ABSTRACT

IMPLEMENTATION OF THE NATIONAL HEALTH INSURANCE PROGRAM POLICY IN THE PUBLIC HEALTH SERVICE IN THE BANDAR LAMPUNG CITY

By

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Health is a basic human need to live decent and productive work, for necessary health service delivery in a controlled cost and quality control. Services in the health sector is one of the most service needed by no surprising that health should always be addresses in order to provide the best health care to the community. The problems research in the implementation of National Health Insurance (JKN) that such refusal patient is unable at Regional General Hospital, the implementation of Immanuel problematic because of lack of attention to the patient by saying the capacity of the room is full, and a lack of understanding of society that many are not aware of information about JKN program. The issue became a major problem when raised in local print media news Bandar Lampung.

The purpose of this study was to determine the implementation of the National Health Insurance program policy in the public health service in the Bandar Lampung City. The problem studied is the extend to which the objective of the
national health insurance approach to qualitative research is case and field study and supported by secondary data. Types of data used are primary data obtained from interviews and secondary data obtained from observational data and data processing techniques of data analysis starts from gathering information through interviews and at the final stage to draw conclusions.

The result showed that the implementation of the National Health Insurance Program implementation adopted at the Bandar Lampung not up to many deficiencies in terms of implementation for example, the goal of the National Health Insurance Program is not reached 100 percent in the whole of society covering in Bandar Lampung only reach 70 percent and health service provided has not been fullest. In terms of human resources still inadequate compared to the size in the working area of the health center and the amount contribute, authorizing signature of implementer is negative response, has a different perspective outside JKN program rules. Itself patient annually increasing also in terms communication between implementation are still lacking, so that people do not know as a whole about the National Health Insurance.

Keywords: Implementation Policy, National Health Insurance Program, Public Health Service