AMK : Abdi Masyarakat UIKA
Universitas Ibn Khaldun Bogor, Indonesia
Vol. 4, No. 4, Desember 2025, pp. 160~163
ISSN: 2964-366X, DOI: 10.32832/amk
http://ejournal.uika-bogor.ac.id/index.php/amk

Empowering Outpatients to Use Mobile JKN for Queue Registration at RSUD Bangil

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Article Info

Article history:

Received July 8, 2025
Revised October 22, 2025
Accepted November 28, 2025

Keywords:

Mobile JKN, Digital Literacy, Online Registration, Outpatient Services

ABSTRACT

Mobile JKN is a digital platform launched by BPJS Health to simplify access to healthcare services, particularly through its online queue registration feature. Despite its benefits, many users still struggle to operate the application due to limited digital literacy. This community service program aimed to enhance public competency in utilizing the Mobile JKN app for outpatient registration at RSUD Bangil. The activity involved direct health education, live app demonstrations, and personal guidance for patients and their families. Effectiveness was evaluated through pre- and post-activity questionnaires measuring knowledge improvement. The results indicated a significant increase in participants' ability to independently use the online queue function. This initiative is expected to contribute to digital transformation in healthcare services and improve the efficiency of outpatient registration procedures.

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INTRODUCTION

Efficient healthcare services are a fundamental necessity in modern society, particularly in efforts to improve overall quality of life. One of the key innovations introduced in Indonesia's health system is the Mobile JKN application, developed by BPJS Health. This digital tool is designed to simplify access to healthcare services by allowing users to register for outpatient queues online. It is expected to reduce patient waiting times and enhance comfort during service delivery (BPJS Kesehatan, 2023; Nurmalasari et al., 2020).

Despite its advantages, the adoption of Mobile JKN remains suboptimal among the public (Wahidah et al., 2023; Putri & Handayani, 2021). Many JKN participants are still unfamiliar with key features such as online queuing and virtual consultations. Common obstacles include difficulties in accessing or logging into the application and a general lack of awareness of its benefits. Observations at RSUD Bangil reveal that many patients still opt for manual registration at the hospital, even though digital options are available.

ISSN: 2654-8127

This indicates a significant gap in public digital health literacy, particularly in the use of mobile-based health services. Therefore, intensive educational efforts and hands-on assistance are required to empower users. Interactive approaches such as counseling, live demonstrations, and direct question-and-answer sessions have been shown to improve public understanding. Additionally, support from local health institutions and authorities plays a crucial role in accelerating the adoption of digital health services at the community level (Hafidz et al., 2024).

This community service program was initiated with the goal of increasing public understanding and capability in using the Mobile JKN application, particularly for independent outpatient registration at RSUD Bangil.

IMPLEMENTATION METHOD

This community service activity was carried out at the outpatient registration counter, 2nd floor of RSUD Bangil, Pasuruan Regency, in December 2024. The target participants were JKN (National Health Insurance) outpatient patients and their families who were registering manually at the hospital.

The implementation was divided into three main stages, as follows:

1. Preparation Stage

   The team coordinated with RSUD Bangil to determine the schedule and technical aspects of the activity. Educational materials were prepared in the form of presentations, leaflets, and tutorial videos explaining how to use the Mobile JKN application, especially the online queue feature. Supporting devices such as tablets and internet access were also provided for live demonstrations (Hafidz et al., 2024; Dewi & Prasetyo, 2022).
2. Implementation Stage The activity was conducted on-site in the outpatient registration area. The methods used included:
   a) Brief counseling sessions on the benefits and features of the Mobile JKN app
   b) Live demonstrations showing how to download, register, log in, and take queue numbers via the app
   c) Individual assistance for participants who wanted to try using the app directly during the activity

   This interactive approach allowed participants to ask questions and practice using the app under direct guidance from the facilitators.
3. Evaluation Stage

   An evaluation was conducted through pre- and post-activity questionnaires to measure participants' understanding. In addition, the number of participants who:
   a) Successfully downloaded the Mobile JKN app
   b) Created a Mobile JKN account
   c) Used the online queue feature was recorded as indicators of the program's effectiveness.
4. This method was chosen to improve the digital health literacy of the community and support the utilization of technology in enhancing the efficiency of outpatient service

RESULTS AND DISCUSSION

The implementation of this community service initiative at RSUD Bangil demonstrated a positive impact on participants' understanding and ability to utilize the Mobile JKN application for outpatient queue registration. A total of 133 individuals, including patients and their companions, participated in the program.

The approach applied comprising health education, real-time application demonstrations, and individual assistance proved effective in facilitating user engagement and comprehension. Participants actively interacted with facilitators, asked questions, and practiced directly using their mobile devices or the tools provided (Sirajuddin & Atrianingsi, 2020; Rusly et al., 2023).

Figure 1. Interactive education session on Mobile JKN at the outpatient registration area of RSUD Bangil
Source : Personal documentation, 2024

1) Improvement in Understanding

Pre and post activity questionnaires revealed a marked improvement in digital literacy among the participants. Prior to the activity, many individuals were either unfamiliar with the application or hesitant to use its features. Following the intervention, a significant portion of participants had successfully:

a) Installed the Mobile JKN application
b) Created user accounts
c) Accessed the online queue system independently

2) Participant Demographics

Table 1 illustrates the distribution of participants by age group. The majority belonged to the early adulthood group (ages 20–40), accounting for 65% of total respondents, with the remaining 35% falling into the late adulthood group (ages 41 and above). Participants from the younger group generally responded more readily to digital learning and required less assistance during the demonstration phase.

Table 1. Participant Distribution Before and After Socialization by Age Group

No	Age Group	Before		After		Total	
		n	%	n	%	n	%
1	Early Adulthood	75	56,4	98	73,7	173	65,0
2	Late Adulthood	58	43,6	35	26,3	93	35
Total		133	100	133	100	266	100

These findings highlight the necessity for age-specific approaches, as older participants tended to face more difficulties in navigating the application.

3) Challenges Encountered

Some obstacles emerged during the activity, including:

a) Limited digital proficiency among older users
b) Absence of mobile internet access for some participants
c) Unfamiliarity with login and registration procedures

To mitigate these issues, the facilitation team provided one-on-one guidance and made use of hospital-provided devices to assist participants during the learning process.

ISSN: 2654-8127

4) Broader Implications

The initiative contributed positively to increasing public awareness and confidence in using digital health tools. Many participants reported satisfaction with the experience and expressed their intention to use the Mobile JKN app in the future. The results reinforce the need for ongoing digital literacy efforts and periodic follow-ups to ensure sustained application use in healthcare settings.

These outcomes are consistent with the study by Wahidah et al. (2023), which emphasizes that continuous user education plays a critical role in promoting the effective use of Mobile JKN services at healthcare facilities.

CONCLUSION

The community engagement activity conducted at RSUD Bangil has shown to be effective in increasing public awareness and competency in utilizing the Mobile JKN application, particularly for outpatient registration. Through interactive methods such as counseling, live demonstrations, and one-on-one assistance, participants were able to gain practical experience and improve their digital health literacy. The significant improvement in participants' understanding, as evidenced by the post-activity evaluation, reflects the success of this initiative.

This program has contributed not only to empowering the community but also to supporting the ongoing digital transformation in Indonesia's healthcare services. Continued implementation of similar educational programs, especially in areas with low digital adoption, is recommended to sustain and expand the utilization of e-health platforms like Mobile JKN (WHO, 2021; Kementerian Kesehatan RI, 2022).

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