

EVALUASI IMPLEMENTASI PELAYANAN PENDAFTARAN *ONLINE* MELALUI APLIKASI JAKSEHAT DI PUSKESMAS KECAMATAN CIPAYUNG

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Abstrak

Pendaftaran *online* melalui aplikasi JakSehat merupakan upaya digitalisasi layanan kesehatan untuk mempermudah akses masyarakat dan mengurangi antrean di puskesmas. Namun, dalam pelaksanaannya masih ditemukan berbagai kendala, seperti ketidaksinkronan *bridging* antara sistem JakSehat dengan e-Puskesmas dan data kepesertaan BPJS, keterbatasan aksesibilitas platform serta jangkauan sosialisasi yang belum merata sehingga sebagian masyarakat belum mengetahui keberadaan layanan ini. Penelitian ini bertujuan mengevaluasi implementasi pendaftaran *online* melalui aplikasi JakSehat di Puskesmas Kecamatan Cipayung. Penelitian ini menggunakan metode kualitatif dengan wawancara mendalam, observasi, dan telaah dokumen. Pengumpulan data dilakukan pada bulan Mei hingga Juni 2026. Evaluasi dilakukan berdasarkan aspek *input*, *process*, dan *output*. Hasil penelitian menunjukkan bahwa implementasi pendaftaran *online* melalui aplikasi JakSehat di Puskesmas Kecamatan Cipayung telah berjalan cukup baik dan meningkatkan efisiensi pelayanan bagi pasien. Faktor pendukung berupa ketersediaan sarana dan prasarana, stabilitas jaringan, peran aktif petugas, literasi digital dan dukungan keluarga, serta kebijakan wajib *online* di poli tertentu, adapun faktor penghambat meliputi ketidaksinkronan *bridging* BPJS dan ketidakstabilan server, keterbatasan sosialisasi dan aksesibilitas aplikasi, rendahnya literasi digital pasien, serta kompleksitas pendaftaran dan fitur aplikasi. Berdasarkan hasil penelitian, dirumuskan rekomendasi berupa penguatan infrastruktur teknis, perluasan sosialisasi, pengembangan fitur dan aksesibilitas aplikasi, serta peningkatan kapasitas sumber daya manusia.

Kata Kunci: Evaluasi, JakSehat, Pendaftaran *Online*, Puskesmas

EVALUATION OF THE IMPLEMENTATION OF ONLINE REGISTRATION SERVICES VIA THE JAKSEHAT APPLICATION AT THE CIPAYUNG DISTRICT COMMUNITY HEALTH CENTER (PUSKESMAS)

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Abstract

Online registration through the JakSehat application is an effort to digitize healthcare services, aiming to improve public access and reduce queues at community health centers (Puskesmas). However, its implementation still faces various challenges, including synchronization issues between JakSehat, e-Puskesmas, and BPJS membership data, limited application accessibility, and uneven outreach, leaving some members of the public unaware of the service. This study aimed to evaluate the implementation of online registration through the JakSehat application at the Cipayung District Community Health Center. A qualitative method was employed using in-depth interviews, observation, and document analysis. Data were collected from May to June 2026, and the evaluation covered input, process, and output aspects. The results indicate that implementation has generally proceeded well, improving service efficiency for patients. Supporting factors include the availability of facilities and infrastructure, network stability, active staff involvement, digital literacy and family support, and mandatory online registration for specific clinics. Inhibiting factors include BPJS system synchronization issues, server instability, limited outreach and application accessibility, low patient digital literacy, and the complexity of the registration process and application features. Recommendations include strengthening technical infrastructure, expanding outreach, improving application features and accessibility, and enhancing human resource capacity.

Keyword: *Community Health Center, Evaluation, JakSehat, Online Registration*