



Overview of Patient Satisfaction with the Application of Mobile JKN Using EUCS Method

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ABSTRACT

Mobile JKN is a digital application developed by BPJS Kesehatan to facilitate participants in accessing health services quickly and efficiently. Despite its widespread use, users still experience various obstacles, including difficulties in using application features, slow system access, and dissatisfaction with the information provided. Therefore, evaluating user satisfaction is important to assess the quality of the Mobile JKN application from the patient's perspective. This study aimed to describe patient satisfaction with the Mobile JKN application using the End User Computing Satisfaction (EUCS) method at RSI Ibnu Sina Padang. This quantitative descriptive study was conducted at RSI Ibnu Sina Padang in 2025. The study population consisted of outpatients who used the Mobile JKN application. A total of 120 respondents were selected using accidental sampling. Data were collected using an EUCS questionnaire covering five dimensions: content, accuracy, format, ease of use, and timeliness. Data were analyzed using univariate analysis and presented as frequency distributions and percentages. The results showed that 65.8% of respondents were satisfied with the implementation of Mobile JKN. Based on the EUCS dimensions, satisfaction levels were 70.0% for content, 68.3% for accuracy, 66.7% for format, 75.0% for ease of use, and 63.3% for timeliness. Ease of use received the highest score, while timeliness received the lowest. In conclusion, most patients were satisfied with the Mobile JKN application at RSI Ibnu Sina Padang. Continuous improvements, particularly in timeliness and system response speed, are needed to enhance user experience and service quality.

Keywords: Mobile JKN, Satisfaction, Patient, EUCS



INTRODUCTION

The development of Information Technology has driven digital transformation in various sectors, including the health sector. The use of digital technology in health services is one of the strategies to improve accessibility, efficiency, service quality, and patient involvement in health management. Various countries are starting to develop digital-based health services through mobile health (mHealth) applications that allow people to obtain health services more easily and quickly. The digital transformation focuses not only on healthcare providers, but also on the experience and satisfaction of users as recipients of services. (Jat & Gronli, 2024; Perianez et al., 2024)

Digitalization of Health is an important need in the modern era because it is able to overcome various obstacles to conventional health services. Mobile-based health applications allow people to access health information, register for services, consultations, and independent health monitoring. The use of digital technology is also considered to be able to reduce service waiting times and improve the operational efficiency of health facilities. Therefore, the successful implementation of digital health services is highly dependent on user acceptance and satisfaction. (Perianez et al., 2024; Jat & Gronli, 2024)

In Indonesia, the digital transformation of Health continues to develop in line with the National Health System Reform program. The government through various policies encourages the use of information technology to improve the quality of health services and expand public access to health services. Digitalization is an important part in the effort to realize health services that are effective, efficient, and oriented to the needs of the community. This condition encourages various health institutions to develop digital application-based services. (Satrio & Aqid, 2025)

One form of digital transformation developed in the national health insurance system is the JKN Mobile application managed by BPJS Kesehatan. This application is designed to provide convenience for National Health Insurance participants in accessing various services without having to come directly to the BPJS Health Office. Through JKN Mobile, participants can access membership information, data changes, payment of dues, search for health facilities, online queues, and health service history. The presence of this application is a strategic step in improving the service quality of JKN participants. (BPJS Kesehatan, 2025; Kompas.com, 2024)

JKN Mobile continues to develop features to answer the needs of JKN participants who are increasingly diverse. The online queue feature is one of the innovations that is widely used because it helps participants obtain health services with more measurable waiting times. In addition, the i-Care JKN feature makes it easy to access participants' health service history digitally. The development of these features shows BPJS Kesehatan's commitment in improving the quality of information technology-based services. (BPJS Kesehatan, 2025)

Despite offering various conveniences, JKN's Mobile implementation still faces a number of challenges. Some users complain of technical problems such as difficulty accessing applications, slow systems, and less optimal utilization of available features. These issues can affect the user experience and impact the level of satisfaction with the application. Therefore, evaluation of user satisfaction is an important aspect in assessing the success of JKN Mobile implementation. (Princess & Prince, 2025; Fatimah, 2023)

User satisfaction is an important indicator in assessing the success of an information system. Users who feel satisfied tend to continue to take advantage of the available system and recommend it to other users. Conversely, dissatisfaction can lead to low levels of Use and hinder

the achievement of system implementation goals. Therefore, the measurement of user satisfaction needs to be done regularly to determine the quality of services provided by the information system. (Jannah et al., 2023)

One method that is widely used to measure information system user satisfaction is End User Computing Satisfaction (EUCS). This method assesses user satisfaction based on five main dimensions, namely content, accuracy, format, ease of use, and timeliness. These five dimensions are able to provide a comprehensive picture of the user's perception of the quality of an information system. EUCS has been widely used in the evaluation of various information technology-based applications, including health applications. (Jannah et al., 2023)

The content dimension in EUCS assesses the completeness and relevance of the information that the system presents to users. Accuracy assesses the level of accuracy of the information provided, while the format is related to the display and presentation of information. Ease of use measures the ease of use of the system, while timeliness assesses the timeliness and speed of the system in providing information. These five dimensions complement each other in describing the level of user satisfaction with an application. (Jannah et al., 2023)

Research on Mobile JKN using EUCS method has been conducted in several regions in Indonesia. The research results of Jannah, Susanto, and Rakhmadani (2023) show that JKN's mobile user satisfaction level is in the satisfied category with content values of 79.96%, accuracy 78.75%, format 78.30%, ease of use 79.92%, and timeliness 78.14%. The findings show that JKN Mobile has generally been well received by users, although there are still some aspects that need improvement. (Jannah et al., 2023)

Another study conducted on JKN Mobile users in Surakarta also showed that participants were satisfied with the quality of JKN Mobile application services. The value of Customer Satisfaction Index (CSI) reached 81.4% which indicates a high level of satisfaction with BPJS Kesehatan digital services. Nevertheless, the study emphasizes the importance of continuous evaluation because user needs and expectations can change as technology evolves. On the other hand, research on the implementation of Mobile JKN in Padang City shows that there are still obstacles in the form of lack of socialization and public understanding of the use of the application. This condition causes not all JKN participants to use JKN Mobile optimally. In fact, this application has various features that can improve the ease of access to health services. Therefore, evaluation from the user side is important to find out how far the application has met the needs of the community. (Fatimah, 2023)

Although various studies on JKN Mobile user satisfaction have been conducted in several regions in Indonesia, most of these studies have focused on measuring the level of user satisfaction in general and have not examined user satisfaction in the context of certain health facilities that have different service characteristics. In addition, the results of previous studies showed variations in the level of user satisfaction and constraints in the use of JKN Mobile features, such as lack of user understanding, application technical constraints, and differences in the quality of service implementation in each health facility. This condition shows that there is still a research gap, namely limited information about how the level of patient satisfaction with the use of Mobile JKN at referral hospitals that serve JKN participants in large numbers, especially in Padang City.

This study has a novelty value because it not only measures the level of satisfaction of JKN Mobile users in general, but also analyzes patient satisfaction based on five dimensions of EUCS in a referral hospital environment that has never been studied before. The results are expected to



provide empirical evidence on aspects that have met user expectations and aspects that still require improvement. In addition, this study can be the basis for RSI Ibnu Sina Padang and BPJS Kesehatan in evaluating the effectiveness of JKN Mobile implementation and formulating strategies to improve the quality of digital health services that are more in line with patient needs. Thus, this study not only provides academic contributions in the development of Health Information System evaluation studies, but also provides practical benefits for improving the quality of digital-based health services.

RSI Ibnu Sina Padang is one of the hospitals that cooperate with BPJS Kesehatan in the provision of health services for JKN participants. As a referral health facility that serves a large number of BPJS patients, the use of Mobile JKN is an important part in supporting a more effective and efficient service process. The use of online queue features and other digital services has the potential to improve the quality of patient care. However, the level of patient satisfaction with the implementation of Mobile JKN in this hospital still needs to be evaluated scientifically.

RSI Ibnu Sina Padang has different characteristics compared to the previous study site because it is one of the referral hospitals that actively serve JKN participants with a high volume of visits. The utilization of JKN's Mobile features, such as online queues and access to health service information, has an important role in supporting the smooth process of patient service at this hospital. However, until now there has been no research that specifically describes the level of patient satisfaction with the application of Mobile JKN at RSI Ibnu Sina Padang using the End User Computing Satisfaction (EUCS) approach. Therefore, research is needed to obtain a more specific picture of the experience and patient satisfaction in using the application in the context of service at RSI Ibnu Sina Padang.

Based on the description, the study on the picture of patient satisfaction with the application of Mobile JKN using the EUCS method in RSI Ibnu Sina Padang becomes important to do. The results of the study are expected to provide information about the level of patient satisfaction in each dimension of EUCS so that it can be the basis of evaluation for hospitals and BPJS Health. In addition, this study is expected to contribute to the development of digital health services that are more oriented to user needs. On the basis of the importance of user satisfaction evaluation in supporting the success of Health digital transformation, researchers are interested in conducting a study entitled "overview of patient satisfaction on the application of Mobile JKN using EUCS method at RSI Ibnu Sina Padang".

METHODS

This study uses a quantitative approach with a descriptive design that aims to describe the level of patient satisfaction with the application of Mobile JKN using End User Computing Satisfaction (EUCS) in RSI Ibnu Sina Padang. The study was carried out in March 2025 in the outpatient unit of RSI Ibnu Sina Padang. The study population is all patients BPJS outpatient health participants who use the Mobile application JKN in the process of health care.

The number of research samples was determined using the Slovin formula with an error rate of 10%, so that a minimum sample of 120 respondents was obtained. The sampling technique used is accidental sampling, i.e. patients who the researcher met during the data collection period and met the research criteria. Inclusion criteria include patients who are 18 years old, registered as an active JKN participant, have used the JKN Mobile application at least once in the last six months, able to communicate well, and willing to be a respondent. The exclusion criteria include

patients who have health problems that hinder the filling of the questionnaire, patients with emergency conditions, as well as respondents who returned incomplete questionnaires.

The research Data is the primary data collected using the End User Computing Satisfaction (EUCS) questionnaire which consists of five dimensions, namely content, accuracy, format, ease of use, and timeliness. The instrument uses a 5-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree). Before being used in the study, the questionnaire was tested for validity and reliability on respondents who had similar characteristics to the research sample. The results of the validity test show that all question items have a correlation coefficient value (R count) greater than R table so that it is declared valid. Reliability test results using Cronbach's Alpha indicates that the instrument has a good level of reliability and is suitable for use as a data collection tool.

Data collection was carried out after the respondents obtained services in polyclinics. Before filling out the questionnaire, the respondent is given an explanation of the objectives, benefits, research procedures, as well as the respondent's right to refuse or withdraw from the study at any time without any consequences. Respondents who are willing to participate are asked to sign an informed consent sheet as a form of approval to follow the study. The confidentiality of the respondent's identity is maintained by not including the name on the questionnaire and all data is only used for research purposes. Data analysis was conducted in a univariate manner by presenting the frequency distribution, percentage, mean, and satisfaction level categories in each dimension of EUCS.

RESULTS

Univariate analysis was conducted to describe the level of patient satisfaction with the implementation of Mobile JKN based on five dimensions of End User Computing Satisfaction (EUCS), namely content, accuracy, format, ease of use, and timeliness. In addition, the analysis was also conducted to determine the overall picture of patient satisfaction with the use of mobile JKN in RSI Ibnu Sina Padang. criteria used to classify respondents into the categories of "good" and "less good. The number of respondents involved in this study as many as 120 people.

1. Distribution of Respondents Characteristics of JKN Mobile Users in RSI Ibnu Sina Padang

Table 1. Distribution of Respondents Characteristics of JKN Mobile Users in RSI Ibnu Sina Padang (n = 120)

Characteristics	Frequency (f)	Percentage (%)
Age		
17-25 years	28	23.3
26-35 years	42	35.0
36-45 years	27	22.5
46-55 years	16	13.3
>55 years	7	5.9
Total	120	100.0
Gender		
Men	50	41.7



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Characteristics	Frequency (f)	Percentage (%)
Women	70	58.3
Total	120	100.0
Last Education		
SD / degree	8	6.7
Junior / Senior High School	15	12.5
High School/Junior / Senior High School	55	45.8
Diploma (D3)	18	15.0
Undergraduate (S1)	22	18.3
Postgraduate (S2/S3)	2	1.7
Total	120	100.0
JKN Mobile use frequency		
Rare (<1 Times / month)	18	15.0
Sometimes (1-3 times / month)	55	45.8
Frequent (4-6 times / month)	47	39.2
Total	120	100.0

Based on Table 1, most of the respondents were in the age group of 26-35 years as many as 42 people (35.0%). Based on gender, the majority of respondents were women as many as 70 people (58.3%). The last level of education of respondents was dominated by SMA/SMK/equivalent as many as 55 people (45.8%). Based on the frequency of use of the JKN Mobile application, most respondents use the application 1-3 times per month as many as 55 people (45.8%).

2. Frequency Distribution of Respondents' Assessments Based on EUCS Dimensions and Patient Satisfaction with the Implementation of Mobile JKN

Table 1. Frequency Distribution of Respondent Assessment Based on EUCS Dimension and Patient Satisfaction with JKN Mobile Application (n=120)

Variabel	Categories	Frequency	Percent (%)
Content	Good	84	70.0
	Less Good	36	30.0
	Total	120	100
Accuracy	Good	82	68.3
	Less Good	38	31.7
	Total	120	100
Format	Good	80	66.7
	Less Good	40	33.3
	Total	120	100

Variabel	Categories	Frequency	Percent (%)
Ease of Use	Good	90	75.0
	Less Good	30	25.0
	Total	120	100
Punctuality	Good	76	63.3
	Less Good	44	36.7
	Total	120	100
Patient Decision	Satisfied	79	65.8
	Not Satisfied	41	34.2
	Total	120	100

Based on Table 1, it is known that the majority of respondents gave a good assessment on all dimensions of EUCS. The ease of use dimension had the highest percentage of 75.0%, indicating that the majority of respondents felt that the JKN Mobile application was easy to use. Furthermore, the content dimension was rated good by 70.0% of respondents, accuracy by 68.3%, format by 66.7%, and timeliness by 63.3%. Overall, as many as 79 respondents (65.8%) expressed satisfaction with the implementation of Mobile JKN at RSI Ibnu Sina Padang, while 41 respondents (34.2%) expressed dissatisfaction.

3. Distribution of the Average Value of Patient Satisfaction Based on EUCS Dimension to the Application of Mobile JKN

Table 2. Distribution of the Average Value of Patient Satisfaction Based on EUCS Dimension to the Application of Mobile JKN

Dimensions of EUCS	Mean	SD	Category
Content	4,01	0,56	Baik
Accuracy	3,95	0,61	Baik
Format	3,89	0,64	Baik
Ease of Use	4,12	0,52	Baik
Timeliness	3,82	0,67	Baik

Based on Table 2, it is known that all EUCS dimensions have an average value in both categories. The ease of use dimension has the highest average value (mean = 4.12), which shows that respondents rate Mobile JKN as easy to understand and use in accessing health services. In contrast, the timeliness dimension has the lowest average value (mean = 3.82), which indicates that there are still complaints regarding the speed of access or the timeliness of the services provided by the application. In general, the results show that the application of Mobile JKN has been able to meet user expectations in the aspects of information, accuracy, display, ease of Use, and timeliness of Service.

DISCUSSION

The results showed that as many as 79 respondents (65.8%) expressed satisfaction with the implementation of Mobile JKN at RSI Ibnu Sina Padang. These findings indicate that most patients



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consider the JKN Mobile application to be able to support their needs in accessing health services, especially in obtaining membership information, accessing online queues, and getting more practical service information. The level of satisfaction obtained shows that the implementation of digital health services through JKN Mobile has been fairly well received by users. However, there were still 34.2% of respondents who expressed dissatisfaction, indicating that there are still some aspects of digital services that do not fully meet user expectations.

Theoretically, The End User Computing Satisfaction (EUCS) method explains that user satisfaction is influenced by the quality of information content (content), accuracy of information (accuracy), information display (format), ease of use (ease of use), and timeliness of Information Presentation (timeliness). The five dimensions are interrelated in shaping the user experience of an information system. The better the quality in each dimension, the higher the level of satisfaction felt by users (Sukmawati & Nugroho, 2021; Zainuddin & Prasetyo, 2022).

On the content dimension, this study shows that 70.0% of respondents give a good assessment. This result indicates that the information available on JKN Mobile is considered quite complete and relevant to user needs. The availability of information such as membership data, online queues, health service history, and health facilities makes it easy for patients to obtain the information they need without having to come directly to the BPJS Kesehatan office. However, the percentage obtained is still lower than the research of Jannah et al. (2023) which found a content value of 79.96%. This difference is likely influenced by the characteristics of respondents and the context of application use at different health facilities. These findings reinforce the opinion of DeLone and McLean (2021) that the quality of relevant and complete information is a major factor affecting the satisfaction of Information System users.

On the accuracy dimension, as many as 68.3% of respondents gave a good assessment. This result shows that the majority of users assess the information presented JKN Mobile is quite accurate and in accordance with actual conditions. Accuracy of information is a very important aspect in digital health services because it is directly related to membership data, service schedules, and patient medical history. The value obtained in this study is lower than the Saputra and Istiqomah research (2024) which reported an accuracy satisfaction rate of 78%. These differences can indicate that there are still obstacles in the process of data synchronization or updating information that is felt by some users. This finding is in line with Wibowo and Pratama's (2023) research which states that data accuracy plays an important role in building user confidence in health information systems.

On the format dimension, as many as 66.7% of respondents gave a good assessment. This result shows that the appearance of the JKN Mobile application in general has been able to help users understand the information available. However, the format value is one that is relatively lower than other dimensions. This may indicate that there are still users who have difficulty navigating some features or find the appearance of the application not yet fully intuitive. This finding is in line with the Utami and Lestari study (2022) which shows that interface design has a significant influence on user satisfaction of digital health applications. In addition, Yuliana and Handayani (2021) explain that a simple and easy-to-understand display can increase user comfort while using the application. Therefore, the development of a more user-friendly interface needs to be a concern in the development of Mobile JKN.

The dimension of ease of use obtained the highest value of 75.0%. These results show that the majority of respondents feel JKN Mobile is easy to learn and use in accessing various health

services. The high assessment on this dimension shows that the application design has been able to accommodate the needs of users from various age backgrounds and education levels. The results of this study are consistent with the research of Saputra and Istiqomah (2024) which found that ease of use is the most dominant factor in shaping the satisfaction of JKN Mobile users. The high assessment on this dimension can also be attributed to the increasing digital literacy of the community and the increasingly frequent use of application-based health services. According to Venkatesh et al. (2020), easy-to-use systems will increase technology acceptance and encourage sustainable use.

In the dimension of timeliness, this study obtained the lowest value of 63.3%, although it is still included in the good category. This result shows that the aspects of access speed and timeliness of information presentation are still the main concerns of users. Low values on this dimension indicate that some respondents still experience obstacles such as slow access times, data loading processes that take longer, or system disruptions at certain times. This finding is in line with the research of Anggraeni et al. (2026) which shows that timeliness is the dimension with the lowest value in the JKN Mobile evaluation, and Princess and Prince research (2025) which finds that system speed is one of the main complaints of users of digital health applications. According to EUCS theory, timeliness is related to the system's ability to provide information quickly and precisely when users need it. Therefore, although JKN's overall level of Mobile user satisfaction is in the good category, improving system performance, server capacity, and optimizing data synchronization processes needs to be a priority to improve the overall user experience.

According to EUCS theory, timeliness is related to the speed of the system in providing the information the user needs at the right time. Users expect the system to be able to provide a fast and stable response whenever needed. In digital healthcare, delays in access can hamper service processes and degrade the quality of the user experience. Therefore, improving system performance is an important aspect in the development of JKN Mobile applications. (Sukmawati & Nugroho, 2021)

Researchers assume that there is still a poor assessment of the timeliness dimension caused by internet network factors, server capacity, and the high number of users who access the application at a certain time. These conditions can cause the login process, online queue retrieval, or information access to be slower. Therefore, optimization of technology infrastructure and application systems needs to be done to improve overall user satisfaction.

CONCLUSIONS

Based on the results of the study it can be concluded that the majority of patients in RSI Ibn Sina Padang were satisfied with the application of mobile JKN with a percentage of satisfaction of 65.8%. The measurement results using End User Computing Satisfaction (EUCS) showed that all dimensions are in the good category. The ease-of-use dimension received the highest rating of 75.0%, which indicates that the JKN Mobile application is easy to understand and use by most patients. While the content dimension received a good assessment of 70.0%, 68.3% accuracy, 66.7% format, and 63.3% timeliness. These findings indicate that the JKN Mobile application has been able to provide a positive experience for users in accessing health services, although there are still some aspects that need to be improved. To improve the quality of Mobile JKN, BPJS Kesehatan needs to optimize system performance through increasing server capacity, improving data synchronization processes with health facilities, and periodic system monitoring to reduce



interference and speed up service access. In addition, simplifying the flow of using key features and improving education to users is expected to improve service timeliness, ease of access, and patient satisfaction with the use of JKN Mobile.

The dimension of timeliness is the aspect with the lowest assessment compared to other dimensions, so it needs to be given special attention in efforts to improve the quality of digital services. BPJS Kesehatan and RSI Ibnu Sina Padang are expected to continue to evaluate and develop application performance, especially related to the speed of access and timeliness of information delivery. This study has limitations because it uses a descriptive design that is only able to describe the level of patient satisfaction without analyzing the factors that influence it. In addition, the study was conducted in one hospital with accidental sampling technique, so the results of the study cannot be generalized to all JKN Mobile users in other regions. Therefore, further research is recommended to use an analytical design with a wider scope of respondents to get a more comprehensive picture of JKN Mobile user satisfaction.

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