

ABSTRACT

ELMA PITA SINGKALI, 2023. *Final Project Report of the D3 Health Insurance Study Program at the Health Polytechnic of the Ministry of Health, Malang. Examiner Ayu Tyas Purnamasari., MKM. Advisor Rizki Mustika Riswati, STT., MPH.*

Background: *Information and communication technology advances have developed rapidly. This has influenced BPJS Kesehatan to make efforts to improve the quality of health services for National Health Insurance participants by launching the JKN Mobile Application which is expected to make it easier for participants to carry out administrative activities anywhere and anytime without having to come directly to the BPJS Kesehatan office. Based on this, the authors are interested in knowing the perceptions of JKN KIS participants on the use of the Mobile JKN application with the aim of knowing the description of JKN participants' perceptions of the benefits and ease of using the Mobile JKN application.*

Methods: *This study used a quantitative descriptive method, with data collection in the form of a questionnaire filled out by 44 samples of respondents and carried out in North Toraja Regency using a purposive sampling method.*

Keywords: *JKN Mobile Application, JKN KIS Participants, Perceptions of JKN KIS Participants*