

Systematic Review: Factors Affecting Community Participation in JKN-KIS

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Abstract

The National Health Insurance (JKN) is a program that aims to provide comprehensive health insurance for every Indonesian so that the Indonesian people can live healthy, productive, and prosperous lives. Health behavior is basically a person's response to stimulation related to illness and disease in the health care system, food, and the environment. However, there are several factors that cause people to still not follow JKN-KIS. One of them is the behavioral factor according to Lawrence Green, where the factors that influence health behavior to consist of 3 factors, namely the first predisposing factor (Presdiposing Factor) which consists of the knowledge and attitudes of a person or society toward what will be done, the second is a supporting factor (Enabling Factor) namely facilities, facilities, or infrastructure that support or facilitate the occurrence of a person's or community's behavior and the third is a motivating factor (Reinforcing Factor), namely encouragement, advice and motivation that comes from parents, husband/wife, children, family, leaders community and health workers given to participants to become JKN-KIS participants. If the three factors of health behavior are found to be unfavorable, it will certainly affect community satisfaction and will affect the low number of people participating in JKN-KIS. This study was conducted to determine the behavioral factors that have the most role in influencing the community to participate in JKN-KIS. Systematic reviews were carried out on 50 journals uploaded to Google Scholar and Pub Med from 2015 to 2021. The most dominant factor influencing people to follow JKN-KIS is the reinforcing factor, namely encouragement, advice, and motivation that comes from social support, namely parents, husband/wife, children, family, community leaders and health workers provided respondents to become JKN-KIS participants.

Keywords

behavioral factors; national health insurance; systematic review



I. Introduction

National Health Insurance (JKN) is a program that aims to provide comprehensive health insurance for every Indonesian so that Indonesians can live healthy, productive, and prosperous lives. According to Undang-Law No. 24 of 2011 Indonesia has been established a Health Social Security Implementation Agency that is in line with the goals of the World Health Organization (WHO) in developing health insurance for all Indonesians. BPJS Kesehatan is a legal entity formed to organize health programs.

Health behavior is basically a person's response to stimulation related to illness and disease of the health care system, food, and the environment. This limitation has two main elements, namely response, and stimulus atau interest. The response or reaction of a human is either active (real action or practice), while stimulus or interest is a motivation that encourages people to do what they want when they are free to choose to meet needs including the need for health insurance fulfillment as well as JKN-KIS. Stimulus or interest

consists of 4 main elements, namely: illness and disease, health care system, and the environment.

According to Lawrence Green Theory of Behavior Classification related to health (health-related behavior) namely: Health Behavior (health behavior) is things related to the actions or activities of a person in maintaining and improving his health. Difficult Behavior (illness behavior) is any action or activity carried out by an individual who feels sick, to feel and know the state of health or pain, The sick role behavior, is an action taken by the individual to seek treatment in overcoming his pain. Family life is bound by the existence of relationships between family members. Relationships in the family can be viewed from the dimensions of blood relations and social relations. The family in the dimension of blood relations is a unit that is bound by the relationship or blood relations between one another. While in the dimensions of social relations, the family is a unit that is bound by the existence of interconnected or interacting and influencing each other with each other even though among them do not have blood relations. (Djamarah in Hendra, Y. et al. 2019) According to Lawrence Green's theory in Notoatmodjo, there are factors that influence health behavior, namely:

The first factor is the Predisposing Factor (Predisposing Factor) where the factor that can facilitate or suppress the occurrence of behavior in a person or society, is the knowledge and attitude of a person or society to what will be done. That includes gender, knowledge, attitude and belief. The second is the Supporting Factor (Enabling Factor) where the factor of enabling or enabling behavior is the availability of health facilities, human health resources, accessibility of health services, infrastructure facilities and medicines and health financing that supports in facilitating the formation of a person's behavior or society. The use of existing health services depends on, the efficacy of health insurance, the distance of health care places, health service rates, timeliness and the availability of health facilities. And the third is the reinforcing factors where the attitude of behavior given by health workers or non-health workers and also the environmental encouragement of nearby people who become a reference group to the community itself, such as husbands, parents, friends, neighbors, and community leaders. which is a reference group of people's behavior

Seeing the importance of behavioral factors that influence the community to follow JKN-KIS to increase patient satisfaction with the quality of complete health services, this study intends to examine more deeply about the behavioral factors that most play a role in influencing the community to follow JKN-KIS with systematic review methods.

II. Research Method

This type of research is a systematic review with prisma method approach to factors that affect public participation in JKN-KIS. Systematic review is one of the methods that use review, review, structured evaluation, classification, and categorization of evidence based that has been produced previously). 5 This type of research will be useful to get a conclusion from various research results that can help stakeholders obtain more comprehensive facts related to research questions. 5

Systematic review conducted on this study was limited to behavioral factors that influence people to follow JKN-KIS with journal searches conducted through google scholar and Pub Med from 2015-2022 with the keywords "Behavioral Factors" or "Behavioral factors" and "JKN" or " National Health Insurance" and search years were adjusted from 2015 to 2022. Inclusion criteria are artikel that can be accessed in the full text while journals that are not relevant to the research topic are issued (exclusion criteria).

The article received 3912 pieces. The electronic database reviewed for five days, namely March 25-30, 2022, then the author filtered independently and collectively. After research selection and data extraction, the findings of the article are synthesized narratively in table 1.

III. Result and Discussion

The results of the behavioral factor analysis study that affects people to follow JKN-KIS were obtained by 50 journals where there were 16 variables studied and there were 9 variables that affected the community following JKN-KIS then the variables were categorized into 3 influencing factors, namely:

1. Predisposing Factor (Predisposing Factor) in this case expressed by 23 sources, namely Factors that can facilitate or suppress the occurrence of behavior in a person or society, is the knowledge, beliefs, and attitude of a person or society towards what will be done. That includes gender, knowledge, attitude and belief.
2. Enabling Factors in this case are expressed by 23 sources, namely enabling factors or enabling behavior is a facility, means, or infrastructure that supports or facilitates the occurrence of behavior of a person or society. The use of existing health services depends on, the efficacy of health insurance, the distance of health care places, health service rates, timeliness and the availability of health facilities.
3. Reinforcing Factor in this case is expressed by 25 sources, namely encouragement, advice and motivation derived from social activities, namely parents, husband / wife, children, families, community leaders and health workers given to respondents to become JKN-KIS participants.

Health behavior is basically a person's response to stimulation related to the pain and illness of the health service system, food, and the environment. Four main beliefs identified as important aspects of health behavior (1) beliefs about our susceptibility to the state of illness (2) beliefs about the seriousness or malignancy of the disease if we have it (3) beliefs about possible costs (e.g. psychological and economic involvement in adhering to recommended preventive measures or treatment) (4) beliefs about the effectiveness of these measures with respect to the presence of possible alternative measures, Unless we are sure that the recommended program is reliable to relieve symptoms, we may not like to follow it.

Health behavior is the action of an individual against the reaction of a relationship with his environment. In other words, new behavior will occur when there is something stimulus needed to cause a reaction. So, a certain stimulus will produce a reaction in the form of a certain behavior.

In 2005, all WHO member states, including Indonesia, committed to achieving Universal Health Coverage (UHC). Universal Health Coverage is a program that ensures people have access to health care without having to face financial difficulties. This is supported by quality health facilities. Behavioral factors that predominantly affect the community following JKN-KIS are the driving factors, so it is expected that the behavior of health workers or other officers and the encouragement of the closest people who are reference groups of community behavior can be done optimally so that the achievement of Universal Health Coverage (UHC) in Indonesia can be realized.

IV. Conclusion

Factors that influence people to follow JKN-KIS according to Lawrence Green are the Predisposing Factor (Predisposing Factor) factor, the Supporting Factor (Enabling Factor) of the Booster Factor. If the three health behavior factors obtained are not good, it will certainly affect public satisfaction and will affect the low community to follow JKN-KIS.

From this study, it can be seen that the component of the driving factor has the most important role in influencing the community to follow JKN-KIS, so as to improve the quality of service and patient satisfaction for the achievement of UHC in Indonesia.

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