

**PUBLIC HEALTH STUDY PROGRAM  
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**ABSTRACT**

**ELVA NA'IMATU ROJA**

**OUTPATIENT PATIENT SATISFACTION USING JKN MOBILE APPLICATION WITH END USER COMPUTING SATISFACTION METHOD AT SYIFA MEDINA HOSPITAL**

*Health facilities in the era of increasingly sophisticated technological developments strive to provide maximum health services and can keep up with technological developments. RSUD Syifa Medina has implemented online services, one of which is through the JKN mobile application. An online system like this is expected to provide ease and speed of access and more optimal services, so it is important to increase user satisfaction. However, until now there has been no data on user satisfaction with the JKN mobile application, so research is needed on user satisfaction with the JKN mobile application. To determine the satisfaction of outpatients using the JKN mobile application using the End User Computing Satisfaction method at RSUD Syifa Medina. This type of research is descriptive quantitative research with the EUCS method which has 5 aspects (content, accuracy, format, ease of use, and timeliness). The population in this study were all outpatients at RSUD Syifa Medina in 2024 with a total of 19,640 patients and a sample of 100 respondents using the accidental sampling technique. The results of the study showed that the satisfaction of outpatients using the JKN mobile application was all in the satisfied category, in terms of content 60%, accuracy 58%, format 62%, ease of use 54% and timeliness 59%. With satisfaction based on overall calculations of 65% in the satisfied category. Although all are in the satisfied category, BPJS Kesehatan must continue to improve and increase the quality of service to the JKN mobile application so that user satisfaction is higher and all users feel the service is in accordance with user expectations.*

*Keywords: Satisfaction, Mobile JKN, EUCS Method*