

Pelayanan kesehatan badan penyelenggaraan jaminan sosial bpjs kesehatan dalam meningkatkan ketahanan masyarakat studi kasus Rumah Sakit Umum Pusat dr. Hasan Sadikin Bandung = The health services social security administrator for health improving community resilience case study at Hasan Sadikin General Hospital

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Abstrak

**ABSTRAK**

Penelitian tesis ini menganalisis mengenai tingkat kinerja dan kepentingan pasien Badan Penyelenggara Jaminan Sosial BPJS dari Rumah Sakit Umum Pusat RSUP Dr Hasan Sadikin Bandung yang dilihat dari sudut pandang tingkat kinerja atas pelayanan kesehatan dengan menggunakan lima dimensi yaitu Responsiveness, Physical Environment, Accessibility, Availability of Medical resources and Communication. Metode penelitian yang digunakan adalah Mix Methode Research dengan menggunakan metode wawancara mendalam dan metode kuisioner menyebarkan kepada 80 pasien BPJS Kesehatan di Instansi Rawat Jalan. Hasil penelitian menunjukkan bahwa tingkat kinerja dan kepentingan pasien BPJS Kesehatan terhadap pelayanan kesehatan di Instansi Rawat Jalan RSUP Dr Hasan Sadikin Bandung pada dimensi pelayanan kesehatan yakni Physical Environment termasuk kedalam kategori kinerja yang rendah dan termasuk kedalam kuadran I atau Attributes that Needs Attention, oleh karena itu dimensi ini perlu diperbaiki dan ditingkatkan secara terus menerus agar kinerja pelayanan kesehatan lebih baik lagi dan dapat menjaga ketahanan masyarakat.

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**ABSTRACT**

Research of this Thesis is to analysis the performance and interest of patients seen from the point of view client rsquo s performance level on health services provided by hospital by using five dimensions, such as Responsiveness, Physical Environment, Accessibility, Availability of Medical resources and Communication. The research method on this research is Mix Method quantitative and qualitative Using in depth interview method and questionnaire method deploy to 80 patients health BPJS in Outpatient Institution. The results showed that the level of performance and interests of patients BPJS Health to health services in Instance Hospital Outpatient Dr Hasan Sadikin Bandung on the dimensions of health services Physical Environment included into the category of low performance and included into the quadrant I or Attributes that Needs Attention, therefore This dimension needs to be improved and improved continuously in order to better health service performance and can maintain community resilience.