

## **ABSTRACT**

### **ANALYSIS QUALITY OF THE SERVICE ON THE NATIONAL HEALTH INSURANCE PARTICIPANTS (JKN) IN THE OFFICE OF THE SOCIAL SECURITY AGENCY (BPJS) HEALTH IN THE CITY METRO**

by

**AMELIA ZAHRA**

Since the legalization of the renewal Act on Social Insurance National System (SJSN) and the establishment of the Social Security Agency (BPJS), making social security health in Indonesia reformed and transferred entirely on BPJS Health. Issues about quality of health, poverty and the ineffectiveness of the state or state-owned companies (BUMN) have held social security health has been behind the formation of BPJS Health. This study aims to identify and describe the quality of service to the participants of the National Health Insurance (JKN) in the Office of Health BPJS Metro city, which has been in charge of the working area of 6 (six) districts in Lampung Province.

Research methods used survey method with descriptive quantitative approach. The sampling technique performed by accidental. The total sample of research are 150 respondents and using questionnaire guidelines Community Satisfaction Index (IKM) based on the minister's decision No. KEP/25 M.PAN7/2/2004. The collected data processed by using SPSS 16 and analyzed by public satisfaction index, and suitability analysis between publik interest and service performance (Importance-Performance Analysis). Based on the research results, it can be concluded that the service quality of participation in the Office of Health BPJS JKN overall had a very good quality, with value of IKM 82.51. Even so there are some things that need to be repaired, maintained or scaled back as the speed of service, service procedures and other service elements, so that public satisfaction in the service of the membership can always be met BPJS Health of Metro City

**Keywords: Quality of Service Health BPJS Metro, Public Satisfaction**