

JUSTICE THEORY APPROACH TO PATIENT REGISTRATION USING MOBILE HEALTH IN THE HOSPITAL

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ABSTRACT; *This research aims to determine the effectiveness of the use of the Mobile Jaminan Kesehatan Nasional, known as the National Health Insurance (Mobile JKN) application, in the process of registering for health services at the hospital, and to assess the fairness of access to these services based on the approach of justice theory. The research was conducted at Toto Kabila Regional Hospital with a descriptive qualitative approach and phenomenological research method. Data collection techniques were carried out through interviews and the distribution of questionnaires to patients who used the Mobile JKN service. The research results showed that the Mobile JKN application provides convenience for some patients, especially in terms of time efficiency and queue reduction. However, several obstacles were found, such as registration difficulties, network disruptions, and low digital literacy among certain communities. Based on the theory of justice (distributive, communicative, legalist, and vindicative), it was found that access to services through this application was not completely fair and equitable, especially for people who live in remote areas or do not have access to technology. Thus, it is important to increase digital education and better network infrastructure support to ensure equal distribution of Mobile JKN services across all levels of society.*

Keywords: Mobile JKN, Hospital, Justice teori, Digital health application

INTRODUCTION

A hospital is a health service institution that provides comprehensive individual health services and inpatient, outpatient, and emergency services. The types of health services hospitals provide are medical, nursing and midwifery, medical support, and non-medical support services. Every hospital must provide inpatient, outpatient, and emergency services and every hospital must have internal regulations and an effective, efficient, and accountable organization in accordance with the provisions of the regulations.

The government always strives to improve the quality of public health with social security. Social security is a form of social protection organized by the government to ensure that citizens or the community can meet basic living needs. This social security program starts from Jamkesmas, Jamkesda, Askes, and a new government program called the *Badan Penyelenggara Jaminan Sosial/BPJS* (Social Security Administering Agency). Law Number 24 of 2011 concerning BPJS established two Social Security Administering Agencies, including BPJS Kesehatan and BPJS Ketenagakerjaan. *Jaminan Kesehatan Nasional* (JKN) is organized by BPJS Kesehatan, which was implemented starting January 1, 2014. The JKN Mobile application is a form of digital transformation of the BPJS Kesehatan business model, which was initially in the form of administrative activities carried out at Branch Offices or Health Facilities, transformed into an application that can be used by participants anywhere and anytime without time limits (self-service). The JKN mobile application was launched by

the President Director of BPJS Kesehatan, Fachmi Idris, and attended by the Minister of Communication and Informatics of the Republic of Indonesia, Rudiantara, in Jakarta, on November 16, 2017.

The use of the Mobile JKN application can provide several conveniences to the community and participants, including the ease of paying and changing participant data, the ease of finding out information on family participant data, the ease of finding out information on participant contribution bills, the ease of getting information on health facilities and the ease of submitting complaints, as well as requests for information about JKN-KIS. This Mobile JKN application is expected to reduce queues at each BPJS Kesehatan branch office by providing the best service to the community. Often, at the BPJS Kesehatan Branch Office, there are long queues of people who want to complete all BPJS Kesehatan matters. In fact, the queuing time can be used for other, more productive things. The use of the Mobile JKN application can help the community obtain the convenience of completing administrative matters using a smartphone anywhere and anytime.

The problem that often occurs in the community regarding the use of the Mobile JKN application is that people find it difficult to register. Registration is conducted using a cellphone number, but the community complains that the OTP code does not appear after registering to continue the next registration step. Another issue with the Mobile JKN Application is the difficulty in logging in to enter the Mobile JKN Application menu. In addition, this application also often experiences errors, which makes people not want to use it anymore.

The benefits of the JKN Mobile application include: (1) making it easier to register other participants for JKN. Using the JKN Click feature in the application, users no longer need to visit the BPJS Health office and wait in line for registration. This is especially helpful for prospective participants who are non-wage earners or independent participants who have not previously registered with BPJS Health. (2) Simplifying access to data via smartphone, making the process more efficient and saving time. (3) Allowing users to obtain online queue numbers at health facilities reduces waiting times. (4) Making it easier to check bills and payments, so users can stay updated on their contributions. (5) Providing a more accessible way to file complaints when issues arise with the JKN program. (6) Helping users find a list of doctors for consultation, complete with a feature that shows the doctors' practice schedules, making it easier to plan consultations (Nofianti, 2020).

Problem

Based on the background above, the problem formulation in this study is: *What are the factors that hinder the achievement of fair and equitable service through the JKN mobile application?*

Research Methods

This research uses a descriptive qualitative method with a phenomenological approach, as its main focus is to understand patients' experiences using mobile health-based registration systems and their perceptions of fairness in the process.

Discussion

This research was conducted at Toto Kabila Regional Hospital, located at Jl Kesehatan No. 25., Kabila Subdistrict, Bonebolango Regency, Gorontalo Province. Toto Kabila Regional Hospital is one of the second-level health service facilities under the auspices of the Gorontalo

City Health Office. Toto Kabila Regional Hospital has a strategic role in providing basic health services to the community in the Bonebolango Regency area, as well as implementing various national and regional health programs

Toto Kabila Regional Hospital has a working area that covers several sub-districts. The area consists of densely populated areas with diverse community characteristics, both in terms of social, economic, and cultural. This condition makes Toto Kabila Regional Hospital a vital health service center in efforts to improve the community's health in this area. The reason for choosing Toto Kabila Regional Hospital as the research location is that this location is a health service place that has implemented a digital system (mobile health) such as the Mobile JKN application, which is the main focus of the research. In addition, Toto Kabila Regional Hospital is also supported by professional health workers with various fields of expertise and is active in various public health activities relevant to this research topic. The subjects in this research were health workers who work at Toto Kabila Regional Hospital, Bonebolango Regency. The selection of subjects was carried out purposively, namely by considering certain criteria in accordance with the research needs. The criteria for subjects in this research were patients who used the mobile health application to actively register at Toto Kabila Regional Hospital.

Conclusion

Based on the results of the research on the Justice Theory Approach to Registration Using Mobile Health Patients in Hospitals, several things can be concluded as follows:

1. Effectiveness of the Use of the JKN Mobile Application

The use of the JKN Mobile application has proven to be quite effective in accelerating the process of registering for health services and reducing queues at BPJS offices and health facilities. This application provides convenience in accessing information, registering for services, and monitoring bills and service history. However, this level of effectiveness is still very dependent on the internet network's condition and the user's digital literacy.

2. Inhibiting Factors in the Use of the JKN Mobile Application

Some obstacles in using this application include: difficulties during initial registration (such as the OTP code not appearing), system errors, and a lack of public understanding of the available features. Another significant obstacle is the limited access to technology in remote areas and the lack of digital education for the community.

3. Justice Theory Approach

Based on the theory of justice (distributive, communicative, legalist, and vindicative), it was found that services through the JKN Mobile application have not fully met the justice principle, especially regarding equality of access. Urban communities find it easier to use this application than remote communities with limited networks and devices.

Recommendations

1. Regarding BPJS Kesehatan

It is expected to continue to improve the performance and stability of the Mobile JKN application, expand socialization, and provide continuous education to the community, especially in areas with low digital literacy.

2. Regarding the Government and Health Facilities

There is a need to improve network infrastructure in remote areas so that access to digital services becomes more evenly distributed. The government is also expected to support digital literacy programs as a form of community empowerment.

3. Regarding Further Research

It is expected to examine patients' experiences from various demographic groups more deeply and develop quantitative research to measure satisfaction levels and perceptions of justice more broadly and objectively.

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