

*ANALYSIS OF USER SATISFACTION LEVEL WITH ONLINE QUEUING
SYSTEM OF JKN MOBILE APPLICATION WITH END USER
COMPUTING SATISFACTION METHOD AT
SWA CLINIC, SLEMAN REGENCY*

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ABSTRACT

Background: The level of user satisfaction with a system is important to determine the quality of that system. The Mobile JKN application is a digital-based, non-face-to-face service channel that aims to facilitate BPJS participants in obtaining information and administrative services related to the JKN program by utilizing information technology in the form of an application via smartphone so that it can be accessed in various locations.

Objective: Known the level of user satisfaction of the JKN Mobile application online queuing system with the End User Computing Satisfaction method at the SWA Primary Clinic, Sleman Regency.

Method: This study used a descriptive research design with a quantitative approach. The study population consisted of users of the Mobile JKN application's online queue system at the SWA Primary Clinic, with a sample size of 100 respondents. Data collection was conducted using a questionnaire.

Results: The results of the study showed the level of user satisfaction with the online queue system of the Mobile JKN application. The content dimension obtained a mean value of 4.00 (Satisfied), the accuracy dimension obtained a mean value of 3.94 (Satisfied), the format dimension obtained a mean value of 3.93 (Satisfied), the ease of use dimension obtained a mean value of 3.90 (Satisfied), and the timeliness dimension obtained a mean value of 3.79 (Satisfied).

Conclusion: The level of user satisfaction of the JKN Mobile application online queuing system at the SWA Primary Clinic obtained a result of 3.91 (Satisfied).

Keywords: User Satisfaction, JKN Mobile App Online Queue, EUCS

ANALISIS TINGKAT KEPUASAN PENGGUNA TERHADAP SISTEM
ANTREAN *ONLINE* APLIKASI *MOBILE* JKN DENGAN METODE
END USER COMPUTING SATISFACTION DI KLINIK
PRATAMA SWA KABUPATEN SLEMAN

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ABSTRAK

Latar Belakang: Tingkat kepuasan pengguna suatu sistem penting diketahui untuk menentukan kualitas sistem tersebut. Aplikasi *Mobile* JKN merupakan kanal layanan tanpa tatap muka berbasis digital yang bertujuan untuk memfasilitasi peserta BPJS dalam mendapatkan informasi dan layanan administrasi kepesertaan terkait program JKN dengan memanfaatkan teknologi informasi dalam bentuk aplikasi melalui *smartphone* sehingga dapat diakses dalam berbagai lokasi.

Tujuan: Diketuainya tingkat kepuasan pengguna sistem antrean *online* aplikasi *Mobile* JKN dengan metode *End User Computing Satisfaction* di Klinik Pratama SWA Kabupaten Sleman.

Metode: Penelitian ini menggunakan jenis penelitian deskriptif dengan pendekatan kuantitatif. Populasi penelitian ini merupakan pengguna antrean *online* aplikasi *Mobile* JKN di Klinik Pratama SWA dengan jumlah sampel sebanyak 100 responden. Pengumpulan data dilakukan dengan menggunakan kuesioner.

Hasil: Hasil penelitian menunjukkan tingkat kepuasan pengguna sistem antrean *online* aplikasi *Mobile* JKN dimensi *content* diperoleh nilai *mean* 4,00 (kategori Puas), dimensi *accuracy* diperoleh nilai *mean* 3,94 (kategori Puas), dimensi *format* diperoleh nilai *mean* 3,93 (kategori Puas), dimensi *ease of use* diperoleh nilai *mean* 3,90 (kategori Puas), serta dimensi *timeliness* diperoleh nilai *mean* 3,79 (kategori Puas).

Kesimpulan: Tingkat kepuasan pengguna sistem antrean *online* aplikasi *Mobile* JKN di Klinik Pratama SWA diperoleh hasil 3,91 dengan kategori Puas.

Kata kunci: Kepuasan Pengguna, Antrean *Online* Aplikasi *Mobile* JKN, EUCS