

## EFFORTS TO IMPROVE HEALTH SERVICES (BPJS) DURING THE IT-BASED PANDEMIC

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### ABSTRACT

This pandemic requires both the government and the community to implement work patterns new. One of them is health services for the people, namely BPJS. This highly mandatory program makes the work and administration system definitely changed during the pandemic. One of the programs that must be changed is how to create security and comfort in carrying out administrative activities to the community in order to prevent the spread of COVID-19 from spreading. This service is effective and based on Government Regulation no. 20 of 2020 concerning large-scale social restrictions in the context of accelerating the handling of COVID-19. In its implementation there will certainly be challenges and obstacles that occur. These problems must be resolved immediately in order to create an effective and efficient service. The conclusion of this paper is to assess the effectiveness and efficiency of the program's performance. It is hoped that the use of online applications and programs for the community in addition to reducing the risk of transmission, and avoiding crowds, can also directly support the acceleration of information and technology in this digital era.

*Keywords: Health services, e-governance, innovation, technology*

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### Introduction

The effect of technology on human life has become long lasting. Human social life has developed and improved in terms of communicating, traveling, building structures, making products, curing diseases, providing food and fulfilling their needs and desires, so that through technology people have changed the world. one is the use of government in e-government management.

The current needs of the government that must immediately improve towards the industrial revolution in its implementation, the implementation of e-government is currently becoming a public demand in order to provide an efficient, quality, and integrated level of service. The government is still considered unable to fully satisfy the community. This community dissatisfaction can be seen based on data released by research conducted by the Partnership in the form of the Indonesia Governance Index (IGI) which was released in 2012. Based on the research results this can be seen in the quality of existing government administration in Indonesia is still relatively low.

That's where commitment comes from the government to continue to strive and strive to improve their service system towards a better one. One of the public service innovations in e-governance-based government which is currently completely through the use of digital technology is in the process of health services or known as Mobile

JKN. Mobile JKN is a derivative product that is directly handed down by BPJS. Mobile JKN was released on November 15, 2017 and at that time, it only contained basic BPJS membership information. Over time until now, Mobile JKN practically contains various things ranging from information, assistance for health facilities services (faskes), information on health facilities services, online registration, hospital referrals, and many other services that are provided and easy.

Over time, especially now that many people are moving from offline services to online services, especially due to the pandemic situation. In this situation, the Mobile JKN service is practically booming and its use during this pandemic has increased dramatically compared to before the pandemic. This situation makes the government have to work extra to maximize these online-based services. The government also makes other policies to support people affected by the pandemic and the discussion is one of them using digital technology.

Deputy Director for BPJS Services, Arief Syaefuddin said, every year the satisfaction of BPJS service participants continues to increase. In 2016 JKN membership satisfaction was 81%, then it rose to 86.1% in 2017. And it rose again to 86.2% in 2018, then in 2019 the result was 98.7%. This satisfaction index refers to the top two boxes, where the survey results are taken from participants who are satisfied and dissatisfied.

## RESEARCH METHODS

In this study, qualitative research methods were used based on searches on several sites and assessments made by the community in the Play Store application and the App Store application which contained ratings and what the public complained about and what the community liked in the assessment. Literature studies will also be carried out in several sources and sites to find out additional useful data for this journal.

## DISCUSSION

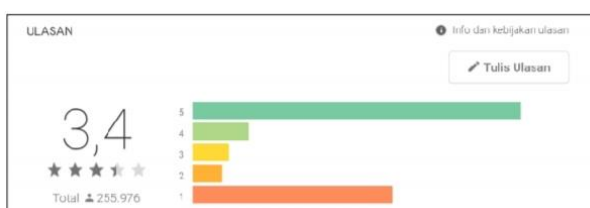
The development of increasingly sophisticated information and telecommunications technology, including the use of smart phones or smartphones which are currently owned by most Indonesian people. This is one of the reasons the Social Security Administration Agency (BPJS) launched an application, namely Mobile JKN which aims to improve services for participants of the National Health Insurance for the Healthy Indonesia Card (JKN-KIS).

Mobile JKN is a form of digital transformation of the BPJS Health business model, which was originally administrative activities carried out at branch offices or health facilities, now transformed into an application form. This application was first launched on November 15, 2017. Through this application, BPJS participants can access various information about the National Health Insurance Program quickly and easily, wherever and whenever. To use this application, the easy way is to download the application through the Google Play Store and Apple Store. This application uses the Android system version 4.0 and above and the Ios 10 system.



**Figure 1. Android user reviews**

*Source: Google Play Store, 2021*



## Figure 2. iPhone user reviews

*Source: Apple App Store, 2021*

The research analysis in Figures 1 and 2 will greatly help researchers in making a conclusion that in providing services and information to participants and the public it is in accordance with the standard procedures that have been set and in achieving an effectiveness of e-government-based services, it has been implemented even though there are many shortcomings. as well as the advantages contained in the JKN mobile application which can be seen through the assessment or rating given by the community.

Based on the results of research that has been carried out, it states that the effectiveness of services and information provided to the public through the Mobile JKN application is quite effective, this is widely expressed by people who use the Mobile JKN application but there are still many people who have not used this application because they do not understand how to use this application. the application.

There are also some obstacles in implementing this application, namely the network is still very limited, but so far the services and information provided are quite good and the community is satisfied with the services and information provided. However, the target of achieving Mobile JKN registrants has not met the target because, especially the lower class people, many people do not use gadgets. In fact, this can be a benchmark for BPJS to make improvements and increase the effectiveness of the JKN mobile application so that what is the vision and mission in planning and implementing the application can get maximum results.

## Conclusion

Implementation in the application of digital technology innovations carried out by BPJS has made the majority of people quite satisfied, although there are still some perceived obstacles, but when viewed from the rating, it seems that many are experiencing technical problems.

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