

# EVALUASI EFEKTIVITAS PEMANFAATAN APLIKASI *MOBILE JKN* MENGGUNAKAN METODE *PIECES FRAMEWORK* TERHADAP KEPUASAN PASIEN DI RSAU DR. ESNAWAN ANTARIKSA TAHUN 2024

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## Abstrak

Perkembangan teknologi informasi mendorong bidang kesehatan untuk membuat inovasi digital, salah satunya yaitu pemanfaatan aplikasi *Mobile JKN*. Namun dalam pelaksanaannya masih terdapat berbagai kendala seperti kurangnya pengetahuan masyarakat tentang penggunaan sistem baru. Penelitian ini bertujuan mengevaluasi efektivitas pemanfaatan aplikasi *Mobile JKN* menggunakan metode *PIECES Framework* terhadap kepuasan pasien di RSAU dr. Esnawan Antariksa. Metode penelitian ini adalah kuantitatif dengan desain *cross-sectional*. Sampel penelitian ini berjumlah 100 responden. Analisis data dilakukan dengan univariat dan bivariat. Hasil menunjukkan terdapat hubungan antara variabel *PIECES* (*Performance* ( $p\text{-value} = 0,011$ ), *Information and Data* ( $p\text{-value} = 0,000$ ), *Economics* ( $p\text{-value} = 0,002$ ), *Control and Security* ( $p\text{-value} = 0,002$ ), *Efficiency* ( $p\text{-value} = 0,002$ ), serta *Service* ( $p\text{-value} = 0,000$ )) dengan kepuasan pasien rawat jalan. Sementara itu, tidak terdapat hubungan antara karakteristik responden (usia, jenis kelamin, pendidikan terakhir dan pekerjaan) dengan kepuasan pasien rawat jalan. Disarankan kepada pihak rumah sakit perlu membuat sarana untuk menyampaikan kritik dan saran untuk meningkatkan kualitas dari aplikasi *Mobile JKN* agar dapat memaksimalkan penggunaannya dan meningkatkan kepuasan pasien.

**Kata Kunci :** *Mobile JKN*, *PIECES Framework*, Kepuasan Pasien

**EVALUATION OF THE EFFECTIVENESS OF THE  
UTILIZATION OF JKN MOBILE APPLICATION USING  
THE PIECES FRAMEWORK METHOD ON PATIENT  
SATISFACTION AT RSAU DR. ESNAWAN ANTARIKSA IN  
2024**

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**Abstract**

The development of information technology encourages the health sector to make digital innovations, one of which is the use of the Mobile JKN application. However, in its implementation there are still various obstacles such as the lack of public knowledge about the use of the new system. This study aims to evaluate the effectiveness of the use of the Mobile JKN application using the PIECES Framework method on patient satisfaction at RSAU dr. Esnawan Antariksa. This research method is quantitative with a cross-sectional design. The sample of this study totalled 100 respondents. Data analysis was carried out with univariate and bivariate. The results show that there is a relationship between PIECES variables (Performance (p-value = 0.011), Information and Data (p-value = 0.000), Economics (p-value = 0.002), Control and Security (p-value = 0.002), Efficiency (p-value = 0.002), and Service (p-value = 0.000)) with outpatient satisfaction. Meanwhile, there isn't a relationship between respondent characteristics (age, gender, latest education and occupation) with outpatient satisfaction. It's suggested that the hospital needs to create a means to convey criticism and suggestions to improve the quality of the Mobile JKN application in order to maximize its use and increase patient satisfaction.

**Keywords:** JKN Mobile, PIECES Framework, Patient Satisfaction