

Factors That Influence The Utilization Of Community Health Center Services By National Health Insurance (JKN) Participants In The Muara Tembesi Community Health Center Working Area, Batang Hari Regency

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Article Info	ABSTRACT
<p>Keywords: Utilization of health services, Community Health Center, accessibility, perception of illness.</p>	<p>Background: Equitable distribution of health services in Indonesia is still a big challenge, especially because of the country's geographical condition which consists of many islands. To overcome this, the Indonesian government has implemented various programs, including National Health Insurance (JKN) which is managed by BPJS Health. Puskesmas, as a first level health service, plays an important role in supporting the JKN program and improving the level of public health. Method: This research uses a quantitative approach with a cross-sectional design. The research was conducted in the working area of the Muara Tembesi Health Center, Batang Hari Regency, in September 2023 – November 2023. The research population was all people in the working area of the Muara Tembesi Health Center. The sampling technique used probability sampling with a total sample of 114 respondents. Data was collected through interviews and analyzed using the chi-square test. Result: The results showed a significant relationship between age (p-value=0.000, PR 95% CI: 2.204 (1.475-3.294)), occupation (p-value=0.022, PR 95% CI: 1.404 (0.979-2.013)), education (p-value=0.005, PR 95% CI: 1.447 (1.071-1.954)), accessibility (p-value=0.000, PR 95% CI: 1.591 (1.262-2.005)), and perception of illness (p- value=0.008, PR 95% CI: 1.339 (1.086-1.651)) with utilization of community health center services. However, the availability of health workers did not show a significant relationship with the utilization of community health center services (p-value=0.524, PR 95% CI: 0.900 (0.735-1.103)). Conclusion: There is a relationship between the variables age, employment, education, accessibility, and perceptions of illness using Muara Tembesi health center services. Batang Hari Regency. Meanwhile, there is no relationship between the variable availability of health workers and the utilization of Muara Tembesi health center services. Batang Hari Regency</p>
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INTRODUCTION

The health of the Indonesian people is the most important thing in human rights which is an important aspect of the structure of state life. In government regulations, Law Number 36 of 2009 discusses that health is part of every person's rights, and the government is obliged to guarantee the health and welfare of the Indonesian people based on state guidelines originating from Pancasila and the 1945 Constitution which are the benchmarks in implementing the State's ideals.(Kemenkes RI, 2009).

In Indonesia, it is very difficult to achieve health equity because of Indonesia's geographical location which has many islands, so health services have not been developed in certain areas. Not to mention the economic impact of the financial crisis that began in the late 90s which had a negative impact on all economic sectors. The impact of the economic crisis on the health care industry continues to reduce people's purchasing power and increase health care costs, resulting in inadequate health care that is generally expensive and making it increasingly difficult for low-income communities to access adequate health care (Herawati et al., 2020).

To realize the State's ideals, namely by improving the level of health of the Indonesian people, the Indonesian government provides health services aimed at maintaining and improving the health of individuals, families and groups in society, so the government builds facilities for health services such as first level health services, namely community health centers, and advanced health services, namely hospitals so that the community can use them as health service centers, which have the aim of helping the government achieve the highest health targets for the community.(Wulandari et al., 2016)

Health services are a basic right and need of society (Hasbi, 2012).The implementation of health services is the responsibility of the government with the aim of improving the welfare of the entire community. With the development of programs created by the government, the need for health services is increasing. Indonesia is a country that provides the largest health insurance or universal health insurance in the world. Health insurance is organized according to the principles of social security organized by the Social Security Administering Body, abbreviated as BPJS, administering National Health Insurance based on Law No. 40 of 2004 concerning National Social Security (SJSN). The JKN program is mandatory insurance, so all Indonesian citizens must register and pay membership fees. by category. This aims to ensure the economic stability of the population in the event of a health risk. However, data shows that the number of BPJS Health participants as of September 2022 is 244,600,449 people out of the 275,361,267 Indonesian population (still 88.7%). In fact, the government is targeting 95% of the population to be registered in UHC in 2019. (Pohan & Halim, 2018)

Community health centers in the JKN/BPJS system have a big role for BPJS health participants. If the health center services provided are good, more BPJS participants will utilize health services, but the opposite can happen if the service is felt to be inadequate. Classic problems that often arise in health centers are the lack of availability of health workers and inadequate supplies of medicines, this is also added. with the attitudes and behavior of health

workers towards patients. Sometimes the relationship between health workers and patients has not been created properly, resulting in a low level of trust in the services provided. This has greatly influenced the public's interest, especially BPJS health participants, in obtaining health services at the Community Health Center (Pohan & Halim, 2018).

Utilization of health services at the Community Health Center level has several factors that influence it, namely consumer factors in the form of: education, livelihood, knowledge and patient perceptions; organizational factors in the form of: availability of resources, affordability of service locations, and social access; as well as service provider factors including: behavior of health workers (Dever, 2018). The results of a 2018 study conducted by Bambang Irawan at the Payakabung Community Health Center, Ogan Ilir Regency in 2018 showed that only 43.8% of respondents had used health services. Several respondents had the following characteristics: age ≤ 46 years (60.7%), female (59.8%), low education (76.8%), working (66.1%), and had good understanding regarding the attitude of medical staff (61.6%), having good awareness about JKN (55.4%), access to homes and health centers (67.9%), and diseases (58.9%). There is a correct correlation between the variables Age (p -value < 0.0001), Gender (p -value = 0.016), Perception about JKN (p -value = 0.039), Access to health-related services (p -value $< 0, 0001$) (Irawan & Ainy, 2018). According to research conducted by Arief Putra Wicaksono et al regarding factors related to the utilization of JKN services in the working area of the Sungai Urin Community Health Center, Panchabaru City in 2020, 44.0% of respondents utilized JKN services, 43.0% of respondents had sufficient knowledge, gender 56.0% of respondents were female, there was no relationship between knowledge and utilization of JKN services (p -value = 0.690), service accessibility for JKN participants and utilization of health services for JKN participants. There was a relationship between (p -value (0.133) (Rahmayanti & Rr. Arum Ariasih, 2021). Other research conducted at the Tamalanrea Jaya health center explains that there is an influence between the level of education and the use of National Health Insurance at the Tamalanrea Jaya Health Center, Makassar City, there is an influence between the level of education and the use of National Health Insurance, there is an influence between employment and the use of JKN at the Tamalanrea Jaya Health Center, Makassar City, there is an influence between income and the use of National Health Insurance, and there is no influence between health facilities and the use of National Health Insurance at the Tamalanrea Jaya Health Center, Makassar City (Arini & Gurning, 2022).

In 2023, Batang Hari Regency will have 17 Community Health Centers with 9 Inpatient Health Centers and 8 Non-Inpatient Health Centers. Muara Tembesi Health Center is an accredited Inpatient Health Center. Muara Tembesi Health Center is the first health center in Muara Tembesi District which is located in Kampung Baru Village, Batang Hari Regency. Based on data coverage from the Jambi City Health Insurance Organizing Agency, the number of community health insurance participants in the Muara Tembesi health center working area in 2022 is 17,410 participants from 30,813 residents or around 56.6% of participants. This number shows that 13,403 or around 43.4% of the area population The Muara Tembesi health center is not yet a health insurance participant.

Based on the initial survey conducted by Monthly Report researchers at the Muara Tembesi Community Health Center throughout 2022 there was a decrease of 7,462 patients (64%) from 11,642 visits. It can be interpreted that the average visit of patients who utilize BPJS at the Muara Tembesi Health Center is 621 visits per month. When compared with visits in the previous 2 years, namely in 2020 the number of BPJS patient visits was 8,411 patients (79.4%) from 10,582 visits. Meanwhile in 2020 In 2021, there were 8722 patients (83.6%) from 10,432 visits. Patient visit data in the last 3 months (June-August) is quite fluctuating. The number of visits in June was 632 people, in July there were 444 people, and in August there were 651 people. In August there were 280 patients (30%) out of 931 patients who had not utilized health services using their JKN card.

Muara Tembesi Health Center is one of the health centers that has a fairly wide working area and serves 6 villages and 1 sub-district, consisting of Jebak Village, Ampelu Tuo Village, Ampelu Mudo Village, Tanjung Marwo Village, Sukaramai Village, Pematang V Suku Village, and Subdistrict Kampong Baru. The number of BPJS participants served is the largest in Batang Hari Regency, however the percentage of BPJS participants utilizing health services at community health centers is relatively low. As for initial interviews and surveys with several BPJS participants, they were dissatisfied with the services of health workers and many also did not know clearly about the benefits of JKN-BPJS, so almost every time patients asked about JKN. Several patients also admitted that later they came for treatment at the Puskesmas because the patient's illness had become worse because they were not cured with traditional medicine or those they bought themselves. This shows that utilization of community health center services has not yet become a priority as primary or first health service (Retnaningsih, 2019).

Realizing the importance of community health centers as an important means of providing JKN services to improve the level of public health, various problems or deficiencies in the implementation of BPJS health services at the community health center level need to be researched. Based on the description above, the researcher is interested in conducting research in the working area of the Muara Tembesi community health center regarding factors- factors influencing the utilization of National Health Insurance services in the working area of the Muara Tembesi Community Health Center, Batang Hari Regency in 2023.

METHOD

This type of research is quantitative with an analytical design and a cross sectional research design. This research was conducted in September 2023 - November 2023 in the working area of the Muara Tembesi Community Health Center, Kampung Baru Village, Muara Tembesi District, Batang Hari Regency. The population of this research was the entire community in the working area of the Muara Tembesi Community Health Center. The sampling technique used in this research used a probability sampling technique with a sample size of 114 respondents. This research uses primary data sourced from interviews with respondents and secondary data sourced from reports, journals, statistics, results of previous research related to this research. Data processing is carried out in the stages of cleaning, data transformation,

data analysis, data interpretation, data visualization, decision making, data reporting. Data analysis uses univariate and bivariate analysis, univariate analysis is presented in the form of a frequency distribution table while bivariate analysis is analyzed using the chi-square test. This research was conducted by respecting applicable research ethics including respecting the subject, fairness, paying attention to research principles, informed consent, confidentiality.

RESULT AND DISCUSSION

This research was conducted on posyandu cadres in the Baduta Early Detection and Intervention Stimulation of Growth and Development (SDIDTK) program in Jambi City. In this section the researcher will describe the results of data collection carried out on 51 respondents as posyandu cadres at the Jambi City Health Center Questionnaire. Before conducting research, the researcher first conducted a trial of the questionnaire to determine the validity and reliability of the questionnaire that would be used. Questionnaires that have been tested for validity and reliability are then used as research instruments. Data processing and analysis was carried out using SPSS version 26 software. The research results will be described below. The results of the analysis present data that has been analyzed univariately and bivariately. The results of the univariate analysis are presented in the form of a frequency distribution of respondent characteristics below.

Table 1. Distribution of Respondent Characteristics

Distribution Respondent	n	Percentage (%)
Gender		
Woman	43	39.1
Man	67	60.9
Age		
17-55 tahun	77	70
>55 tahun	33	30
Work		
Work	88	80
Doesn't work	22	20
Education		
Tall	78	70.9
Low	32	29.1
Availabilty Of Health Workers		
Available	84	76.4
Not Available	26	23.6
Accesibility		
Easy	58	52.7
Difficult	52	47.3
Pain Perseption		
Sick	56	50.9
Painless	54	49.1

Distribution Respondent	n	Percentage (%)
Utilization Of Community Healt Center By Jkn Participant		
Good	86	78.2
Not Good Baik	24	21.8

Source: Processed Primary Data, 2024

Based on the research results which can be seen in the table above, it is known that the majority of respondents were male, namely 67 respondents (60.9%). The majority of respondents were aged 17-55 years, namely 77 respondents (70%). The majority of respondents work, namely 88 respondents (80%). The majority of respondents had a higher educational background, namely 78 respondents (70.9%). The majority of respondents stated that there were availability of health workers at the Muara Tembesi Health Center health service facilities, 84 respondents (76.4%) thought so. The majority of respondents felt that access to health service facilities was relatively easy, namely 58 respondents (52.7%). Most respondents had the perception of illness, namely 56 respondents (50.9%), the majority of respondents made good use of health service facilities, namely 86 respondents (78.2%)

Bivariate analysis uses the chi-square test, with the aim of determining the relationship between the independent variable and the dependent variable. The results of the bivariate analysis are presented in the table below.

Table 2. Results of Bivariate Variable Analysis

Variabel	Utilization Of Community Healt Centers				Total		P Value	PR (95%CI)	
	Good		Not Good						
	n	%	n	%	n	%			
Age									
17-55 tahun	72	93.5	5	6.5	77	100	0.000	2.204	(1.475-3.294)
>55 tahun	14	42.4	19	57.6	33	100			
Work									
Work	73	83	15	17	88	100	0.022	1.404	(0.979-2.013)
Doesn't Work	13	59.1	9	40.9	22	100			
Education									
Tall	67	85.9	11	14.1	78	100	0.005	1.447	(1.071-1.954)
Low	19	59.4	13	40.6	32	100			
Accesibility									
Easy	55	94.8	3	5.2	58	100	0.000	1.591	(1.262-2.005)
Difficult	31	59.6	21	40.4	52	100			
Availabilty Of Health Workers									
Availability	64	76.2	20	23.8	84	100	0.524	0.900	(0.735-1.103)
Not Availability	22	84.6	4	15.4	26	100			

Variabel	Utilization Of Community Healt Centers				Total		P Value	PR (95%CI)	
	Good		Not Good						
	n	%	n	%	n	%			
Pain Perseption Sick	50	89.3	6	10.7	56	100	0.008	1.339	(1.086-
Painless	36	66.7	18	33.3	54	100		1.651)	

Source: Processed Primary Data, 2024

Based on the results of the bivariate analysis presented in table 4.2 above, it is known that there is a relationship between the variables age, employment, education, accessibility, and perception of illness using Muara Tembesi health center services. Batang Hari Regency. Meanwhile, there is no relationship between the variable availability of health workers and the utilization of Muara Tembesi health center services. Batang Hari Regency.

The Relationship between Age and the Utilization of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi Community Health Center Working Area

Age is one of the factors that can influence the use of health services, young age groups are more susceptible to diseases such as diarrhea, respiratory tract infections, and so on. Meanwhile, people of productive age are more vulnerable to traffic accidents, work accidents and diseases due to unhealthy lifestyles, and those of older age or the elderly are very vulnerable to chronic diseases such as hypertension, coronary heart disease and cancer (Mardiana et al., 2022).

Based on the results of research carried out using the chi square test, a p-value of 0.000 ($p < 0.05$) was obtained, this shows that there is a relationship between age and the use of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center working area. The results of the analysis also obtained a prevalence ratio (PR) value of 2,204 (95%CI=(1,475-3,294)), meaning that respondents participating in National Health Insurance (JKN) in the 17-55 year age category were 2,204 times more likely to make good use of Puskesmas services compared to respondents in the age category > 55 years.

The results of this research are supported by research conducted by Lamboan, et al in 2020 which stated that the results of the chi-square statistical test showed that the p value = 0.003, so it was found that there was a relationship between the age of JKN-KIS participants and the utilization of health services at the Tumaratas Community Health Center. This is because young people are more aware of their need for health services so they choose to use health centers, even at the age of five their body's defense system is still not stable so they also choose to seek and use health services (Lomboan et al., 2020).

According to Irawan and Ainy in 2019, the age variable has a significant correlation with a p-value of 0.000 on the use of health services. This is because the older a person is,

the person's immune system will decrease and in the elderly the degree of disease experienced will become more severe, so the tendency is that in the elderly there will be an increasing need for health services to cure the disease (Irawan & Ainy, 2019).

Based on the results of research that has been carried out and supported by previous theory and research, it can be said that age has a significant correlation with the use of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi Community Health Center Working Area.

The Relationship between Employment and the Utilization of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi Community Health Center Working Area

Occupational factors can indirectly cause a disease. Work situations that are full of pressure and lack of exercise while working make it possible to tend to use more health services, both medical and non-medical. Work can be related to a person's health, where disease can occur in several ways, namely by the presence of environmental factors that can directly cause pain, work situations that are full of stress and lack of activity at work or while working (Basith, 2019).

Apart from that, the higher the respondent's job position, the less likely they are to use health services at the Community Health Center. This is related to the respondent's income because if the respondent works for a company, he will get health insurance to get better health services than health services at the Community Health Center and The quality of the medicines obtained will be better than the medicines provided by health services at the Community Health Center (Mardiana et al., 2022). Job factors are part of a person's socioeconomic status. Diverse types of work have an influence on the frequency and spread of disease because part of a worker's life is spent in workplaces that have different environmental conditions (Sari et al., 2023).

Based on the results of research that has carried out a chi square test, the p-value is 0.022 ($p < 0.05$), this shows that there is a relationship between work and the use of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center working area. The results of the analysis also obtained a prevalence ratio (PR) value of 1,404 (95%CI=(0.979-2.013)), meaning that respondents participating in National Health Insurance (JKN) who work are 1,404 times more likely to make good use of Puskesmas services than respondents who do not work .

This is in line with research conducted by Umboh, et al. in 2023 which used the Fisher's exact test as a data analysis tool and obtained a value (p -value=0.001) which means there is a relationship between work and the use of health services (Umboh et al., 2023) and was again supported by Fadhilah, et al in 2019 who stated that based on the results of Chi-Square analysis with a confidence level of 95% with a value of $\alpha = 0.05$, the probability value was obtained, namely $p = 0.000 < \alpha = 0.05$, which means there is a relationship between work with the use of health services by BPJS patients in the Sukmajaya District Health Center UPT Work Area (Riyanti et al., 2019).

Based on the results of research that has been carried out and supported by previous theory and research, it can be said that employment has a significant correlation with the utilization of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center work area.

The Relationship between Education and the Utilization of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi Community Health Center Working Area

Education is an effort to persuade or teach people to take action to maintain their health and overcome health problems and improve their health. Someone who is highly educated is usually more likely to have good knowledge and understanding compared to individuals with relatively low education. Someone who has higher education is expected to have good abilities in practicing good health service utilization behavior (Sari et al., 2023)

The level of education can influence the use of health services because with higher education a person will have higher knowledge compared to someone with low education (Irawan & Ainy, 2019). Respondents with higher education will prioritize their health, because if they have done treatment independently at home but it doesn't improve within a few days, the respondent will consult their complaint with a doctor to get better and maximum treatment so that their body condition returns to its usual healthy condition. In contrast to respondents with low education, if they feel sick they will seek treatment independently, usually by drinking herbal concoctions made by themselves (Mardiana et al., 2022).

Based on the results of research carried out using the chi square test, the p-value was 0.005 ($p < 0.05$), this shows that there is a relationship between education and the use of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center working area. The results of the analysis also obtained a prevalence ratio (PR) value of 1,447 (95%CI=(1,071-1,954)), meaning that respondents participating in National Health Insurance (JKN) with a higher education background were 1,447 times more likely to utilize Puskesmas services well than respondents with a low educational background.

The results of this research are supported by research conducted by Mardiana, et al in 2020 who conducted research using chi-square to obtain a p-value = 0.047 where the p-value was > 0.05 . So it can be concluded that there is a significant relationship between the respondent's education and the use of health services in the Parung Community Health Center working area. This is because respondents with low education will utilize health services if they are no longer able to carry out their daily activities, because they assume that the pain they feel is just fatigue, colds and diarrhea in general (Mardiana et al., 2022).

The results of this research are also strengthened by research conducted by Meita, et al in 2020 who conducted research through a data presentation process carried out between the utilization of JKN services at community health centers and education. The results showed that as many as 7.4% or 27 residents had the low education category. As for the use of community health centers, of the 67 people with secondary education, 47.8 percent used the community health center, while of the 13 people with higher education, 84.6 percent used

the community health center. The results of the chi square test obtained $p = 0.0001$, so it can be concluded that there is a correlation between the use of JKN health services at community health centers and education (Meita et al., 2020).

Based on the results of research that has been carried out and supported by previous theory and research, it can be said that education has a significant correlation with the utilization of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center working area.

Relationship between Accessibility and Utilization of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi Community Health Center Working Area

Access is the opportunity to identify health needs, to seek health services, to reach them, to obtain resources, to use health services, and to actually have the need for appropriate health services to be met (Misnaniarti et al., 2019).

Based on the results of research conducted using the chi square test, a p -value of 0.000 ($p < 0.05$) was obtained. This shows that there is a relationship between accessibility and the use of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center working area. The results of the analysis also obtained a prevalence ratio (PR) value of 1,591 (95%CI=(1,475-3,294)), meaning that respondents participating in National Health Insurance (JKN) in the easy accessibility category were 1,591 times more likely to utilize services Puskesmas well compared to respondents with difficult accessibility. In accordance with the utility theory of health services which explains that a person's desire to utilize health services is also determined by supporting factors, one of which is the distance or accessibility of health services. Poor road conditions and difficult access to health services make people unwilling to use these health services (Irawan & Ainy, 2019).

The results of this research are supported by research conducted by Mardiana, et al in 2020 who conducted research using chi-square to obtain a p -value = 0.006 where the p -value was > 0.05 . So it can be concluded that there is a significant relationship between respondents' accessibility and the use of health services in the Parung Community Health Center working area. This is because the location of the Puskesmas is very strategic, namely right next to the main road, so that patients have no difficulty in utilizing health services. Transportation to get to the Parung Health Center is very easy because if respondents do not use their own private transportation they can still take advantage of health services using public transportation (Mardiana et al., 2022).

Based on the results of research that has been carried out and supported by previous theory and research, it can be said that accessibility has a significant correlation with the use of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi Community Health Center Working Area.

The Relationship between the Availability of Health Workers and the Utilization of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi Community Health Center Working Area

In the process of fulfilling the right to health, the state must ensure that health and public health facilities, goods and services are available and sufficient and in quantity. The availability referred to is the presence of adequate numbers of professional health workers (adequate ratio per population), sufficient and well-functioning health facilities, availability of essential medicines, and adequate health interventions (Misnaniarti et al., 2019). availability or actions of health workers in providing services is something that can greatly influence patients in utilizing services (Irawan & Ainy, 2019).

Based on the results of research that has carried out a chi square test, the p-value is 0.524 ($p < 0.05$), this shows that there is no relationship between the availability of health workers and the utilization of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center working area. . This is possible because health workers are already available in the Muara Tembesi Health Center working area.

The results of this research were supported by Panggantih, et al in 2019 who stated that respondents who stated that based on the results of statistical tests the value obtained was $p = 0.738$, so it could be concluded that $p > 0.05$, which means there is no relationship between the availability of health workers and the utilization of health services (Panggantih et al., 2019).

Nevertheless, the government and regional governments still need to pay special attention to the number and need for health personnel and facilities, especially when it comes to the issue of universal health insurance, because having available health personnel will certainly increase the quality of service and public trust in the health services provided (Ameina, 2022)

Based on the results of research that has been carried out and supported by previous theory and research, it can be said that the availability of health workers has no relationship to the utilization of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center working area because it is possible during research condntions. Health care is available and behaves well in the Muara Tembesi Health Center working .

The Relationship between Perceptions of Illness and Utilization of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi Community Health Center Working Area

Perception is the experience of objects, events, or relationships obtained by deducing information and interpreting it. Perception is giving meaning to a stimulus. It can be seen that the perception of health and illness is related to how a person interprets or interprets health and illness itself. So, if someone has a positive perception of illness, it will tend to encourage someone to utilize health services (Panggantih et al., 2019).

This is also in accordance with the theory presented by Irawan & Ainy in 2019 which stated that people tend to only seek treatment from health services if they really cannot do anything (Irawan & Ainy, 2019). Based on the results of research conducted using the chi square test, the p-value was 0.008 ($p < 0.05$), this shows that there is a relationship between the perception of illness and the use of community health center services by National Health Insurance (JKN) participants in the Muara Tembesi Community Health Center working area. The results of the analysis also obtained a prevalence ratio (PR) value of 1,339 (95%CI(1,086-1,651)), meaning that respondents participating in National Health Insurance (JKN) with the perception of illness were 1,339 times more likely to utilize Puskesmas services well compared to respondents with the perception that they were not. Sick.

The results of this research are supported by research conducted by Asri in 2022 which obtained a probability/significance value of 0.001 ($p < 0.05$) with an error rate (α) of 0.05 via the chi-square test which means there is a significant relationship between Respondents' perceptions about JKN and the use of health services at Community Health Centers. Judging from the Odds Ratio (OR) value, it shows that respondents with good perceptions are 3.1 times more likely to utilize health services at the Community Health Center (Asri, 2022). According to Panggantih, et al. in 2019, based on the results of their research through statistical tests, a value of $p = 0.037$ was obtained, so it can be concluded that $p < 0.05$, which means there is a relationship between the perception of health and illness and the use of health services. This is because respondents stated that this was not an obstacle in utilizing health services because they felt sick (Panggantih et al., 2019). Based on the results of research that has been carried out and supported by previous theory and research, it can be said that Perception of Pain has a significant correlation with the Utilization of Community Health Center Services by National Health Insurance (JKN) Participants in the Muara Tembesi community Health Center Working Area.

CONCLUSION

Based on the research results, it was concluded that the majority of respondents were men (60.9%), aged between 17-55 years (70%), worked (80%), and had higher education (70.9%). They stated that health workers were available at the Muara Tembesi Community Health Center (76.4%), felt that access to health facilities was relatively easy (52.7%), had a perception of illness (50.9%), and made good use of health service facilities (78.2%). This research found a significant relationship between age, education, employment, accessibility, and perception of illness on the use of community health center services by National Health Insurance (JKN) participants at Muara Tembesi Community Health Center, Batang Hari Regency. However, no relationship was found between the availability of health workers and the use of these services. To increase the effectiveness of services, Muara Tembesi Community Health Center is advised to maintain service quality by paying attention to accessibility and availability of health workers. Apart from that, education needs to be provided regarding positive perceptions of health and illness so that people can take preventive measures and prepare health financing plans. The community is expected to play

an active role in realizing optimal health services by utilizing the facilities provided by the government and health workers. Further research is recommended to expand the research subjects and variables to obtain more comprehensive results as a reference for decision making in the JKN program.

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