

## **ABSTRACT**

### **FACTORS ANALYSIS THAT INFLUENCE THE UTILIZATION OF JAMINAN KESEHATAN NASIONAL (JKN) PROGRAM IN IMAM BONJOL CLINIC BANDAR LAMPUNG**

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Jaminan Kesehatan Nasional (JKN) is a comprehensive health insurance program that combines several health programs that came first as Jamkesnas, Jamkesda, Askes and Jamsostek and effective in 1 January 2014. The aim of this study was to determine factors that influence utilization of Jaminan Kesehatan Nasional (JKN) program in Imam Bonjol clinic Bandar Lampung.

This study used a cross-sectional design by collecting primary data through questionnaires by respondents. The study was conducted from November to December 2014 the number of respondents who filled questionnaire is 131 respondents.

The results showed that there was a relationship between knowledge ( $p = 0.02$ ), attitude ( $p = 0.034$ ), information ( $p = 0.000$ ) and health personnel's attitude ( $p = 0.043$ ) with the utilization of health insurance national (JKN). The results of multivariate analysis with logistic regression method shows that influential variable was the attitude ( $p = 0.018$ ), information ( $p = 0.000$ ) and health personnel's attitude ( $p = 0.016$ ). The most dominant factor that influence the utilization of JKN is the attitude with OR = 0.282 (95% CI: 0.099 to 0.808) and the least influential factor was the information with OR = 0.127 (95% CI: 0.046 to 0.680).

Key word: Attitudes, information, knowledge, services, utilization JKN