Usability Scale (SUS) method. This type of research is descriptive by taking a sample of 100 people. The System Usability Scale (SUS) questionnaire was used to obtain data which was distributed to respondents via Google Form. Data analysis uses the SUS method. The results of the research concluded that the JKN Mobile Application, according to the opinion of BPJS participant respondents, had an average usability score of 72.45 with grade B results.

Keywords: Mobile JKN, Usability, Evaluation, Health Technology, System Usability Scale

