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Evaluation of User Satisfaction with the Health Screening Feature on Mobile JKN in Cirebon City through End User Computing Satisfaction (EUCS)

Fitri Anggraeni[1], Bambang Karmanto[1], Maula Ismail Mohammad[1], Lina Khasanah[1]
[1]Tasikmalaya Ministry of Health Polytechnic of Health, Indonesia
Email: fitrianggraenii622@gmail.com

Abstract. *This research is motivated by the increasing role of digital health applications in supporting early disease detection, particularly through the Health Screening feature on Mobile JKN, while studies related to user satisfaction with this feature are still limited. This study aims to evaluate user satisfaction based on the End User Computing Satisfaction model. The study used a quantitative analytical descriptive design with a cross-sectional approach. The population was Mobile JKN users in Cirebon City who had used the screening feature, with a sample of 385 respondents selected using a non-probability quota sampling technique. Data were collected using a valid and reliable Likert scale questionnaire via Google Form, then analyzed univariately and bivariately using the Spearman Rank correlation test because the data were not normally distributed. The results showed that all EUCS dimensions had a strong and significant positive relationship with user satisfaction, with the Content variable being the most dominant. The conclusion suggests that improving content quality, information accuracy, display format, ease of use, and system timeliness is crucial to maintaining and increasing user satisfaction with the Health Screening feature on the Mobile JKN application.*

Keywords: *Digital Health, End User Computing Satisfaction, Health Screening, Mobile Health Applications, User Satisfaction*

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INTRODUCTION

The development of digital technology has become a key pillar in the transformation of the global health system (Wilson et al., 2021). The World Health Organization (WHO) emphasizes that the use of health information technology plays a crucial role in expanding access to services, improving the quality of care, and supporting the achievement of Universal Health Coverage (UHC) by 2030.(World Health Organization, 2025)This transformation is realized, among other things, through mobile health (mHealth), which has been proven to simplify administrative processes, increase the effectiveness of disease management, and strengthen technology-based promotive and preventive efforts (Alkhuzaimi et al., 2025; Handasari et al., 2024).

In Indonesia, the implementation of UHC has been realized through the National Health Insurance Program (JKN) since 2014 which is organized by BPJS Kesehatan based on Law No. 40 of 2004 and Law No. 24 of 2011 (Lumi et al., 2024). As part of its digital transformation, BPJS Kesehatan launched the Mobile JKN application in 2017 to facilitate access to services and membership information. This application allows users to register, check contributions, access health services, and submit suggestions or complaints digitally (Kusumawardhani et al., 2022).

One of the key innovations in the Mobile JKN application is the Health Screening feature, which allows users to self-assess their risk of diseases such as diabetes mellitus, hypertension, heart disease, stroke, tuberculosis, hepatitis, and thalassemia. This feature is crucial given the high burden of disease in Indonesia (Arifin et al., 2022).Based on data from the Ministry of Health of the Republic of Indonesia (in Wirawati et al., 2025) Non-communicable diseases (NCDs), particularly heart disease, account for approximately 30% of total deaths, while the prevalence of hypertension reaches 34.1% in adults.

Furthermore, infectious diseases such as tuberculosis remain a serious problem, with Indonesia ranking second in the world with 856,420 cases in 2024. At the regional level, Cirebon City also faces similar challenges, where infectious diseases such as tuberculosis and non-communicable diseases such as hypertension and diabetes mellitus are among the top ten most common diseases. This situation demonstrates the relevance of utilizing digital health screening features to support early detection and disease prevention in the community.

A number of previous studies have evaluated the Mobile JKN application Nurapriani et al. (2025) found that all End User Computing Satisfaction (EUCS) variables had a significant effect on user satisfaction Damanik et al. (2024) Through the Technology Acceptance Model (TAM), it is shown that perceived usefulness and ease of use have a significant influence on application acceptance. Meanwhile, Aziza & Ristriani (2023) identified that the application's usability level is quite adequate, although there are still several obstacles in the heuristic aspects that influence user interaction.However, research that specifically evaluates user satisfaction with the Health Screening feature on Mobile JKN has not yet been found, so there is a research gap in the literature.

The End User Computing Satisfaction (EUCS) method developed by Doll and Torkzadeh is used to measure user satisfaction based on five dimensions, namely Content, Accuracy, Format, Ease of Use, and Timeliness (Doll & Torkzadeh, 1988). This method has proven effective in identifying factors that influence user satisfaction with digital health applications (Nurapriani et al., 2025), so it is relevant to use to evaluate the Health Screening feature on Mobile JKN.

Although Mobile JKN is a significant innovation in digital healthcare, specific studies on user satisfaction with the Health Screening feature are limited. This feature plays a crucial role in early disease detection. Therefore, this study aims to analyze user satisfaction using the EUCS method, specifically among residents of Cirebon City, to support improvements in the app's service quality. Based on the EUCS framework, this study hypothesizes that the dimensions of content, accuracy, format, ease of use, and timeliness influence user satisfaction.

METHODS

This study uses a quantitative, descriptive-analytical approach with a cross-sectional design to evaluate user satisfaction with the Health Screening feature on the Mobile JKN application in Cirebon City based on the End User Computing Satisfaction (EUCS) model. The quantitative approach is used to collect and analyze numerical data to test the relationship between variables, while the descriptive-analytical design aims to describe and analyze the condition of the variables simultaneously (Lim, 2025; Sudirman et al., 2023). Cross-sectional design allows data collection at a single point in time (snapshot)(Eltayeb et al., 2025), so that it is efficient in measuring user satisfaction based on EUCS dimensions, namely Content, Accuracy, Format, Ease of Use, and Timeliness. The study population was users of the Mobile JKN application who had used the Health Screening feature and resided in Cirebon City. The sample was determined using a non-probability sampling technique with a quota sampling method, which involves taking samples until a certain quota is met (Sugiyono, 2018). This technique was used because the population size was not known with certainty. The sample size was calculated using the Lemeshow formula (Z=1.96; p=0.5; d=0.05) with a minimum of 385 respondents. Inclusion criteria included having used the Health Screening feature (aged ≥18 years), residing in Cirebon City, and being willing to be a respondent.

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The research instrument was a Google Form-based questionnaire with 25 statements using a Likert scale (1–5) to measure the dependent variable (user satisfaction) and independent variables (Content, Accuracy, Format, Ease of Use, and Timeliness). Validity and reliability tests were conducted on 30 respondents using IBM SPSS Statistics 25, with the results that all items were valid (r count > 0.361) and reliable (Cronbach's Alpha > 0.60). Data were collected online through social media such as Facebook, Instagram, and WhatsApp. Data analysis includes univariate analysis to describe the mean and frequency distribution of each variable, as well as bivariate analysis through normality tests (Kolmogorov-Smirnov or Shapiro-Wilk) followed by Pearson Product Moment or Spearman Rank correlation tests to test the relationship between variables ($p < 0.05$). This research was conducted from July 2025 to March 2026, adhering to the principles of research ethics, including respect for respondents, fairness, honesty, accuracy, and informed consent. The limitations of this study lie in its reliance on respondents' perceptions due to the use of only questionnaire instruments, as well as external factors such as internet network quality or personal experience in using application services in general.

RESULT AND DISCUSSION

Questionnaire Validity and Reliability Test

Table1. Questionnaire Validity Test

Variables	r count	r table	Information
CT1	0.942	0.361	Valid
CT2	0.614	0.361	Valid
CT3	0.550	0.361	Valid
CT4	0.796	0.361	Valid
AC1	0.420	0.361	Valid
AC2	0.559	0.361	Valid
AC3	0.658	0.361	Valid
AC4	0.602	0.361	Valid
FM1	0.766	0.361	Valid
FM2	0.673	0.361	Valid
FM3	0.540	0.361	Valid
FM4	0.615	0.361	Valid
EU1	0.705	0.361	Valid
EU2	0.523	0.361	Valid
EU3	0.681	0.361	Valid
EU4	0.651	0.361	Valid
TL1	0.696	0.361	Valid
TL2	0.480	0.361	Valid
TL3	0.419	0.361	Valid
TL4	0.572	0.361	Valid
US1	0.572	0.361	Valid
US2	0.517	0.361	Valid
US3	0.604	0.361	Valid
US4	0.758	0.361	Valid
US5	0.832	0.361	Valid

Table2. Questionnaire Reliability Test

Variables	Cronbach's Alpha	Minimal Cronbach's Alpha	Information
Content, Accuracy, Format, Ease of Use, Timeliness (X)	0.919	0.60	Reliable
User Satisfaction (Y)	0.662	0.60	Reliable

All variables were declared valid and reliable based on the test results, so the questionnaire was suitable for use in testing research hypotheses.

Univariate Analysis Results

Respondent Characteristics

Table 3. Respondent Characteristics

Category	Amount	Percentage (%)
Gender		
Man	153	39.74%
Woman	232	60.26%
Age		
< 30 years	302	78.44%
30 – 40 years	71	18.44%
41 – 50 years old	10	2.60%
> 50 years	2	0.52%
Last education		
High School	125	32.47%
DIII	66	17.14%
DIV / S1	178	46.23%
S2	16	4.16%
Domicile		
Harjamukti	115	29.87%
Prosecutor's Office	56	14.55%
Kesambi	92	23.90%
Lemahwungkuk	88	22.86%
Multiplication	34	8.83%

The majority of respondents were female (232 people) (60.26%) and male (153 people) (39.74%). Most were aged <30 years (302 people) (78.44%) with an average age of 27 years (SD ±5.63; range 18–52 years). Based on education, the majority were Diploma IV/S1 graduates (178 people) (46.23%), followed by Senior High School (125 people) (32.47%), Diploma III (66 people) (17.14%), and Masters (16 people) (4.16%). Based on domicile, the most respondents came from Harjamukti District (115 people) (29.87%), Kesambi (92 people) (23.90%), Lemahwungkuk (88 people) (22.86%), Kejaksan (56 people) (14.55%), and Pekalipan (34 people) (8.83%).

Variable Data Analysis

Table 4. Respondents' Responses to Research Variables

Variables	Average (Mean)	Standard Deviation	Min-Max
Content	4.04	0.75	1 – 5
Accuracy	4.03	0.77	1 – 5
Format	4.02	0.79	1 – 5
Ease of Use	4.05	0.77	1 – 5
Timeliness	4.06	0.80	1 – 5
User Satisfaction	4.15	0.67	1 – 5

Shows the frequency distribution of statistical parameters of 25 research variable indicators, where high scores reflect respondents' positive perceptions. User Satisfaction has the highest average (4.15; SD=0.67), followed by Timeliness (4.06; SD=0.80), Ease of Use (4.05; SD=0.77), Content (4.04; SD=0.75), Accuracy (4.03; SD=0.77), while Format has the lowest (4.02; SD=0.79), with a minimum value range of 1 to a maximum of 5 for all indicators.

Bivariate Analysis Results

Data Normality Test

Table 5. Results of Data Normality Test

Variables	Significance	Conclusion
Content	0,000	Abnormal
Accuracy	0,000	Abnormal
Format	0,000	Abnormal
Ease of Use	0,000	Abnormal
Timeliness	0,000	Abnormal
User satisfaction	0,000	Abnormal

The results of the normality test indicate that all independent variables (Content, Accuracy, Format, Ease of Use, and Timeliness) and dependent variables (User Satisfaction) in the End User Computing Satisfaction (EUCS) model have a significance value of less than 0.05, so the data is declared not normally distributed. Therefore, the analysis technique used in testing the hypothesis in this study is a non-parametric correlation test, namely the Spearman Rank correlation test.

Spearman Rank Correlation Test

Table 6. Results of Spearman Rank Correlation Test

Hypothesis and Variable Relationship	Correlation Coefficient	Sig. (2-tailed)	Conclusion
H1 Content with User Satisfaction	0.722	0,000	There is a positive correlation
H2 Accuracy with User Satisfaction	0.680	0,000	There is a positive correlation
H3 Format with User Satisfaction	0.714	0,000	There is a positive correlation
H4 Ease of Use with User Satisfaction	0.711	0,000	There is a positive correlation
H5 Timeliness with User Satisfaction	0.635	0,000	There is a positive correlation

All EUCS dimensions (Content, Accuracy, Format, Ease of Use, Timeliness) have a significant and strong relationship (p=0.000<0.05) with user satisfaction of the JKN Mobile Health Screening feature. Spearman correlation coefficients: Content (0.722), Format (0.714), Ease of Use (0.711), Accuracy (0.680), Timeliness (0.635), all positive and in the strong category.

The majority of respondents in this study were female, 232 (60.26%), while 153 (39.74%) were male. These results align with previous research showing that women are more active in health monitoring and more likely to adopt mobile health (mHealth) services than men, which is associated with better health awareness and management behaviors (Rata et al., 2025; Yang et al., 2025).

Most respondents were in the age group under 30 years, namely 302 respondents (78.44%), followed by the age group of 30–40 years with 71 respondents (18.44%), the age group of 41–50 years with 10 respondents (2.60%), and respondents aged over 50 years with 2 respondents (0.52%). The dominance of young respondents is in line with previous research which shows that the age groups of early adulthood (26–35 years) and <30 years tend to be more active in using digital health applications, including Mobile JKN and SATUSEHAT (Aryanti &

Wulandari, 2025; Mohammad et al., 2025). This reflects a higher level of openness to technology, which has the potential to influence system quality assessments and user satisfaction levels.

Respondent characteristics based on their highest level of education show that the majority of respondents were Diploma IV/Bachelor's (S1) graduates, amounting to 178 respondents (46.23%). Furthermore, 125 respondents (32.47%) were high school graduates, 66 respondents (17.14%) were Diploma III graduates, and 16 respondents (4.16%) were Master's (S2) graduates. The predominance of respondents with a Bachelor's degree indicates that most have a relatively high level of education, which has the potential to support their ability to utilize digital health applications such as Mobile JKN. Previous research has shown that a higher level of education is associated with digital literacy and readiness to adopt health technology (Wang & Qi, 2021; Yang et al., 2025). In addition, education level is also related to the use of digital health applications and how users evaluate the quality of systems and information (Widianawati et al., 2023). Individuals with higher education tend to have more positive attitudes towards using health apps (Causio et al., 2025), which can ultimately affect the level of user satisfaction.

Respondent characteristics based on their sub-district domicile show that the majority of respondents reside in Harjamukti Sub-district, with 115 respondents (29.87%). Furthermore, Kesambi Sub-district had 92 respondents (23.90%), Lemahwungkuk Sub-district had 88 respondents (22.86%), Kejaksan Sub-district had 56 respondents (14.55%), and Pekalipan Sub-district had the fewest respondents, with 34 respondents (8.83%). This distribution pattern indicates that respondents are predominantly from areas with large populations, potentially impacting access to and utilization of digital health applications such as Mobile JKN. Domicile factors are related to infrastructure availability and digital literacy levels, which play a significant role in the use of digital-based health services (Algifari et al., 2024; Siska & Sianturi, 2025). Previous research also shows a digital literacy gap between regions that can affect the level of acceptance and use of health applications (Jongebloed et al., 2024). Therefore, low digital literacy can be a barrier to application utilization, so education is needed to increase user usage and satisfaction (Kaunang & Zamli, 2025).

Perceived Quality of the Content of the Health Screening Feature on the Mobile JKN Application has a Positive Effect on User Satisfaction

The analysis results showed a strong positive correlation with a correlation value of 0.722 and a significance level of 0.000 ($\rho = 0.722$, $p < 0.05$). These results indicate that the higher the user's perception of the quality of the content presented in the Health Screening feature, the higher the level of user satisfaction. The average value of the Content variable was 4.04, indicating that the majority of respondents were satisfied with the quality of the content presented in the Health Screening feature.

The content available in the application, especially information that is relevant to user needs and has an adequate level of completeness, contributes significantly to user satisfaction (Rahayu et al., 2024). This result is in line with previous research which stated that the Content variable has a significant influence on user satisfaction in digital applications, including Mobile JKN (Ernawati et al., 2025; Napiun & Ruli, 2025)However, other studies show that this influence may not be significant if the information presented is less relevant or incomplete. Therefore, the quality of informative and user-friendly content needs to be continuously improved to support the sustainable use of the Health Screening feature in the JKN Mobile application. These results support Hypothesis 1, which states that content has a positive and significant effect on user satisfaction with the Health Screening feature in the JKN Mobile application.

Perceived Accuracy of the Health Screening Feature Information on The JKN Mobile Application has a Positive Effect on User Satisfaction

The analysis results show a strong positive correlation with a correlation coefficient value of 0.680 and a significance level of 0.000 ($\rho = 0.680$, $p < 0.05$). These results indicate that the higher the user's perception of the accuracy of the information generated by the Health Screening

feature, the higher the level of user satisfaction. The average value of the Accuracy variable of 4.03 indicates that the majority of respondents are satisfied with the level of accuracy of the information presented by the Health Screening feature.

A high level of information accuracy plays an important role in shaping user perceptions of the performance and benefits generated by the application (Salshabila et al., 2025). These findings indicate that information accuracy plays a significant role in increasing user trust and satisfaction with the system. These results align with previous research that found accuracy significantly influences user satisfaction in digital applications, including health applications (Jannah et al., 2023; Praniffa et al., 2025). However, other studies show that this influence may not be significant if the information produced is not fully perceived as accurate by users (Priyanto & Entas, 2025). Therefore, the provision of accurate and relevant information needs to be continuously improved to support the sustainable use of the Health Screening feature in the JKN Mobile application. These results support Hypothesis 2, which states that accuracy has a positive and significant effect on user satisfaction with the Health Screening feature in the JKN Mobile application.

Perception of the Display Format (Format) of the Health Screening Feature on the JKN Mobile Application has a Positive Effect on User Satisfaction

The analysis results show a strong positive correlation with a correlation coefficient value of 0.714 and a significance level of 0.000 ($\rho = 0.714$, $p < 0.05$). These results indicate that the higher the user's perception of the Health Screening feature display format, the higher the level of user satisfaction with the feature. The average value of the Format variable of 4.02 indicates that the majority of respondents were satisfied with the Health Screening feature display format presented.

These results are in line with previous research which states that interface design and information structure have a significant influence on user satisfaction in digital applications (Padalia & Natsir, 2022; Sihite et al., 2025). In addition, an attractive appearance with proportional color composition also plays a role in increasing visual comfort and user satisfaction (Ramadhani et al., 2023). A neat appearance alone is not necessarily enough if it is not interactive, because limited variety and interactivity can reduce the user experience (Malapula et al., 2025). Therefore, the development of the display format needs to consider the balance between clarity and interactivity. These results support Hypothesis 3, which states that format has a positive and significant effect on user satisfaction with the Health Screening feature in the JKN Mobile application.

Perceived Ease of Use of the Health Screening Feature on the Mobile JKN Application has a Positive Effect on User Satisfaction

The analysis results show a strong positive correlation with a correlation coefficient value of 0.711 and a significance level of 0.000 ($\rho = 0.711$, $p < 0.05$). This result indicates that the higher the user's perception of the ease of use of the Health Screening feature, the higher the level of user satisfaction. The average value of the Ease-of Use variable of 4.05 indicates that the majority of respondents were satisfied with the ease of use of the Health Screening feature presented.

Ease of use drives technology acceptance because simple and uncomplicated systems make users feel more comfortable (Saputra & Ilhhami, 2025). This result is in line with previous research which stated that Ease of Use has a significant influence on user satisfaction in various digital applications (Intana et al., 2025; Prabawanti & Sihombing, 2023). However, there are studies that show that this variable does not always have a significant effect (Putra & Widiyanto, 2025). This can occur if the system is still difficult to use, has technical difficulties, or is not yet fully understood by users. Therefore, ease of use and system usability play a crucial role in increasing satisfaction, as a reliable, easy-to-understand, and useful system can improve the user experience and continuous engagement in using the application (Fitria et al., 2024). These results

support Hypothesis 4 that Ease of Use has a positive and significant effect on user satisfaction of the Health Screening feature on the Mobile JKN application.

Perception of the Timeliness of Information Presentation (Timeliness) of the Health Screening Feature on the Mobile JKN Application has a Positive Effect on User Satisfaction

The analysis results show a strong positive correlation with a correlation coefficient value of 0.635 and a significance level of 0.000 ($\rho = 0.635$, $p < 0.05$). This result indicates that the higher the user's perception of the timeliness of the Health Screening feature information presentation, the higher the level of user satisfaction with the feature. The average value of the Timeliness variable of 4.06 indicates that the majority of respondents are satisfied with the timeliness of the information presented.

The Timeliness aspect assesses the speed and timeliness of the system in presenting information. Timely information is important because delays can reduce its usefulness in decision-making, so the quality of the system is determined by its ability to present information without delay (Wibawa et al., 2022). These results are in line with previous research showing that timeliness has a significant effect on user satisfaction in various digital applications, including Mobile JKN and other online-based services (Ananda & Susyanto, 2025). However, other studies show that this variable is not always significant to user satisfaction (Erlindasari et al., 2025). This condition can occur if the system takes a relatively long time to process or display information to users. Therefore, continuous improvements in system speed and real-time information presentation are needed to continuously improve user satisfaction with the Health Screening feature on the JKN Mobile application. These results support Hypothesis 5, which states that timeliness has a positive and significant effect on user satisfaction with the Health Screening feature on the JKN Mobile application.

CONCLUSION

This study shows that all dimensions in the End User Computing Satisfaction (EUCS) model, namely Content, Accuracy, Format, Ease of Use, and Timeliness, have a positive and significant relationship with user satisfaction of the Health Screening feature on the JKN Mobile application ($p < 0.05$). The correlation coefficient value shows a strong relationship strength in each variable, with Content ($\rho = 0.722$) as the highest, followed by Format ($\rho = 0.714$), Ease of Use ($\rho = 0.711$), Accuracy ($\rho = 0.680$), and Timeliness ($\rho = 0.635$). Based on these results, related to the lowest average value in the Format variable (4.02), developers are advised to improve the appearance, navigation, and design to be more attractive, intuitive, and easy to understand for various user groups, as well as present screening results in a more concise and visual manner.

SUGGESTION

Further research is recommended to use additional methods such as interviews or observations to obtain more in-depth data, as well as explore other factors such as digital literacy and user experience to enrich the analysis of user satisfaction of digital health applications.

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