

ABSTRACT

Perceptions of National Health Insurance (JKN) Participants on the JKN Mobile Application in Blitar Regency. Qoiril Yuniawati (2023) Scientific Writing Descriptive Statistical Research. Diploma 3 Health Insurance Study Program, Department of Medical Records and Health Information, Ministry of Health Malang Health Polytechnic. Advisor Rizki Mustika Riswari, S.ST, MPH with Examiner Anggi Ardhiasti, SKM, MPH.

Keywords: Perception, National Health Insurance (JKN) Participants, Mobile JKN

The National Health Insurance (JKN) is a government-organized health program aimed at the entire Indonesian population as an effort to provide protection against health risks. In Blitar Regency as of December 2022 as many as 62% of the population has become JKN-KIS participants. Blitar Regency has implemented an electronic-based Health Insurance National Health Card (JKN-KIS) service through the JKN Mobile Application or other applications. The results of previous studies found that there are still many JKN participants who choose to come to the office to solve problems with membership services, even though the use of applications for online services is said to provide participants with convenience in accessing services. This research is quantitative descriptive. The purpose of this study was to determine the perceptions of JKN participants towards the Mobile JKN application in Blitar Regency. The sampling technique uses purposive sampling. The results showed that the perceptions of JKN participants towards the Mobile JKN application in Bliar District obtained a percentage of 82.7% in the good category. Based on the results of the overall data processing, it can be seen that JKN participants have a good acceptance of the Mobile JKN application. The good category in this study indicates that the Mobile JKN application has been running well or it can be interpreted that the Mobile JKN application has features that are in accordance with the needs of JKN participants.