

Indeks kepuasan masyarakat miskin terhadap pelayanan rumah sakit umum pusat nasional dr cipto mangunkusumo rscm dalam program jaminan kesehatan nasional jkn dan jaminan kesehatan daerah kjs = Poor satisfaction index of service national general hospital dr cipto mangunkusumo rscm in the national health insurance program jkn an the jakarta health card kjs

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Abstrak

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Dalam UUD 1945 menyebutkan bahwa setiap orang berhak memperoleh pelayanan kesehatan dan Negara bertanggung jawab atas penyediaan fasilitas kesehatan dan fasilitas umum yang layak. Untuk memenuhi dan mewujudkan hak bagi setiap warga negara dalam mendapatkan pelayanan kesehatan yang layak dan kewajiban pemerintah penyediaan fasilitas kesehatan sebagai amanat UUD 1945 maka pemerintah pusat menyelenggarakan program jaminan kesehatan nasional (JKN) dan untuk pemerintahan daerah khusus Ibukota (DKI Jakarta) menyelenggarakan jaminan kesehatan daerah yang dikenal dengan nama Kartu Jakarta Sehat (KJS). RSCM adalah rumah sakit milik pemerintah pusat yang salah satu visinya adalah menjadi rumah sakit pusat rujukan nasional terkemuka di Asia Pasifik tahun 2014. RSCM diharapkan dapat melayani masyarakat dari seluruh penjuru Indonesia dengan sistem rujukan berjenjang dengan optimal sesuai dengan standar pelayanan kesehatan dan peraturan yang berlaku. Penelitian ini membahas mengenai indeks kepuasan masyarakat miskin terhadap pelayanan di RSCM dalam program JKN dan KJS. Program kesehatan JKN dan KJS ini tidak lepas dari permasalahan dalam pelaksanaannya, salah satunya adalah mengenai pelayanan di rumah sakit dalam pelaksanaan program tersebut. Tujuan dalam penelitian ini adalah untuk mengukur nilai indeks kepuasan masyarakat miskin di RSCM dalam pelaksanaan program JKN dan KJS serta untuk mengetahui unsur-unsur yang sudah baik dan yang masih membutuhkan peningkatan kualitas pelayanannya. Hasil dari penelitian kuantitatif menilai bahwa indeks kepuasan masyarakat miskin di RSCM adalah sangat baik, tetapi ada beberapa pelayanan yang perlu menjadi perhatian dan atau perbaikan yang didapat dari hasil penelitian kualitatif.

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ABSTRACT

Indonesia Constitution (UUD 1945) states that every citizen has the right to obtain medical care and the Government is responsible for the provision of health and adequate public facilities. In order to satisfy and fulfil the right of every citizen in getting proper health care as mandated by the Constitution, The central

government has issued the National Health Insurance Program (JKN) whereas the Jakarta Provincial Government has issued a Regional-based Health Insurance Program known as the Jakarta Health Card (KJS). National General Hospital Dr. Cipto Mangunkusumo (RSCM) is one of the hospitals owned by the central government and one of its visions is to become regional referral hospitals in Asia Pacific in 2014. RSCM is expected to serve people from all over Indonesia accordance with the standard of health services and regulations. This study discusses the satisfaction index of the poor with regard to services in RSCM especially on the implementation of the JKN and KJS. The problem of the implementation of JKN and KJS are still occurred, one of the problems is the hospital services in the implementation of the programs. The purpose of this research is to measure the value of the satisfaction index of the poor in RSCM on the implementation of JKN and KJS as well as to determine the factors that are good and which are still in need of improvement of service quality. The results of the quantitative study is conclude that the satisfaction index of the poor in RSCM is 'very good', yet there are some services that need to be improved derived from the results of qualitative research.;Indonesia Constitution (UUD 1945) states that every citizen has the right to obtain

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