

ABSTRACT

Description of the level of knowledge of JHT participants regarding the procedure for the process of disbursing old age security (JHT) claims at the BPJS Ketenagakerjaan Blitar branch office. Adinda Kurnia Dhamara (2025) Scientific Paper on Quantitative Descriptive Research. D3 Health Insurance Study Program, Department of Medical Records and Health Information, Health Polytechnic, Ministry of Health, Malang. Supervisor Eko Rahman Setiawan, SKM. MKM, Examiner Puguh Priyo Widodo, A.Md, RMIK, S.Si, SKM, MSA, MMRS

Background: Old Age Security (JHT) is a cash benefit given when participants reach a certain age, no longer want to work, are permanently totally disabled so that they are unable to work again or die and will be given until a certain time limit after membership reaches a minimum of 10 (ten) years. communities in several villages and found that many villagers still do not understand the JHT claim submission procedure, especially in using the JMO application or other online systems. This condition indicates an information gap that has an impact on the low public understanding of the JHT claim procedure. **Research method:** This study uses a quantitative descriptive research type with a cross-sectional approach. The research sample was 100 JHT participants selected using the Slovin formula from a total population of 8,368 JHT claims in 2024. Data were collected through a Google form questionnaire and analyzed using a univariate test. **The results of the study** showed that high levels of knowledge came from the early adulthood age group (25–44 years). Respondents with higher education (diploma, bachelor's degree, or more) tended to have better levels of knowledge. employees/staff have a higher level of knowledge compared to self-employed workers and employers. **Conclusion:** The highest level of knowledge is found in the early adulthood age group and the higher education group, while respondents with secondary education and the late teenage age group tend to have a lower level of knowledge.

Keywords: Knowledge Level, Old Age Security (JHT), Claim Procedure, BPJS Ketenagakerjaan, Blitar City.

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