

## ABSTRACT

Overview of the Level of Public Knowledge of the JKN Mobile Application in Polehan Village, Blimbing District, Malang City. Reza Safitri (2023) Karta Scientific Writing quantitative descriptive research. D3 Health Insurance Study Program, Department of Applied Health, Health Polytechnic of the Ministry of Health Malang. Supervisor ayu tyas purnamasari, SKM., MKM.

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Participants' knowledge of the Mobile JKN application is still lacking. JKN participants, both from PBI and non-PBI participants, still do not know the existence of the JKN Mobile application. Meanwhile, these administrative services can be done through the JKN Mobile application without the need to come to the BPJS Kesehatan Branch Office. The purpose of this study is to determine the level of knowledge of the community of Polehan Village on the JKN mobile application. The research method used in this study is quantitative descriptive with a cross sectional approach. The results of this study show that the level of knowledge of the sub-district community about the JKN mobile application that has good knowledge (59%) is late adolescence, last secondary school education and private employee work. The conclusion of this study is that the level of public knowledge of the JKN mobile application is quite good. However, efforts still have to be made to increase public knowledge of the JKN mobile application.