

Analysis Of Mobile Jkn Online Registration Services At The Medical Records Unit Of Pusdik Arhanud Clinic

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ABSTRAK

Digital transformation in the health sector is driving the adoption of technology-based online registration systems, one of which is the Mobile JKN application developed by BPJS Kesehatan, although its implementation in primary healthcare facilities still faces various technical and non-technical challenges. This study aims to analyze online patient registration services through Mobile JKN at the medical records unit of Pusdik Arhanud Clinic, covering procedures, supporting factors and obstacles, effectiveness, and perspectives of staff and patients, using a descriptive qualitative approach with in-depth semi-structured interviews and direct observation of 12 informants consisting of 1 clinic head, 1 medical records officer, and 10 Mobile JKN-using patients, analyzed through codification, categorization, and synthesis stages. The results identified 4 main categories: registration procedures that comply with standards with 24/7 access, Mobile JKN providing benefits of time efficiency, queue reduction, and data automation, barriers including application technical issues, limited digital literacy among the elderly, and quickly depleted queue quotas, and generally positive user views requiring improvements in notification features, loading speed, and socialization. The study concludes that Mobile JKN implementation has a significant positive impact on the efficiency and effectiveness of patient registration services, although continuous improvements are still needed in technical aspects, digital literacy, and queue capacity.

INTRODUCTION

The medical records unit is one of the strategic supporting units that plays a role in managing, storing, and overseeing all patient data at healthcare facilities. Quality medical record management is the main foundation for supporting administrative activities and maintaining the quality of health services so that they run optimally. Medical records function not only as an administrative tool but also as a basis for efforts to improve patient safety, research, education, and public health program planning (Handayani & Handayani, 2020).

One of the most important parts of medical record activities is the patient registration process. An effective registration process smooths the flow of services, while a less effective process can cause long queues, delays in service, and patient dissatisfaction (Hapiffah & Sinaga, 2020; Binarti & Fitriyana, 2022). Along with the development of information technology and digital transformation in the health sector, patient registration systems have begun to shift from conventional systems to online systems, which are expected to overcome various service obstacles such as long queues and long waiting times (Buani & Gunawan, 2022).

As an effort to answer this challenge, BPJS Kesehatan developed the Mobile JKN application as an innovation in online registration services. This application allows JKN participants to independently access various administrative services, including health service registration, checking membership status, independent health screening, and monitoring service history, without having to come directly to the service location (Bahri et al., 2022).

However, the implementation of online registration systems in the field still faces various challenges. Several studies show there is still a lack of socialization to the public, low public understanding of online registration procedures, limited supporting technology infrastructure, and a lack of human resource readiness in operating the system (Ikhyana et al., 2023; Apriliani & Kurniawati, 2023; Rohman et al., 2022). Therefore, an in-depth study of Mobile JKN implementation at the clinic level, particularly at Pusdik Arhanud Clinic, is considered very important to identify successes, challenges, and necessary improvement efforts.

This study aims to analyze online patient registration services through the Mobile JKN application at the medical records unit of Pusdik Arhanud Clinic, covering: (1) registration service procedures, (2) supporting factors and obstacles to implementation, (3) effectiveness and efficiency of service, and (4) staff and patient views on the use of the application. Using a descriptive qualitative approach, this study is expected to provide a comprehensive overview and practical recommendations for the development of digital registration systems at similar healthcare facilities.

RESEARCH METHODS

This study used a descriptive qualitative approach to understand and describe in depth the Mobile JKN online registration service process at the medical records unit of Pusdik Arhanud Clinic, Batu City, East Java. The qualitative approach was chosen because this study aims to explore the experiences, perceptions, and meanings directly felt by medical records officers and patients using the application.

Data collection was carried out through in-depth semi-structured interviews and direct observation in May 2025. The research informants numbered 12 people, consisting of 1 clinic head, 1 medical records officer (key informant), and 10 active Mobile JKN-using patients (main informants) aged 18–65 years who had used the application to register for services at Pusdik Arhanud Clinic and were willing to participate in the study.

The research instrument was an interview guide adapted from Rahman & Chaniago (2025), covering 4 main focuses: (1) online registration implementation procedures, (2) supporting factors and obstacles, (3) effectiveness and efficiency of service, and (4) staff and patient views on the use of the application. Data analysis was carried out qualitatively through three stages: codification (assigning codes to each informant to maintain confidentiality), categorization (grouping data based on themes), and synthesis (compiling meaning across informants). Data discussion was based on the results of interviews, observation, and documentation.

RESULTS

Mobile JKN Online Registration Implementation Procedures

The online registration procedure through Mobile JKN at Pusdik Arhanud Clinic is in accordance with applicable health service standards. This system can be accessed 24 hours a day and allows patients to choose a schedule and automatically obtain a queue number. There is a difference in procedure between new patients and returning patients, as stated by a medical records officer (R2):

"New patients must come directly to the health facility bringing their ID card, family card, and BPJS card to obtain a medical record number. After that, subsequent visits can directly use the Mobile JKN application. For returning patients who have already sought treatment at our facility, they can directly use the online registration feature."

Patients with busy work hours are greatly helped because they can register from home without having to come early to take a manual queue number. The most frequently used features are the digital card and service registration. Some patients also make use of the contribution check, membership check, treatment history, and immunization schedule features. Meanwhile, elderly patients and those with low digital literacy still need family assistance, and some remain more comfortable registering manually.

Supporting Factors and Obstacles to Implementation

The implementation of online registration is supported by several main factors identified from informant interviews, as summarized in Table 1.

Table 1. Supporting Factors and Obstacles to the Implementation of Mobile JKN Online Registration

Supporting Factors	Obstacles
Time efficiency of service and elimination of manual queues	Lack of socialization to patients, especially at the clinic
Practicality without needing to bring a physical card/ID	Limited digital literacy among elderly patients
Completeness of information features (doctor's schedule, remaining quota, queue estimation)	Technical obstacles: the application closing by itself, slow loading, system errors
Flexibility to independently arrange treatment schedules	Queue quotas often run out, especially for certain clinics/polyclinics
More orderly clinic queues with clear schedule allocation	Concerns about the security of personal and health data

The main motivation for patients using Mobile JKN is the ease of access via mobile phone. This is in line with the statement of R5: "It's practical, so if I'm sick and want to seek treatment I don't have to bother asking someone for help because I can see the schedule and in the app I can see the

remaining quota, the doctor's schedule, even the estimated queue." For medical records officer (R1), the greatest benefit is felt in operational efficiency: "The workload of registration staff has been significantly reduced because patients can register independently from home, and the queue at the counter has become more orderly because there is already a clear schedule allocation."

Effectiveness and Efficiency of Online Registration Services

Based on the interview results, online registration through Mobile JKN was judged to be very effective in improving service at the medical records unit. Medical records officer (R1) stated that direct integration with the BPJS system reduces manual data input errors and patients can go directly to the screening process after registration confirmation. Data on patients registering through Mobile JKN is automatically entered and separated from manual registration, improving the accuracy of medical record documentation.

Users generally rated the application's appearance as attractive and easy to understand. However, informants provided several suggestions for improvement, which are summarized in Table 2.

Table 2. Suggestions for Improving the Mobile JKN Application from Informants

NO	Suggested Improvement	Informant
1.	Adding a real-time notification feature when the queue number is approaching its turn	R4, R1
2.	Improving the application's loading speed	R5, R7, R8
3.	Increasing the queue quota so it does not run out quickly	R10
4.	Increasing the frequency of socialization about using the application to patients	R9, R2
5.	Providing gradual assistance and learning for elderly patients	R11, R12
6.	Strengthening the security of patients' personal and health data	R12

Views of Staff and Patients on the Use of Mobile JKN

In general, both staff and patients gave positive views on the use of Mobile JKN. Medical records officer (R2) stated: "Mobile JKN really helps and makes our work easier. With this application, it can reduce the workload and we no longer need to input data manually because the data of patients who register through the application is automatically entered into the system."

From the patients' side, the group of active users with high mobility gave a very positive response. R5 stated: "It's very helpful because I work Monday to Saturday from 7 to 5, so if I come directly to the clinic I would still have to wait. It's nice to use JKN, queue online, and when I arrive I only need to bring my digital card, no need to bring a physical card." Meanwhile, elderly patients (R9, R11, R12) acknowledged the benefits of the application but still needed family assistance in using it.

DISCUSSION

Effectiveness of the Mobile JKN Online Registration Procedure

The Mobile JKN online registration procedure implemented at Pusdik Arhanud Clinic is in accordance with applicable health service standards and provides 24/7 ease of access for patients. The difference in procedure between new patients who are required to register directly to obtain a medical record number and returning patients who can directly use the application reflects the principle of health information management, in which identity verification is a priority. This is in line with Permenkes No. 24 of 2022, which emphasizes the accuracy and security of patient medical record data. Research by Agustina (2021) supports this finding, stating that a structured online registration system can improve service efficiency while maintaining data quality and security.

Impact of Mobile JKN on the Efficiency of the Medical Records Unit

The research findings show that the use of Mobile JKN has a positive impact on service efficiency at the medical records unit, from both the patient's and staff's perspectives. The reduction in waiting time at the registration counter and the convenience of registering from home are indicators of increased service efficiency. These results are in line with research by Ikhyana et al. (2023), which states that online registration and queuing systems are able to improve the effectiveness of health services by reducing waiting times, easing access to services, and increasing patient satisfaction. In addition, Kusumawardhani et al. (2022), in their literature review, explain that Mobile JKN provides easier access to health services, speeds up the administrative process, and helps reduce queue density at health service facilities.

From the perspective of medical records officers, the data input process, which has been automatically integrated with the BPJS Kesehatan system, is able to reduce the administrative burden and minimize errors in recording patient data. This condition allows staff to focus more on serving patients rather than administrative work. These results are supported by research by Bahri et al. (2022), which states that the implementation of Mobile JKN improves service quality through ease of access, service process efficiency, and optimization of staff performance at health facilities. Thus, the implementation of Mobile JKN not only benefits patients but also improves the work effectiveness of the medical records unit in supporting faster, more accurate, and more efficient health services.

Technical Challenges and the Digital Literacy Gap

The technical obstacles found in this study, such as the application closing by itself (force close), slow loading processes, and system errors, are challenges that are still often encountered in the implementation of digital-based health services. These issues can affect user satisfaction and hinder the smoothness of the service process. These results are in line with Bahri et al. (2022), which states that system quality, access speed, and the reliability of the Mobile JKN application are important factors that affect service quality and user satisfaction. Therefore, periodic system evaluation and development need to be carried out so that Mobile JKN-based services can run more optimally.

In addition to technical obstacles, this study also found a digital literacy gap, particularly among elderly patients who still need assistance in using the Mobile JKN application. This finding is in line with research by Muljati et al. (2024), which explains that the digital literacy ability of the community, especially the elderly group, is still relatively low, so education and assistance are needed so that they are able to make independent use of digital health services. Therefore, increasing socialization, providing simple usage guides, and assistance from both staff and family are important efforts to increase the utilization of Mobile JKN across all community groups.

User Satisfaction and System Development Needs

Positive views from staff and patients indicate that Mobile JKN has been able to meet user needs in online registration services. Ease of access to services, a faster registration process, and the availability of various service features are factors that increase user satisfaction. These results are in line with Herlinawati et al. (2021), which states that the majority of users feel satisfied with registration services through Mobile JKN because it provides convenience, practicality, and reduces waiting time at health facilities. In addition, Kusumawardhani et al. (2022) also explain that Mobile JKN plays a role in improving the effectiveness of health services through easier access to information and digital administrative services.

Nevertheless, this study shows that there are still several system development needs, such as adding a real-time queue notification feature, improving application access speed, increasing the online queue quota, and strengthening the security of patients' personal data. This finding is in line with Bahri et al. (2022), which states that improving system quality, application reliability, and digital service security are important factors in improving service quality and user trust in the Mobile JKN application. Therefore, continuous evaluation and system development need to be carried out so that Mobile JKN can provide services that are increasingly effective, efficient, and in accordance with user needs.

Implications for Medical Records Unit Practice

The success of Mobile JKN in improving service efficiency shows that investment in digital health technology provides a significant return on investment. The medical records unit, as the manager of patient data and health information, holds a strategic role in ensuring the successful implementation of this system. Medical records officers can act as educators and facilitators in helping patients, especially the elderly group, understand how to use Mobile JKN through direct education sessions and simple guides.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the research and discussion, it can be concluded that the Mobile JKN online registration procedure at the medical records unit of Pusdik Arhanud Clinic is in accordance with health service standards, with 24/7 access. There is a difference in procedure between new patients, who are required to register directly, and returning patients, who can directly use the online feature.

Mobile JKN provides benefits in the form of time efficiency, queue reduction, ease of access via digital card, and automation of data input at the medical records unit, which reduces staff workload.

The main obstacles include technical issues (the application closing by itself, slow loading), limited digital literacy among elderly patients, quickly depleted queue quotas, and concerns about data security. The views of staff and patients are generally positive, with suggestions for improvement regarding the queue notification feature, loading speed, queue quota, and the intensity of socialization.

The implementation of Mobile JKN at the medical records unit of Pusdik Arhanud Clinic has a significant positive impact on the effectiveness and efficiency of patient registration services, although continuous improvement is still needed.

For BPJS Kesehatan, it is recommended to: carry out periodic technical improvements to the application, add a real-time notification feature and increase the online queue quota, develop a more elderly-friendly interface, and strengthen the data security system with end-to-end encryption and multi-factor authentication.

For the Medical Records Unit of Pusdik Arhanud Clinic, it is recommended to: increase the frequency of socialization through posters, brochures, and tutorial videos; provide help desk staff to assist patients, especially the elderly; and build an effective mechanism for reporting technical problems to BPJS Kesehatan.

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