

ANALYSIS OF PATIENT SATISFACTION WITH THE USE OF THE MOBILE JKN APPLICATION USING THE EXPECTATION-DISCONFIRMATION MODEL

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A B S T R A C T

The Mobile JKN application is a digital service developed by BPJS Kesehatan that enables users to register for healthcare services online. The implementation of this application is expected to improve service efficiency, reduce waiting times, and facilitate users in accessing healthcare services at primary healthcare facilities. However, the success of the application is determined not only by the availability of its features but also by the level of user satisfaction with the services provided. This study aimed to determine patient satisfaction with the use of the Mobile JKN application in the registration system at Bataraguru primary health care center in 2026. This research employed a quantitative method with a descriptive approach. The study involved 91 respondents selected using the accidental sampling technique. Data were collected through a questionnaire and analyzed using descriptive statistics, including frequency distributions, percentages, and overall mean scores. The results showed that the majority of respondents were satisfied with the use of the Mobile JKN application. The satisfaction levels were 54,58% for ease of use, 53,85% for registration process speed, 53,30% for the clarity of registration information, and 55,31% for registration data accuracy. Overall, the Mobile JKN application was considered effective in facilitating the patient registration process at Bataraguru primary health care center. In conclusion, the use of the Mobile JKN application in the registration system has provided a good level of patient satisfaction. Nevertheless, improvements are still needed in terms of ease of use and the clarity of registration information to further optimize the quality of digital healthcare services.

INTRODUCTION

The development of information technology has driven digital transformation in the delivery of health services, including patient registration systems at primary health care centers. One effort to support this transformation is the use of digital technology to improve the efficiency and continuity of health services. Based on Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 concerning Medical Records, medical records are managed electronically to support effective, efficient, safe, and integrated health services (Permenkes No. 24, 2022). In line with this policy, BPJS Kesehatan has developed the Mobile JKN application as a digital service that enables users to access various health services (BPJS Kesehatan, 2020).

Patient satisfaction is one of the indicators of successful health service delivery because it reflects the extent to which users' expectations are met by the services they receive. This study uses Expectation-Disconfirmation Theory (EDT) as the theoretical basis for explaining the concept of patient satisfaction. According to this theory, satisfaction is formed through users' evaluation of service performance after they have used a service (Serrano *et al.*, 2018).

Evaluating patient satisfaction is important because it provides an overview of the quality of services received by Mobile JKN users. The results of such evaluations can be used to identify aspects of the service that still require improvement, thereby supporting the effective implementation of digital services in accordance with users' needs (Serrano *et al.*, 2018).

A study conducted by Khafiliyani & Prasastin, (2024), showed that most users were satisfied with the use of Mobile JKN, particularly in terms of the ease of using the application and the speed of service Pohan *et al.* (2022), also reported that the use of Mobile JKN was associated with increased

patient satisfaction, although several problems were still identified, including data discrepancies and difficulties in understanding some application features.

Based on a preliminary study conducted at Bataraguru Primary Health Care Center, the use of the Mobile JKN application has supported the patient registration process. However, some difficulties were still identified regarding the ease of using the application and the clarity of registration information. These conditions indicate the need to evaluate patient satisfaction as an effort to improve the quality of digital health services.

METHODOLOGY

This study employed a quantitative method with a descriptive approach to describe the level of patient satisfaction with the use of the Mobile JKN application in the patient registration system at Bataraguru Primary Health Care Center.

The study population consisted of all BPJS Kesehatan patients who used the Mobile JKN application for the patient registration system at Bataraguru Primary Health Care Center, totaling 1,073 patients. The sample size was determined using the Slovin formula with a 10% margin of error and selected using accidental sampling, resulting in 91 respondents. The study was conducted at Bataraguru Primary Health Care Center, Wolio District, Baubau City, from March to April 2026.

Data were collected through interviews and questionnaires. Interviews were conducted to obtain supporting information regarding the implementation of the patient registration system using the Mobile JKN application, while the questionnaire was used to measure the level of patient satisfaction with the use of the Mobile JKN application. The research instrument was a questionnaire adapted from the study by Ruli & Napiun, (2025), and used a five-point Likert scale ranging from 1 to 5.

The data were analyzed using descriptive statistical analysis through the stages of editing, coding, data entry, and tabulation. The analysis was conducted to describe patient satisfaction based on four dimensions: ease of use, registration process speed, clarity of registration information, and registration data accuracy. The data were then presented as frequency distributions, percentages, and mean scores to describe the level of patient satisfaction with the use of the Mobile JKN application in the patient registration system.

RESULTS & DISCUSSION

A. Respondent Characteristics

1. Respondent Characteristics by Sex

Tabel 1.1 Respondent Characteristics by Sex at Bataraguru Primary Health Care Center

No.	Sex	Frequency	Percentage (%)
1.	Male	39	43%
2	Female	52	57%
Total		91	100%

Source: Primary Data, 2026.

Based on table 1.1, the majority of respondents who used the Mobile JKN application at Bataraguru Primary Health Care Center were female, accounting for 52 respondents 57%, while male respondents accounted for 39 respondents 43%. These results indicate that the users of the Mobile JKN application in this study were predominantly female. This finding may be attributed to women's greater involvement in utilizing health services, both for themselves and their family members, including online health service registration. This result is consistent with the findings of Lutviani, (2025), which reported that women tend to use digital health services more frequently because of their greater involvement in managing family health administration.

2. Respondent Characteristics by Age

Tabel 1.2 Respondent Characteristics by Age at Bataraguru Primary Health Care Center

No.	Age (years)	Frequency	Percentage (%)
1.	17-25	45	49%
2.	26-45	34	37%
3.	46-65	12	14%
Total		91	100%

Source: Primary Data, 2026.

Based on table 1.2, the majority of respondents were in the 17–25-year age group, consisting of 45 respondents or 49%, while the smallest number of respondents was in the 46–65-year age group, consisting of 12 respondents or 14%. These results indicate that users of the Mobile JKN application in this study were predominantly in the productive age group. Individuals in the productive age group generally have better abilities to utilize digital technology, making it easier for them to access digital health services. This finding is consistent with the study by Sihombing & Wahidin, (2025), which reported that respondents of productive age tend to adapt more easily to the use of digital applications in health services.

B. Analysis of Patient Satisfaction with Mobile JKN

1. Ease of Use

Tabel 1.3 Level of Patient Satisfaction with Mobile JKN Based on the Ease-of-Use Dimension at Bataraguru Primary Health Care Center

Indicator	Ease of Use						Total (%)
	P1		P2		P3		
	f	%	f	%	f	%	
Very dissatisfied	0	0	0	0	0	0	0
Dissatisfied	3	3,30	7	7,69	3	3,30	4,76%
Moderately satisfied	15	16,48	16	17,58	20	21,98	18,68%
Satisfied	52	57,14	48	52,75	49	53,85	54,58%
Very satisfied	21	23,08	20	21,98	19	20,88	21,98%
Total	91	100	91	100	91	100	100%

Source: Primary Data, 2026.

Based on table 1.3, the majority of respondents reported being satisfied with the ease of using the Mobile JKN application, accounting for 54.58%, while 21.98% of respondents reported being very satisfied. These results indicate that most patients considered the Mobile JKN application easy to use for patient registration. Users found the available features sufficiently easy to understand, allowing them to complete the registration process independently without having to arrive early at the primary health care center.

Nevertheless, 18.68% of respondents reported being moderately satisfied, while 4.76% reported being dissatisfied. This finding indicates that some users still experienced difficulties when using the Mobile JKN application. Several difficulties reported by users included occasional delays during the login process and some application menus that were still confusing. Therefore, improvements in the usability of the application and the provision of clearer information to users are needed so that the application can be utilized more effectively.

This finding is consistent with the study by Asikin & Alam, (2024), which reported that ease of use affects user satisfaction with the Mobile JKN application. The easier the application is to use, the higher the level of user satisfaction with the services provided. This finding is also consistent with Expectation-Disconfirmation Theory (EDT), which serves as the theoretical basis of this study. In this study, patient satisfaction is viewed as the result of an evaluation of perceived service performance during the use of the Mobile JKN application. The ease of using the application can be considered satisfactory when its performance meets users' needs and consequently results in a satisfactory level of user satisfaction (Ridiarsih *et al.*, 2024).

2. Registration Process Speed

Tabel 1.4 Level of Patient Satisfaction Based on the Registration Process Speed Dimension at Bataraguru Primary Health Care Center

Indicator	Registration Process Speed						Total (%)
	P1		P2		P3		
	f	%	f	%	f	%	
Very dissatisfied	0	0	0	0	0	0	0
Dissatisfied	0	0	3	3,30	4	4,40	2,56%
Moderately satisfied	21	23,08	18	19,78	17	18,68	20,51%
Satisfied	46	50,55	47	51,65	54	59,34	53,85%
Very satisfied	24	26,37	23	25,27	16	17,58	23,08%
Total	91	100	91	100	91	100	100%

Source: Primary Data, 2026.

Based on table 1.4, the majority of respondents reported being satisfied with the speed of the registration process using the Mobile JKN application, accounting for 53.85%, while 23.08% of respondents reported being very satisfied. These results indicate that the Mobile JKN application helps patients complete the registration process more quickly and efficiently. Users considered the registration process, queue number retrieval, and access to service information to be easy to complete.

Nevertheless, 20.51% of respondents reported being moderately satisfied, while 2.56% reported being dissatisfied. This finding indicates that some users still experienced difficulties with the application's access speed, such as slow loading times and delays in displaying information, which caused the registration process to not always run smoothly. Therefore, improvements in system quality and application optimization are needed so that the registration process can be completed more quickly and reliably, while providing greater convenience for all users.

This finding is consistent with the study by Ilham & Sari, (2020), which reported that the use of the Mobile JKN application can accelerate the registration process and reduce patient waiting times at health facilities. This finding is also consistent with Expectation-Disconfirmation Theory (EDT), which views patient satisfaction as the result of an evaluation of perceived service performance. A well-rated registration process speed indicates that the service performance provided through the Mobile JKN application has met users' needs and consequently resulted in a satisfactory level of patient satisfaction (Ridiarsih *et al.*, 2024).

3. Registration Information Clarity

Tabel 1.5 Level of Patient Satisfaction with Mobile JKN Based on the Registration Information Clarity Dimension at Bataraguru Primary Health Care Center

Dataragura Primary Health Care Centre									
Indicator	Registration Information Clarity								Total (%)
	P1		P2		P3		P4		
	f	%	f	%	f	%	f	%	
Very dissatisfied	0	0	0	0	0	0	0	0	0
Dissatisfied	1	1,10	0	0	2	2,20	0	0	0,82%
Moderately satisfied	6	6,59	7	7,69	6	6,59	9	9,89	7,69%
Satisfied	35	38,46	37	40,66	32	35,16	35	38,46	38,19%
Very satisfied	49	53,84	47	51,65	51	56,04	47	51,64	53,30%
Total	91	100	91	100	91	100	91	100	100%

Source: Primary Data, 2026.

Based on table 1.5, the majority of respondents reported being very satisfied with the clarity of registration information provided by the Mobile JKN application, accounting for 53.29%, while 38.18% of respondents reported being satisfied. These results indicate that the information available on the Mobile JKN application has helped users understand the health service registration process. Respondents considered the information regarding the registration procedures, service schedules, and queue numbers to be sufficiently clear, thereby supporting the use of the application during the registration process.

Nevertheless, 7.69% of respondents reported being moderately satisfied, while 0.82% reported being dissatisfied. This finding indicates that some users still experienced difficulties in understanding the information available in the application. The difficulties included unclear information in some features and a display that was still confusing for some users. Therefore, improvements in information

presentation and application features are needed to make the information provided clearer and easier for users to understand.

This finding is consistent with the study by Ilham & Sari, (2020), which reported that information quality in the Mobile JKN application contributes to increasing patient satisfaction because the information presented is easy to understand and supports the health service process. This finding is also consistent with Expectation-Disconfirmation Theory (EDT), which views patient satisfaction as the result of an evaluation of perceived service performance. The clarity of information, when rated positively, indicates that the service performance provided through the Mobile JKN application has met users' needs and consequently resulted in a satisfactory level of patient satisfaction (Ridiarsih *et al.*, 2024).

4. Registration Data Accuracy

Tabel 1.6 Level of Patient Satisfaction with Mobile JKN Based on the Registration Data Accuracy Dimension at Bataraguru Primary Health Care Center

Bataraguru Primary Health Care Center							
Indicator	Registration Data Accuracy						Total (%)
	P1		P2		P3		
	f	%	f	%	f	%	
Very dissatisfied	0	0	0	0	0	0	0
Dissatisfied	2	2,20	1	1,10	3	3,29	2,20%
Moderately satisfied	14	15,38	17	18,68	19	20,88	18,31%
Satisfied	53	58,24	50	54,95	48	52,75	55,31%
Very satisfied	22	24,18	23	25,27	21	23,08	24,18%
Total	91	100	91	100	91	100	100%

Source: Primary Data, 2026.

Based on table 1.6, the majority of respondents reported being satisfied with the accuracy of registration data in the Mobile JKN application, accounting for 55.31%, while 24.18% of respondents reported being very satisfied. These results indicate that most respondents considered the data displayed in the Mobile JKN application to be consistent with the health services they received.

Nevertheless, 18.31% of respondents reported being moderately satisfied, while 2.20% reported being dissatisfied. This finding indicates that some problems related to the accuracy of registration data still exist. Some respondents reported that certain information in the application was sometimes not updated promptly according to the data available at the health facility. In addition, system disruptions, data synchronization errors, and unstable internet connections may affect the accuracy of the information received. Therefore, regular data updates and improvements in system quality are needed to ensure that the information displayed is more accurate and consistent.

This finding is consistent with the study by Ilham & Sari, (2020), which reported that the accuracy of data in the Mobile JKN application contributes to user satisfaction because the information provided is consistent with health service needs. This finding is also consistent with Expectation-Disconfirmation Theory (EDT), which serves as the theoretical basis of this study, in which patient satisfaction is influenced by the evaluation of perceived service performance. Good data accuracy indicates that the service performance provided through the Mobile JKN application has met users' needs and consequently resulted in a satisfactory level of patient satisfaction (Ridiarsih *et al.*, 2024).

CONCLUSION

This study concludes that the level of patient satisfaction with the use of the Mobile JKN application in the patient registration system at Bataraguru Primary Health Care Center was generally categorized as satisfied. This was indicated by the patient satisfaction percentages for the ease-of-use dimension at 54.58%, the registration process speed dimension at 53.85%, the registration information clarity dimension at 53.30%, and the registration data accuracy dimension at 55.31%. Meanwhile, the highest percentage of dissatisfied respondents was found in the ease-of-use dimension at 4.76%. These results indicate that the Mobile JKN application has provided a good level of satisfaction in supporting the patient registration process. However, improvements are still needed in terms of ease of use, access speed, information clarity, and data updating to further optimize the quality of digital health services.

The limitation of this study is that it was conducted only at Bataraguru Primary Health Care Center with 91 respondents; therefore, the findings cannot be generalized to other health facilities. In addition, this study used only descriptive analysis and did not examine relationships between variables.

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