

ABSTRAK

PENERAPAN STANDAR PELAYANAN PUBLIK DALAM PENDAFTARAN JAMINAN KESEHATAN PEKERJA BUKAN PENERIMA UPAH (PBPU) DAN BUKAN PEKERJA (BP) DI KOTA METRO

Oleh

YASINTHA FITRIYANI

Penerapan standar pelayanan publik merupakan hal yang sangat penting dalam pelayanan publik. Namun masih ditemukan permasalahan dalam penerapan standar pelayanan dalam pendaftaran jaminan kesehatan Pekerja Bukan Penerima Upah (PBPU) dan Bukan Pekerja (BP) di Kota Metro yaitu: 1) Prosedur pelayanan masih manual dan belum sistematis oleh Dinas Kesehatan, 2) Persyaratan nomor induk kependudukan belum terverifikasi secara *online*, 3) Waktu penyelesaian tidak dipublikasikan secara jelas, 4) Kendala jaringan internet, listrik, dan server aplikasi E-Dabu BPJS. Penelitian ini bertujuan untuk menganalisis penerapan standar pelayanan publik dalam pendaftaran jaminan kesehatan Pekerja Bukan Penerima Upah (PBPU) dan Bukan Pekerja (BP) di Kota Metro menurut indikator Mukarom & Laksana (2018) yaitu: prosedur pelayanan, waktu penyelesaian, biaya pelayanan, produk pelayanan, sarana dan prasarana, dan kompetensi petugas pelayanan serta faktor pendukung dan faktor penghambat. Metode penelitian yang digunakan adalah deskriptif kualitatif.

Hasil penelitian menunjukkan bahwa kepatuhan penerapan standar pelayanan publik dalam pendaftaran jaminan kesehatan Pekerja Bukan Penerima Upah (PBPU) dan Bukan Pekerja (BP) ditinjau dari enam indikator standar pelayanan belum terlaksana dengan baik. Hal ini karena masih terdapat indikator yang belum terpenuhi yaitu waktu penyelesaian yang tidak dipublikasikan secara jelas dan sarana dan prasarana yang belum mendukung aktivitas pelayanan. Adapun faktor pendukung berupa sudah adanya standar operasional prosedur sebagai acuan, biaya jaminan kesehatan yang bersumber dari anggaran pendapatan belanja daerah, serta kompetensi petugas pelayanan sudah dibekali dengan pengetahuan, keterampilan, dan motivasi. Sedangkan faktor penghambat berupa sarana dan prasarana yang belum mendukung aktivitas pelayanan dan kurangnya kesadaran masyarakat untuk mengurus dokumen kependudukan.

Kata kunci: standar pelayanan publik, jaminan kesehatan, pekerja informal

ABSTRACT

IMPLEMENTATION OF PUBLIC SERVICE STANDARDS IN REGISTRATION OF HEALTH INSURANCE FOR NON-WAGE RECIPIENT WORKERS (PBPU) AND NON-WORKERS (BP) IN METRO CITY

By

YASINTHA FITRIYANI

Implementation of public service standards is very important in public services. However, problems are still found in the application of service standards in the registration of health insurance for Non-Wage Recipient Workers (PBPU) and Non-Workers (BP) in Metro City namely: 1) Service procedures are still manual and not yet systematic by the Health Service, 2) Population identification number requirements have not been verified systematically *online*, 3) Completion time is not clearly published, 4) Problems with the internet network, electricity and BPJS E-Dabu application server. This research aims to analyze the application of public service standards in the registration of health insurance for Non-Wage Recipient Workers (PBPU) and Non-Workers (BP) in Metro City according to Mukarom & Laksana (2018) indicators, namely: service procedures, completion time, service costs, service products, facilities and infrastructure, and competency of service personnel as well as supporting and inhibiting factors. The research method used is a qualitative descriptive.

The results of the research show that compliance with the implementation of public service standards in the registration of health insurance for Non-Wage Recipient Workers (PBPU) and Non-Workers (BP) in terms of six service standard indicators has not been implemented well. This is because there are still indicators that have not been met, namely completion times that are not clearly published and facilities and infrastructure that do not yet support service activities. The supporting factors include the existence of standard operational procedures as a reference, the cost of health insurance which comes from the regional income and expenditure budget, and the competence of service officers who are equipped with knowledge, skills and motivation. Meanwhile, inhibiting factors include facilities and infrastructure that do not support service activities and a lack of public awareness regarding processing documents.

Keywords: public service standards, health insurance, informal worker