

Effectiveness Of The JKN Mobile Application In Optimizing Waiting Time For BPJS Outpatient Patients

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ABSTRACT

The JKN mobile application offers features such as online registration and real-time notifications to address barriers such as manual registration, but long queue times can reduce service satisfaction and accessibility. This study employed a descriptive qualitative method, aiming to determine how long BPJS Kesehatan patients wait for outpatient services, the factors that cause delays, and whether the JKN mobile application can be optimized. This study used 15 patients as an incidental sample, with percentage analysis divided into categories of <60 minutes and >60 minutes. The results showed that 73.33% (11 patients) met the waiting time standard of less than 60 minutes, while 26.67% (4 patients) exceeded 60 minutes. This was primarily due to the new patient status and lack of space in the surgical polyclinic for 100% of cases. The neurology and orthopedics polyclinics achieved 100% compliance with the standard. This study suggests that the JKN mobile application can accelerate the registration process and reduce queues, supporting the BPJS system and national health policy, and increasing universal accessibility to services. Furthermore, the JKN mobile application, which includes online registration and instant notifications, is being encouraged to expedite the new patient process and optimize resource allocation, particularly in surgical polyclinics. The app aims to improve accessibility and patient satisfaction.

Keywords: Effectiveness, JKN Mobile Application, Waiting Time

INTRODUCTION

A hospital is a health service institution that provides comprehensive individual health services, providing inpatient, outpatient and emergency services.(Minister of Health Regulation Number 30 of 2019 concerning Hospital Classification and Licensing, 2019).

Outpatient services are a type of medical service, a facility that can provide adequate treatment at lower costs and requires fewer interventions as a result of the high cost of complex patient care (M. Toto Sugiharto, Yuli Prapancha Satar, Teguh Wiyono., 2018).

An ideal waiting time indicates an efficient service system, while excessively long waiting times can lead to patient dissatisfaction and even affect clinical outcomes.(Harding, 2018)Stating that both patients and healthcare providers may experience difficulties due to excessively long

waiting times for medical care.

The JKN mobile application is a digital platform initiated by BPJS Kesehatan with the aim of facilitating participants in accessing various health services. This application allows participants to register online, find the nearest hospital, and view their membership status. This is explained directly by the JKN mobile.

The JKN mobile application is compatible with smartphones. The latest application from BPJS Kesehatan simplifies registration and updating of participant data, obtains information about family members, tracks premium payment status, and accesses services at Primary Health Facilities (FKTP) and Advanced Health Facilities (FKTL). It also allows the public to submit complaints or suggestions. Besides that just open the application. It will be easier if you forget to bring your card, and the officer can see the JKN card directly. and this application is registered with a family card, not an individual card (BPJS, RI. 2017).

The total indicator reached 3.77, which shows that the use of the JKN mobile program at BPJS Kesehatan is effective, this is stated from the research results. (Adi Pamungkas et al., 2022) The JKN mobile registration service was deemed quite effective and contributed 45.7% to the level of satisfaction experienced. (Yunengsih & Elvin, 2025).

The increasing number of people using the JKN Mobile app will help BPJS Kesehatan outpatients and improve the efficiency and quality of services at healthcare facilities. However, the app's effectiveness in reducing patient waiting times requires further research. Its effectiveness can be influenced by many factors, including increasing public awareness of the ease of online registration, integration between services, and the reliability of the app system. Through this research, I learned how effective the JKN mobile app is in optimizing waiting times for BPJS Kesehatan outpatients.

METHOD

This research uses a descriptive quantitative research method because To determine how long BPJS patients wait for outpatient services, the factors that cause delays, and whether the JKN mobile application can be optimized, descriptive quantitative research is research that explains the research process so that this study can collect data on current conditions (Pasolong., 2020). This research applies data collection methods, which include observation and questionnaires with 15 patients and uses incidental sampling. These 15 patients consist of 4 (neurology polyclinic), 7 (orthopedic polyclinic) and 4 (surgery polyclinic), while 11 are old patients and 4 are new patients. This sampling was taken on November 4-5, 2025. Incidental sampling (convenience sampling) is carried out when researchers select subjects or respondents who are most easily

accessible. With this data collection technique, this study can provide a statistical representation of the duration of patient waiting and the variables that contribute to service delays.

This analysis method is applied to determine the frequency distribution and percentage proportion of waiting time, classified into predetermined times, namely (<60 and >60 minutes), in addition, using this analysis technique can identify the factors causing the delay.(Rizky Paganini et al., 2024).

RESULTS AND DISCUSSION

Waiting time for BPJS Health outpatient services

The findings of this research indicate that the waiting time for BPJS Kesehatan outpatients mostly meets the set time standards, namely, of the 15 respondents who met the set time standards, there were 11 patients or 73.33% and those who did not meet the set time standards were 4 patients or 26.67%.

Table 1. Waiting time for outpatient BPJS patients

| Waiting Time | Respondents | Percentage |
|--------------------|-------------|------------|
| <60 minutes (fast) | 11 | 73.33 |
| >60 minutes (long) | 4 | 26.67 |
| Amount | 15 | 100 |

Factors causing failure to meet time standards

The research results above indicate that 4 patients, or 26.67%, did not meet the specified time standards. The results indicate that the patients who did not meet the specified time standards were new patients. Because the queue for patient registration is longer, new patients tend to wait longer than existing patients.

In addition, the surgical polyclinic became a long-time polyclinic, where 100% or 4 patients experienced long waiting times.because the surgical polyclinic carries out medical procedures first.

Table 2. Waiting time for BPJS outpatients at the polyclinic

| Polyclinic | According to standards (<60 minutes) | Not up to standard (>60 minutes) | amount |
|-------------|--------------------------------------|----------------------------------|--------|
| Nerve | 4 (100%) | - | 4 |
| Orthopedics | 7 (100%) | - | 7 |
| Surgery | - | 4 (100%) | 4 |

The relationship between results and basic concepts

The findings of this study indicate a correlation between the status of new patients, existing patients, and clinic type with waiting time efficiency. Because new patients must first register, they experience delays, while existing patients are treated more quickly. The surgical clinic has a long waiting time of >60 minutes because there are medical procedures there first. This indicates a bottleneck in the process. This is also related to patient satisfaction, the efficiency of the BPJS system, and Indonesia's national health policies, such as efforts to reduce queues to increase accessibility to universal healthcare. The results can be used to make suggestions for improvements, such as how to optimize digital registration or allocate resources across specialist clinics.

CONCLUSION

This study evaluated the waiting time for BPJS patients in outpatient services, using data from 15 respondents. Overall, most patients (73.33%, or 11 patients) waited less than 60 minutes, which is in line with established standards. However, 26.67%, or 4 patients, had to wait longer than 60 minutes. The results indicate that the BPJS outpatient service system is running well overall, although there is still room for improvement in terms of delays.

New patients typically have longer wait times than existing patients, which is the primary cause of longer wait times. The surgical clinic was also the most challenging area, with 4 patients, or 100%, experiencing long-term delays due to priority given to early medical procedures. The neurology and orthopedics clinics, on the other hand, recorded optimal performance, with 100% of patients successfully meeting the time standards.

Overall, this study encourages the implementation of practical solutions to improve service quality and support the national health agenda by increasing new patient registration through digital platforms and adjusting resource allocation in specialist polyclinics. The results can be used as a basis for more in-depth research, despite the limited sample size. The results demonstrate that the JKN Mobile application can address issues such as manual registration and long queues. With features like online registration and real-time wait time notifications, this feature can speed up the process and optimize the experience for outpatient BPJS patients.

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