

**FACULTY OF HEALTH SCIENCES
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ABSTRAC

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DETERMINANTS RELATED TO THE UTILIZATION OF HEALTH SERVICES BY NATIONAL HEALTH INSURANCE (JKN) PARTICIPANTS AT UPTD PUSKESMAS KERSANAGARA TASIKMALAYA CITY IN 2023

The utilization of health services by JKN participants at UPTD Puskesmas Kersanagara has decreased the number of outpatient JKN participant visits from 2021 to 2022. This can be seen from the number of visits in 2021 of 79.55% and in 2022 of 56.58%. In 2023, the number of visits from January to May will be 31.62%. This study aims to determine the determinants related to the use of health services by JKN participants at UPTD Puskesmas Kersanagara. Quantitative research with analytical survey research types and cross-sectional design is the research methodology used. A total of 9,980 JKN participants were the study population, 360 of which were selected through the use of quota sampling techniques. In data analysis, univariate and bivariate analysis was carried out using chi-square statistical tests. Based on the results of the study, there was a relationship between knowledge ($p = 0.000$), confidence in health services ($p = 0.000$), partner support ($p = 0.000$), health service accessibility ($p = 0.000$) and perception of needs (perceived) ($p = 0.000$) with the use of health services by JKN participants at UPTD Puskesmas Kersanagara. It is recommended that JKN participants can take advantage of health services at UPTD Puskesmas Kersanagara, both promotive, preventive, curative and rehabilitative services.

Keywords : *Determinant, Health Service Utilization, JKN*