

UTILIZATION OF THE JKN MOBILE APPLICATION AS AN EFFORT TO SUPPORT PAPERLESS IN SAMARINDA CITY

Apriyani*, Kartina Wulandari, Suwignyo, Rindha Mareta Kusumawati
Department of Public Health, Universitas Widya Gama Mahakam Samarinda, Samarinda, Indonesia

ABSTRAK

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Abstract:

One of the efforts to support paperless is using various media, including the JKN mobile application (National Health Guarantee). Health BPJS continues to work on expanding the participation coverage to reach all citizens and encourage them to become JKN-KIS participants. JKN Mobile Application is an innovation by Health BPJS to improve the community's service in the health field. Through the run of this application, it can be seen whether JKN mobile application usage has been utilized. The purpose of this research was to find out the utilization of JKN mobile application usage. The analysis method used was descriptive quantitative analysis. The research respondents used the JKN mobile application, which comprised 27 people (28,13%). At the same time, those who did not use the JKN mobile application were 69 people (71,88%). Based on those data, it could be concluded that the usage level of JKN mobile application in research respondents was 28,13%. At the same time, the application can give various benefits to JKN participants.

Abstrak:

Salah satu upaya untuk mendukung paperless adalah dengan menggunakan berbagai media, termasuk aplikasi mobile JKN (Jaminan Kesehatan Nasional). BPJS Kesehatan terus berupaya memperluas cakupan kepesertaan untuk menjangkau seluruh masyarakat dan mendorong mereka menjadi peserta JKN-KIS. Aplikasi Mobile JKN merupakan inovasi yang dilakukan BPJS Kesehatan untuk meningkatkan pelayanan kepada masyarakat di bidang kesehatan. Dengan berjalannya aplikasi ini, dapat diketahui apakah penggunaan aplikasi mobile JKN telah dimanfaatkan. Tujuan dari penelitian ini adalah untuk mengetahui pemanfaatan penggunaan aplikasi mobile JKN. Metode analisis yang digunakan adalah analisis kuantitatif deskriptif. Responden penelitian menggunakan aplikasi mobile JKN sebanyak 27 orang (28,13%). Sedangkan yang tidak menggunakan aplikasi mobile JKN sebanyak 69 orang (71,88%). Berdasarkan data tersebut, dapat disimpulkan bahwa tingkat penggunaan aplikasi mobile JKN pada responden penelitian adalah 28,13%. Di saat yang sama, aplikasi ini dapat memberikan berbagai manfaat bagi peserta JKN.



*Corresponding Author:

Apriyani,
Department of Public Health,
Universitas Widya Gama Mahakam Samarinda,
Samarinda, Indonesia.
Email: riri.april4491@gmail.com

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INTRODUCTION

The paperless office concept was first predicted in an article in the June 30 edition of the Business Week Daily in 1975, which said that automation in the office world would reduce the overall amount of paper, especially in routine activities such as data archiving. This concept is becoming increasingly important as the world continues to ignore the environment in its activities, which will endanger the sustainability of the environment on earth in the future as a result of increasing paper consumption, and more and more trees will be cut down to accommodate the needs of the paper industry [1].

The paper industry is one of the main contributors to pollution and one of the most significant contributors to greenhouse gases, with over 900 million trees being cut down annually [2]. Continuous felling of trees will have implications for forest degradation and a decrease in the number of trees in the forest, which causes global warming due to excess carbon [3]. The waste generated by the paper industry is quite a lot, so it can disturb the environment. In addition, the industry also requires a lot of chemicals in its processing, so the waste is hazardous to the environment [4]. Not only that, but continuous paper production will also exacerbate the eutrophication of freshwater bodies resulting from wastewater discharged from pulp and paper mills containing solids, nutrients, and dissolved organic matter, which is classified as pollution [5].

Technology has been attached to humans, becoming inseparable from everyday human life. One of humans' most widely used technologies is the Smartphone or Android, used to carry out activities that present various information and communication [6]. In the current digital era, paper is gradually starting to be abandoned, and multiple parties are trying to use different digital activities, especially in terms of health, which generally requires data archives [7]. All health insurance service providers compete to provide easy access

to services for each participant, and many people are using mobile technology; one is BPJS Health. BPJS Health, as the Indonesian Health Social Security Administration Agency, has not missed the idea of providing a particular application to make it easier for participants JKN-KIS to access information [8]. Mobile JKN is an application that can be accessed via a gadget that can be downloaded via Play Store or App Store.

One of the efforts to support paperless in BPJS Health with the use of media, one of which is the JKN (National Health Insurance) mobile application because its function is to facilitate users in registering, changing and finding membership data, obtaining First Level Health Facility (FKTP) and Advanced Referral Facility (FKTL) services and making it easier for users to provide criticism or suggestions [9]. BPJS Health strives to expand the scope of participation to reach all citizens so they can become JKN-KIS participants. One is by holding a synergy with the Ministry of Social Affairs (Kemensos) in the data information system cooperation framework for the participation of Contribution Assistance Recipients (PBI). The procedure for participating in the JKN-KIS Non-Contribution Assistance Recipient (Non-PBI) program is registering at the nearest BPJS Branch Office [10].

The JKN Mobile Application is an innovation carried out by BPJS Health to improve community services in the health sector. This application contains all important participant services and information that can be accessed in one hand. In the Mobile JKN application, there is a participant menu, change participant data, bed availability, service registration, premiums, doctor consultations, surgery schedules, health screening, covered drugs, payment records, participant registration, payments, service history, information and complaints, JKN info, location and Mandiri Covid-19 screening [11]. This application also makes it easier for health staff to do their jobs and can minimize the use of

paper or even not use paper. This means that the Mobile JKN application needs to be utilized optimally so that various parties will feel a positive impact.

However, it turns out that many JKN participants still do not know about using the Mobile JKN application to carry out administrative activities without having to come directly to the BPJS Health Branch Office. Based on Wike's previous research, the results showed that several residents understood mobile JKN but failed to register, and several other residents did not understand because of minimal information. Participants from areas with complex signals cannot access the JKN mobile application [12]. Also, the research conducted by Wahyuni said that the effectiveness of using mobile JKN still has many difficulties and obstacles faced by the public when using technology-based services, so paperless applications have not been fully implemented [13].

The development of technology is accelerating, requiring various companies to develop their business or to indulge their customers and be able to provide convenience or solutions that are right and fast according to customer needs or desires [14]. In addition, the company must also aim to protect the environment so that the profits earned can better impact various parties.

Based on the considerations above, the researcher has now made a research proposal titled "Using the JKN Mobile Application as an Effort to Support Paperless Efforts in Samarinda City".

RESEARCH METHOD

This research uses a quantitative descriptive research design with a population in Samarinda. Respondents were selected using an accidental sampling technique in December 2022. The number of respondents was 96 people.

RESULTS AND ANALYSIS

1. Gender of Respondent

The research was conducted by presenting characteristics that include demographic data consisting of gender.

Table 1. Frequency Distribution of Respondents Based on Gender

Gender	F	Percentage (%)
Male	17	17,71
Woman	79	82,29
Total	96	100

Based on the frequency distribution table above, it was found that of the 96 respondents, 79 were female (82.29%), while 17 were male (17.71%). Based on these data, it can be concluded that the respondents in this research were primarily women.

2. Participants in the National Health Insurance (JKN)

The results of JKN membership data analysis are presented in the following table.

Table 2. National Health Insurance (JKN) Participants

JKN	F	Percentage (%)
Participants	17	17,71
Not Participants	73	76,04
Total	96	100

Based on Table 2 above, data shows that of the 96 respondents, 73 respondents were JKN participants (76.04%). Meanwhile, 17 people (17.71%) have not registered as JKN participants. Based on this data, it is known that JKN membership has reached 76.04%. However, when compared with existing policies, it is explained that participation is mandatory, meaning that all residents, including foreign nationals who work and stay for more than 6 (six) months, must become JKN participants [15].

The National Health Insurance-Healthy Indonesia Card (JKN-KIS) guarantees health protection so that participants obtain healthcare benefits and security in meeting primary health needs provided to everyone who has paid contributions or whose contributions are paid by the Government [16].

Various factors can influence someone's registration as a JKN participant. One study found that one of the factors related to JKN membership was education ($p=0.002$) [17]. Research also explains a relationship between knowledge, work, and income on JKN-KIS membership (all variables have $p\text{-value} = 0.000$) [18].

3. Use of the JKN Mobile Application

The results of data analysis on using the JKN mobile application are presented in the following table.

Table 3.
Use of the JKN Mobile Application

Use of the JKN Mobile Application	F	Percentage (%)
Do Not Use	69	71,88
Use	27	28,13
Total	96	100

Based on the table above, data shows that out of 96 respondents, 27 respondents used the JKN mobile application (28.13%). Meanwhile, 69 people (71.88%) did not use the JKN mobile application. Based on this data, it can be concluded that the level of use of the JKN mobile application among research respondents was only 28.13%, even though this application can provide various benefits for JKN participants. The Mobile JKN application is an innovation for the convenience of prospective or JKN-KIS participants by utilizing information technology, which can be downloaded via the Mobile JKN application on Google Play Store or Apps Store [16].

The current era of growing digitalization impacts various service sectors, including health, to develop further by utilizing digitalization. It is hoped that

increasingly sophisticated technology will facilitate health sector services, including BPJS [19].

With the JKN mobile application, participants will get various conveniences in accessing JKN starting from the easy registration process; prospective participants can provide the necessary files, such as KTP, then register via the application (saving costs & time because they no longer need to go directly to the BPJS office to do registration). The results of other research showed that the existence of the JKN mobile application received support from the community as users of the application. With this application, you can get benefits such as speed of service, convenience, reduced waiting time, efficiency, and access to services that can be done anywhere [19].

4. The Role of the JKN Mobile Application for Paperless

The results of data analysis on using the JKN mobile application are presented in the following table.

Table 4. The Role of the JKN Mobile Application Towards Paperless

The Role of the JKN Mobile Application	F	Percentage (%)
Support	88	91,67
Not Support	8	8,33
Total	96	100

Based on the table above, data shows that out of 96 respondents, 88 respondents thought that the JKN mobile application supported paperless (91.67%). Meanwhile, eight respondents (8.33%) believed the JKN mobile application did not help paperless. Paperless is one thing that is important for the environment. However, paperless has not received much attention from the public, so efforts to support paperless are also lacking. The use of paper is also considered to make work more accessible for people, even though paper also has disadvantages such as being easily lost, easily torn, not waterproof, and, of

course, damaging the environment and the lack of trees on earth. The existence of current technological developments that are increasingly developing can also support paperless. Various sectors have adapted to these developments, including the health sector.

One of the areas that is being targeted for digital commercialization is health services. The need for digital health services continues to increase, although not as high as other fields, such as shopping platforms, which reach 86%, and banking services, which get 72%. The need for digital health services can be divided into several categories, including searching for recipes at 58%, exercise, and healthy lifestyle at 32%, payment of health costs at 31%, searching for problems related to the health sector at 24%, health insurance at 18% and alternative medicine at 15% [20]. One of the developments in the health sector is BPJS Health's creation of an application known as mobile JKN. The existence of these applications strongly supports paperless. This aligns with the research results above, where respondents stated that the JKN mobile application supports paperless as much as 91.67%. Various activities in the health sector have also begun to develop and support paperless, such as electronic medical records. Managing medical record documents electronically is becoming a global trend; henceforth, managing medical record documents electronically is called Electronic Medical Records [21].

According to Kanagwa [22], implementing paperless in developing countries experiences more challenges in the infrastructure sector, even though paperless can increase the efficiency and effectiveness of business processes. Respondents who were not supportive of the JKN Mobile application as a form of effort to reduce paper can be told that many people still do not know about the use of the JKN Mobile application to carry out administrative activities without having to come directly to the BPJS Health Branch

Office or they find it challenging to use it. This can also be due to Health BPJS users being old, so they do not use cellphones or have limitations in seeing and difficulty understanding the use of applications. However, from the data above, 88 respondents with almost 90% more support for JKN mobile and minimizing the use of paper, it can be concluded that the negative impact of paper on the environment will be better than before so that pollution from paper waste and tree logging will also be minimized.

CONCLUSION

Twenty-seven research respondents used the JKN mobile application (28.13%). Meanwhile, 69 people (71.88%) did not use the JKN mobile application. Based on this data, it can be concluded that the level of use of the JKN mobile application among research respondents was only 28.13%, even though this application can provide various benefits for JKN participants. However, many respondents said that using the JKN mobile application supports paperlessness, so it can be concluded that respondents also care about the surrounding environment and support the use of technology in health services.

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