

INTISARI

Tujuan penelitian adalah untuk mengetahui capaian kinerja pelayanan BPJS kesehatan pada Rumah Sakit Islam Jemursari Surabaya Jalan Jemursari No. 51-57 Surabaya.

Jenis penelitian yang digunakan adalah pendekatan kualitatif, dengan teknik analisis data yang digunakan dalam penelitian ini adalah deskriptif kualitatif, yaitu dengan cara mengumpulkan, mengolah, dan menyajikan data yang diperoleh sehingga dapat memberikan keterangan yang lengkap dan benar agar pihak lain lebih mudah memperoleh gambaran mengenai sifat (karakteristik) obyek dari data tersebut.

Berdasarkan hasil analisis dan pembahasan dapat disimpulkan bahwa: Standar pelayanan BPJS Center Rumah Sakit Islam Jemursari Surabaya berjalan efektif dan efisien karena sesuai dengan standar operasional prosedur (SOP). Untuk mendukung pelayanan kesehatan BPJS Center Rumah Sakit Islam Jemursari Surabaya telah membuat maklumat pelayanan (*service charter*) yang mengacu pada UU Nomor 25 tahun 2009 serta UU Nomor 14 tahun 2008. Hasil survey kepuasan masyarakat (SKM) menunjukkan bahwa tingkat kepuasan masyarakat terhadap pelayanan kesehatan yang diberikan BPJS Center Rumah Sakit Islam Jemursari Surabaya telah dipersepsikan baik oleh masyarakat. Penanganan pengaduan BPJS Center Rumah Sakit Islam Jemursari Surabaya, peserta dapat langsung menghubungi nomor *Hotline Service* 500400. Sistem informasi pelayanan pada BPJS Center Rumah Sakit Islam Jemursari Surabaya sudah dilakukan dengan baik, dengan menginformasikan Rumah Sakit Islam Jemursari Surabaya menerima pasien BPJS. Kinerja Rumah Sakit Islam Jemursari Surabaya pada BPJS Kesehatan Center dalam melaksanakan pelayanan dikatakan sudah sesuai dengan Indikator Penilaian Kinerja Unit Pelayanan Publik Berdasarkan PERMENPAN No. 1 Tahun 2015 kinerja BPJS Kesehatan Center Rumah Sakit Islam Jemursari selama periode 2014 dinilai relatif efektif. Hal ini dilihat dari produktivitas dalam pencapaian target pelayanan yang meningkat di tiap bulannya.

Kata kunci: Kinerja, Rumah Sakit dan BPJS

ABSTRACT

The purpose of this research is to find out the achievement of the service performance of health Social Security Provider (BPJS) on Islam Hospital Jemursari Surabaya which is located on Jalan Jemursari No. 51-57 Surabaya.

The research is a qualitative approach, and the data analysis technique has been done by using qualitative descriptive which is carried out by collecting, processing, and presenting the obtained so that it can provide correct and complete information in order to make other parties will be easy to get a description related to the characteristic of the object from these data.

Based on the result of the analysis and the discussion it can be concluded that: the service standard of Social Security Provider (BPJS) center of Islam Hospital Jemursari Surabaya has been running effectively and efficient because it has already in accordance with the standard operational procedure (SOP). In order to support the health service of Social Security Provider (BPJS) center of Islam Hospital Jemursari Surabaya has made the service charter which refers to the Law No. 25 of 2009 also the Law No. 14 of 2008. The result of public satisfaction survey (SKM) shows that the level of public satisfaction to the health service which has been provided by Social Security Provider (BPJS) center in Islam Hospital Jemursari Surabaya is already perceived to be good by the public. The Handling of complaint of Social Security Provider (BPJS) Center of Islam Hospital Jemursari Surabaya, participants may contact the Hotline Service on 500400. The service information system on Social Security Provider (BPJS) Center of Islam Hospital Jemursari Surabaya has already been running well, it has been informed that Islam Hospital Jemursari Surabaya has accepted the Social Security Provider (BPJS) patients. The performance of Islam Hospital Jemursari Surabaya on Social Security Provider (BPJS) Health Center in implementing its services can be said in accordance with the Performance Measurement Indicators of Public Service Unit based on the Regulation of Minister of Information No. 1 of 2015, the performance of Social Security Provider (BPJS) Health Center of Islam Hospital Jemursari Surabaya during the 2014 periods is measured relatively effective. It can be seen from the productivity in achieving the service target has increased each months.

Keywords: *Performance, Hospitals, and BPJS.*