

ABSTRACT

SERVICE QUALITY AT PUSKESMAS INPATIENT PERMATA SUKARAME BANDAR LAMPUNG FOR USER BPJS KESEHATAN

By

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Government as the organizer of the state is main element in the implementation and operation of health services to the society which aim to improve living standards and welfare of the society. For that formed the Social Security Agency Organizers (BPJS) Kesehatan which organizes the National Health Insurance (JKN) based Undang-Undang Nomor 40 tentang Sistem Jaminan Sosial Nasional (SJSN), Undang-Undang Nomor 24 Tahun 2011 tentang Badan Penyelenggara Jaminan Sosial, Peraturan Menteri Kesehatan Nomor 71 Tahun 2013 tentang pelayanan Kesehatan Pada Jaminan Kesehatan Nasional, Peraturan Menteri Kesehatan Nomor 28 tahun 2014 tentang Pedoman Pelaksanaan Program JKN. One of the health facilities in collaboration with BPJS Kesehatan is a puskesmas, but so far in the health services in puskesmas still often contain complaints in service.

The purpose of this research is to find out the quality service at Puskesmas Inpatient Permata Sukarame Bandar Lampung for users BPJS Kesehatan based from measurement of quality of health services according to L.D. Brown and Standart Operation Procedure (SOP). This research uses a methode of quantitative. Sampling technique in this research using accidental sampling BPJS users who are being treated at the Puskesmas Inpatient Permata Sukarame. Data collection techniques in this study using a questionnaire given to 98 respondents users BPJS Kesehatan.

Results from this research shows that the quality service at Puskesmas Inpatient Permata Sukarame Bandar Lampung to users BPJS Kesehatan is good. Based on 26 sub-indicators that show the 21 sub-indicators are good and four sub indicators are not good. Sub-indicators that show the results are not good, are: service examination, treatment and care are complicated; road to the location of puskesmas; puskesmas have not held counseling and health activities; and facilities such as parking area and a lounge area unsafe.

Keywords: quality of health services, users BPJS Kesehatan