

ABSTRACT

ANALYSIS OF THE USE OF THE “*MOBILE JKN*” APPLICATION USING END USER COMPUTING SATISFACTION (EUCS) METHOD

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The rapid development in the world of information technology has made the use of information technology spread to various levels of society, especially in the health sector. Badan Penyelenggara Jaminan Sosial (BPJS) is a legal entity formed based on social security. Social security is defined as a form of social protection to ensure that all people meet their basic needs for a decent life. In its implementation, BPJS is divided into BPJS Kesehatan and BPJS Ketenagakerjaan. In 2017 BPJS Kesehatan launched an application whose purpose is to assist services and disseminate information under the name Mobile JKN. Based on the results of the literature study that has been conducted, information is obtained that there are still service limitations contained in the JKN mobile application, such as difficulty logging in, no reply to the Konsultasi Dokter feature, data related to services and room availability which is still limited and not real time, indicating that the Mobile JKN application still has some drawbacks. The purpose of this research is to measure the service quality of the JKN Mobile Application using the EUCS method. This study applies descriptive analysis with a quantitative approach using the EUCS method and Likert scale calculations. The results showed that the user satisfaction index on the content dimension was 79.96%, accuracy was 78.75%, format was 78.30%, ease of use was 79.92%, and timeliness was 78.14%. It can be concluded that the service quality of the Mobile JKN application is at the "satisfied" level but still needs improvement so that it can be used according to the tasks and needs of users.

Keywords : : Aplikasi Mobile JKN, Badan Penyelenggara Jaminan Sosial (BPJS), End User Computing Statisfication (EUCS)