



Enhancing Outpatient Use of JKN Mobile Through Digital Education and Assistance at Bandar Negara Husada Hospital, Lampung

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ABSTRACT

The National Health Insurance (JKN) programme aims to improve public access to high-quality, equitable and affordable healthcare services. Inadequate access to health insurance can lead to delays in receiving healthcare, increase the burden of healthcare costs, and reduce the utilisation of healthcare services. To support easier access to services, BPJS Kesehatan has developed the Mobile JKN app. However, the use of this app by outpatients is still not optimal due to a lack of knowledge, digital literacy skills, and guidance on how to use the app. This community service initiative aims to improve the knowledge and skills of outpatients in utilising the Mobile JKN app through digital education and guidance. The activity was carried out at the Bandar Negara Husada Regional General Hospital, Lampung, involving 60 participants comprising 40 BPJS Kesehatan-enrolled outpatients and 20 family members of patients. The methods used included awareness-raising sessions, group counselling, demonstrations of how to use the app, and hands-on guidance on operating the Mobile JKN features. The evaluation was carried out using pre-tests and post-tests to measure improvements in knowledge, as well as observations to assess participants' skills. The results of the programme showed that participants' knowledge and skills in using the Mobile JKN app improved after taking part in the training and guidance. This programme has strategic implications for BPJS Kesehatan, hospitals and local governments as a model for health digital literacy education that can be integrated into routine services to enhance the independence of JKN participants, expand the use of digital services, improve service efficiency, and support the acceleration of digital health transformation in Indonesia.

Keywords: digital assistance, digital education, digital health service utilization, mobile JKN, outpatients

INTRODUCTION

The rapid development of information technology has driven digital transformation in various sectors of life, including the healthcare sector. This situation requires healthcare systems to be able to adapt to technological innovations in order to improve the quality of services provided to the public (Nathasya, 2024). In an effort to support this transformation, the Indonesian government, through BPJS Kesehatan, continues to develop a digital-based healthcare system. One of the innovations developed is the Mobile JKN application, which serves as a digital platform for participants of the National Health Insurance (JKN) program to access various healthcare services more easily and efficiently.

The development of a healthcare service management system through the Mobile JKN application is part of the government's strategy to improve the effectiveness of healthcare service management that is transparent, fast, and oriented towards the needs of the community (Novia Rosidah & Suaibatul Aslamiah, 2025).

The JKN Mobile Application provides various service features that enable participants to register for health services, monitor their membership status, obtain queue numbers online, and access information about health facilities and service bills. The presence of this application is expected to make it easier for the public to obtain health services without having to go through manual administrative processes at health facilities. In addition to providing convenience for participants, the use of Mobile JKN also reflects the readiness of health service facilities in supporting the implementation of digitalization of public services in the health sector (Handasari, Wulandari, and Haikal, 2024). However, the level of utilization of this application among the public is still not optimal when compared to the number of JKN participants, which continues to increase every year (Kusumawati et al., 2024).

Nationally, the National Health Insurance (JKN) program has achieved extensive population coverage. As of March 2025, 95.7% of Indonesia's population had been enrolled in the JKN program (DJSN, 2025). Similarly, Lampung Province reported a JKN coverage rate of 98.77% in June 2024. Despite this achievement, the utilization of the Mobile JKN application remains suboptimal. As of July 2025, only 68.97% of registered participants actively used the application, indicating a gap of approximately 30 percentage points between JKN enrollment and digital service utilization (BPJS Kesehatan Lampung, 2025). This discrepancy suggests that high insurance coverage has not yet been accompanied by optimal adoption of digital health services, highlighting the need for interventions to improve participants' digital literacy and utilization of the Mobile JKN application.

A similar phenomenon also occurred at Bandar Negara Husada Regional General Hospital, one of the referral hospitals in Lampung Province. Outpatient registration services at the hospital are still largely carried out through a manual registration system. Based on internal hospital data, the compliance rate for using the Mobile JKN application in September 2025 was still at 45%. The target for overall online queue utilization is set at more than 95%. In comparison, the target for online queue utilization through the Mobile JKN application is more than 60%. The low utilization of this application has the potential to cause various problems, such as an increased administrative workload for health workers and long waiting times for patients during peak service hours.

In the healthcare system, nursing management plays an important role in improving service quality and the efficiency of the healthcare system. The application of effective nursing management functions and principles can help improve service effectiveness and support the implementation of technology-based service innovations in healthcare facilities (Nela, 2025). Therefore, the involvement of health workers, especially nurses, is important in providing education and assistance to patients regarding the use of digital technology in health services (Anhar, 2025).

The low utilization rate of the Mobile JKN application can have an impact on the quality of health services provided to patients. The registration process, which is still carried out manually, can increase the administrative workload of health workers, prolong waiting times for services, and potentially reduce patient satisfaction with the services received (Syamsuddin et al., 2025). In addition, limited use of digital technology in healthcare services can also hinder the smooth flow of service information and reduce the efficiency of the healthcare system (Alsafy et al., 2025)(Amaliah et al., 2024). In addition, limited use of digital technology in healthcare services can also hinder the smooth flow of service information and reduce the efficiency of the healthcare system.

Various efforts have been made to increase the use of the Mobile JKN application, including public education, training, and information dissemination. Although these initiatives have increased application downloads, active utilization remains relatively low. (Wahyuni et al., 2025). Previous studies indicate that training is more effective when combined with direct assistance, as hands-on guidance helps participants understand and apply the application's features in real-life situations. (Putri et al., 2024). This combination of education and assistance enhances users' knowledge, which is a key determinant of digital health service utilization. Individuals with better knowledge of the Mobile JKN application's features and benefits are more likely to adopt and consistently use the application to access healthcare services (Alsafy et al., 2025). Furthermore, the successful translation of knowledge into actual application use is influenced by external factors, including internet accessibility and family support, particularly among older adults and individuals with limited digital literacy. (Nela, et al., 2025). herefore, improving Mobile JKN utilization requires not only increasing public knowledge through digital health education but also providing continuous technical assistance and supportive environmental conditions to encourage sustained usage.

Public knowledge about the benefits and how to use the Mobile JKN app is also an important factor influencing app usage behavior. Individuals who have a good level of knowledge about the app's features and functions tend to be more active in utilizing digital services to access healthcare services (Alsafy et al., 2025). Digital-based health education has also been proven to increase patient trust and comfort in using technology-based healthcare systems (Aghatsa et al., 2023).

In addition to knowledge, social and professional support are essential determinants of sustained Mobile JKN utilization. Family support is particularly important for older adults, who often experience limited digital literacy, reduced confidence in using mobile technologies, or physical and cognitive limitations that hinder independent application use. Under these circumstances, family members facilitate technology adoption by assisting patients in understanding application features, navigating digital procedures, and encouraging continued use of digital health services (Aghatsa et al., 2023). Complementing this informal support, healthcare workers, particularly nurses, function as educators and facilitators who provide structured instruction, individualized guidance, and ongoing motivation to strengthen patients' digital competencies and self-efficacy. The integration of family support with professional assistance therefore creates a supportive environment that enhances patients' ability and willingness to adopt the Mobile JKN application independently (Mintari et al., 2024).

The results of a preliminary survey conducted in January at 2026 at the Bandar Negara Husada Regional General Hospital Outpatient Facility on 20 respondents showed that only 10 respondents (50%) regularly used the Mobile JKN application to register for services. A total of 5 respondents (25%) stated that they did not understand how to use the application, 3 respondents (15%) experienced technical problems such as difficulty logging in and unstable internet connection, and 2 respondents (10%) stated that they did not receive assistance from staff during the registration process. These findings indicate that some patients still need education and assistance in order to make optimal use of the Mobile JKN application.

Based on these conditions, educational activities and digital assistance are needed for outpatients to improve their understanding and ability to use the Mobile JKN application. Through community service activities in the form of education and digital assistance, it is hoped that patients will be able to utilize the Mobile JKN application more optimally so that health services become more effective, efficient, and support the implementation of a digital-based health service system at the Bandar Negara Husada Regional General Hospital in Lampung Province (Putri et al., 2024).

METHOD

This activity is carried out through several stages as follows:

Preparation Stage

During the preparation stage, the community service team coordinated and collaborated with the Bandar Negara Husada Provincial Hospital in Lampung regarding the implementation of activities, determining the target participants, and preparing the activity schedule. In addition, the team also prepared educational materials on the use of the Mobile JKN application, developed learning media, and prepared activity evaluation instruments. During this stage, success indicators for the activity were also developed, along with pre-test and post-test instruments to measure participants' knowledge levels before and after the activity.

Education Implementation Stage

The education stage was conducted in groups using visual learning media such as videos, posters, leaflets, application user guides, and presentation slides. The material presented included an introduction to the Mobile JKN application, the benefits of using the application in health services, and an explanation of key features such as service registration, online queue management, and access to membership information. The educational material was delivered interactively by the community service team through lectures, discussions, and question and answer sessions.

Digital Assistance Phase

The assistance phase focuses on providing practical training to participants in using the Mobile JKN application on smartphones. Participants are guided through the process of downloading the application, creating accounts, and using the main features of the Mobile JKN application. Assistance is provided through application usage simulations, small group discussions, and live demonstrations of the service registration and online queue features.

Questionnaire Completion and Evaluation Stage

The evaluation of activities was conducted through the completion of pre-test and post-test questionnaires to determine the increase in participants' knowledge after participating in educational and mentoring activities. In addition, the community service team also monitored the participants' ability to use the Mobile JKN application independently and identified the obstacles encountered during the use of the application.

Data Analysis Techniques

Data obtained from pre-test and post-test results were analyzed descriptively and quantitatively to determine changes in participants' knowledge levels before and after the activity. Meanwhile, qualitative data obtained from discussions, observations, and interviews were analyzed thematically to evaluate the effectiveness of educational activities and digital assistance in improving participants' understanding of the use of the Mobile JKN application.

Several learning methods were used in this activity, namely lectures, interactive discussions, question and answer sessions, application usage simulations, and live demonstrations. The educational media used included presentation slides, tutorial videos, leaflets, and Mobile JKN application usage guides, so that participants could more easily understand the material and practice using the application in their daily lives. The activity was evaluated at the end of the session to assess the success of the community service program.

RESULTS AND DISCUSSION

The community service program received positive responses from outpatients and community members at Bandar Negara Husada Provincial Hospital, Lampung. A total of 60 participants, consisting of 40 BPJS outpatients (66.7%) and 20 family members (33.3%), participated in the program. The participants represented diverse demographic backgrounds in terms of age, gender, and educational level, providing a broad overview of the community's digital literacy in accessing health services. The program adopted a participatory approach through health education and digital assistance to improve participants' knowledge and skills in using the Mobile JKN application. The intervention was implemented over one month, beginning with program socialization, followed by health education sessions, hands-on demonstrations, guided practice, and program evaluation.

The initial stage involved technical preparation for program implementation, including a preliminary survey of the activity location, administrative coordination and licensing with the hospital, preparation of educational materials, and development of educational media and supporting equipment. The evaluation of the preparation stage showed that all planned activities were completed successfully, with a 100% implementation rate, indicating that the program was conducted according to the established schedule and objectives.

To evaluate the effectiveness of the intervention, participants completed a pre-test before the educational session and a post-test after completing the education and digital assistance activities. The pre-test results indicated that many participants had limited knowledge regarding the functions and benefits of the Mobile JKN application, particularly in accessing online registration, membership information, and digital healthcare services. Following the intervention, the post-test results demonstrated an improvement in participants' knowledge and understanding of the Mobile JKN application. In addition, observational assessments showed that participants were able to independently operate key application features, including account login, online queue registration, access to membership information, and searching for healthcare facilities. These findings indicate that the combination of health education and direct digital assistance effectively improved participants' knowledge, digital literacy, and confidence in utilizing Mobile JKN services.

Table 1 Participants pre-test and post-test knowledge levels (n = 60)

Knowledge Level	Pre-test n (%)	Post-test n (%)
Good	18 (30.0%)	52 (86.7%)
Fair	24 (40.0%)	8 (13.3%)
Poor	18 (30.0%)	0 (0.0%)
Total	60 (100%)	60 (100%)

Table 1 presents the distribution of participants' knowledge levels before and after the digital education and assistance intervention on the use of the JKN Mobile application. Prior to the intervention, only 30.0% of participants demonstrated good knowledge, whereas 40.0% and 30.0% had fair and poor knowledge, respectively. Following the intervention, the proportion of participants with good knowledge increased substantially to 86.7%, while the percentage of participants with fair knowledge declined to 13.3%, and no participants were classified as having poor knowledge. These findings suggest that the digital education and assistance program was associated with a marked improvement in participants' knowledge of the JKN Mobile application.

This shows that the planning and preparation process for the activities has been carried out optimally, thereby supporting the smooth implementation of the community service program.

Improvement of Participants' Knowledge

The implementation of digital education combined with hands-on assistance resulted in a substantial improvement in participants' knowledge regarding the use of the Mobile JKN application for accessing healthcare services. Based on the pre-test and post-test assessments conducted among 60 participants, the proportion of participants with good knowledge increased markedly from 30.0% before the intervention to 86.7% after the intervention, whereas the proportion of participants with poor knowledge declined from 30.0% to 0%. These findings indicate that the intervention effectively enhanced participants' understanding of the functions, benefits, and practical use of the Mobile JKN application. The observed improvement can be explained by the integration of interactive education with individualized digital assistance. Unlike conventional health education, which primarily relies on one-way information delivery, participants actively practiced each feature of the Mobile JKN application, including account registration, online queue booking, appointment scheduling, and access to healthcare information. This interactive, practice-oriented approach facilitated experiential learning by allowing participants to immediately apply newly acquired knowledge in authentic contexts, thereby strengthening their understanding and promoting longer-term knowledge retention. Furthermore, recent systematic evidence indicates that structured face-to-face educational interventions produce greater and more sustained improvements in digital health literacy than passive or self-directed learning approaches, supporting the effectiveness of the educational strategy implemented in this program.

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The observed improvement can be explained by the combination of interactive education and direct application assistance provided during the program. Unlike conventional health education that primarily relies on lectures, participants were guided through each feature of the application, including account registration, digital queue registration, appointment scheduling, and access to health service information. This experiential learning approach enables participants to immediately apply newly acquired knowledge, thereby enhancing comprehension, confidence, and long-term retention. In digital health interventions, practical experience has been shown to reduce technological barriers and improve users' digital health literacy, particularly among first-time users and individuals with limited digital experience.

These findings are consistent with previous studies demonstrating that digital health education combined with practical assistance significantly improves users' knowledge, acceptance, and utilization of digital health technologies. Marwah et al. (2024) reported that increased knowledge and positive perceptions of the benefits of digital health interventions contribute to behavioral changes and encourage greater adoption of health technologies. Similarly, recent evidence suggests that digital literacy interventions accompanied by guided practice are more effective than information dissemination alone

in increasing individuals' confidence and willingness to use mobile health applications, particularly in primary healthcare settings.

The findings also support the concept of health literacy, which emphasizes that individuals are more likely to adopt digital health innovations when they possess adequate knowledge and practical skills to access and utilize health information effectively. Improved knowledge of the JKN Mobile application is expected to encourage more independent use of BPJS Kesehatan digital services, reduce administrative barriers at healthcare facilities, shorten waiting times, and ultimately improve the efficiency and accessibility of outpatient services. Therefore, integrating digital education with individualized assistance represents an effective strategy for promoting the adoption of digital health services among BPJS Kesehatan participants.

Improved Use of the JKN Mobile Application for Healthcare Registration

The digital education and assistance program was associated with improved participant compliance in using the JKN Mobile application for healthcare service registration. Prior to the intervention, most participants relied on conventional registration by visiting healthcare facilities and obtaining queue numbers manually. Following the intervention, participants demonstrated a substantially greater willingness and ability to use the JKN Mobile application independently, particularly for online registration and digital queue services. This finding suggests that combining health education with hands-on assistance effectively facilitated behavioral change by reducing participants' uncertainty and increasing their confidence in using digital health services.

The improvement in compliance can be explained by the removal of common barriers to technology adoption, including limited digital literacy, unfamiliarity with application features, and concerns about the complexity of digital registration procedures. During the assistance sessions, participants received step-by-step guidance and practical experience in operating the application, enabling them to translate knowledge into actual practice. This finding is consistent with behavioral change theories, which emphasize that knowledge alone is often insufficient to influence behavior unless individuals also develop the necessary skills and self-efficacy to perform the desired action.

The present findings are consistent with previous studies demonstrating that educational interventions combined with practical assistance improve adherence to digital health programs. Damayanti and Sofyan (2022) reported that educational approaches supported by direct assistance significantly increased community compliance with government health programs. Furthermore, recent studies on digital health adoption have shown that perceived ease of use, perceived usefulness, and adequate digital support are key determinants of sustained utilization of mobile health applications. Therefore, the integration of digital education with individualized assistance not only enhances participants' knowledge but also promotes the successful adoption and continued use of the JKN Mobile application. Increased compliance with digital registration is expected to reduce administrative waiting times, improve service efficiency, and optimize the implementation of digital healthcare services within the BPJS Kesehatan system.

Improvement of Participants' Skills in Using the Application

In addition to improving knowledge and compliance, the digital education and assistance program also enhanced participants' practical skills in operating the JKN Mobile application. Following the intervention, participants were able to independently download the application, register user accounts, and utilize its essential features, including online healthcare registration, BPJS Kesehatan membership verification, and digital queue management. These findings indicate that the intervention successfully translated

participants knowledge into practical competencies required for the effective use of digital health services.

The improvement in participants' skills can be attributed to the hands-on learning approach adopted during the program. Rather than relying solely on theoretical instruction, participants received step-by-step guidance while directly interacting with the application on their own smartphones. This experiential learning process allowed participants to immediately practice each procedure, receive feedback, and overcome technical difficulties encountered during application use. Such an approach is particularly important in digital health interventions because practical experience enhances users' confidence, digital self-efficacy, and long-term retention of newly acquired skills.

These findings are consistent with previous studies demonstrating that digital health literacy interventions incorporating practical assistance are more effective than information-based education alone. Recent evidence suggests that guided training significantly improves individuals' ability to navigate mobile health applications, particularly among populations with limited digital experience. Improved operational skills are also associated with greater confidence in using digital health technologies, which increases the likelihood of sustained utilization of digital healthcare services. Therefore, integrating digital education with individualized technical assistance represents an effective strategy for strengthening community digital health literacy and supporting the broader implementation of the JKN Mobile application as part of Indonesia's digital health transformation

Health Worker Support for the Use of Digital Services

The implementation of this community service activity also shows an increase in support from health workers in encouraging the use of digital-based health services at the Bandar Negara Husada Provincial Hospital in Lampung. Health workers play an active role in motivating and guiding patients to use the Mobile JKN application as a means of registering for health services.

The support of healthcare workers is one of the key factors in the successful implementation of digital-based healthcare services. Healthcare workers not only act as service providers but also as facilitators who assist patients in understanding and utilizing the available healthcare technology.

Synergy between the community, health workers, and the digital health service system is expected to strengthen the implementation of digital transformation in the health sector. Optimal use of the Mobile JKN application also has the potential to increase the efficiency of health services, reduce manual queues, and improve community access to health services.

Overall, this community service activity has succeeded in increasing the community's knowledge, skills, and compliance in utilizing the Mobile JKN application as a means of accessing healthcare services. The digital education and assistance program that was implemented shows that a community-based approach can be an effective strategy in supporting the implementation of digital healthcare services in healthcare facilities.

The success of this program shows that health education accompanied by direct technical assistance can improve the public's digital literacy in the field of health and encourage the use of information technology to improve the quality of health services. Thus, this activity is expected to contribute to supporting the digital transformation of health services in Indonesia and improving the quality of access to health services for the community.

CONCLUSION

This community service program demonstrated that digital education combined with hands-on assistance effectively enhanced the utilization of the JKN Mobile application among outpatients and their family members at Bandar Negara Husada Provincial Hospital, Lampung. The intervention was associated with improved participants' knowledge and practical skills in using the application for healthcare registration, membership verification, and digital queue services. These findings indicate that integrating digital education with individualized technical assistance is a feasible community-based strategy to support the adoption of digital health services and strengthen digital health literacy among JKN participants. However, this program has several limitations. The activity was conducted in a single hospital with a relatively small number of participants, limiting the generalizability of the findings to other healthcare settings. In addition, the evaluation focused on immediate outcomes following the intervention and did not assess the long-term sustainability of participants' utilization of the JKN Mobile application or its impact on healthcare service efficiency.

Future community service programs should involve larger and more diverse participant groups across multiple healthcare facilities and incorporate longer follow-up periods to evaluate the sustained utilization of the JKN Mobile application. Further initiatives should also examine the impact of digital education and assistance on service efficiency, patient satisfaction, and digital health literacy to provide stronger evidence supporting the integration of similar programs into routine healthcare services and Indonesia's ongoing digital health transformation.

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