

ABSTRACT

The Indonesian government's attention in improving the health status of its people is still being improved and promoted to this day. BPJS Kesehatan is given the responsibility to support these innovations and government programs with the Mobile JKN application as an acceleration of improving health services in the health insurance sector. The purpose of the study was to determine the factors associated with knowledge of the use of the Mobile JKN application by JKN KIS participants during the Covid-19 pandemic in the Malang Branch BPJS Health Office area.

This study used descriptive analytics with cross sectional approach, a sample size of 37 respondents by purposive sampling, analysis using the Chi-Square test. The results showed that almost half of the respondents were 46-55 years old (35%), mostly male (62%), almost half had D3/S1 education equivalent (41%), almost half were self-employed (35%), almost all respondents had never received information (89%), almost all lived in the city (89%), and most were less knowledgeable (89%).

Based on the results of the Chi-square test analysis, it shows that there is a relationship between information and knowledge of using the JKN Mobile application during the Covid-19 Pandemic and there is no socio-cultural relationship with knowledge of using the JKN Mobile application during the Covid-19 Pandemic.

BPJS Kesehatan is expected to improvise and innovate in the form of sms blasts regarding BPJS Health application information or other innovations to increase knowledge and conduct socialization which is expected to increase public participation in using the Mobile JKN application.

Keywords: *BPJS Health, Covid 19, JKN KIS, Mobile JKN, Knowledge.*