



ABSTRAK

Harapan akan layanan kesehatan yang baik merupakan hak seluruh masyarakat. Dalam kenyataannya banyak masyarakat yang tidak mendapatkan layanan kesehatan yang layak karena kondisi ekonomi. Untuk mengatasi permasalahan tersebut ada banyak negara menerapkan sistem pembiayaan kesehatan. Salah satunya adalah Jaminan Kesehatan Nasional di Indonesia. Selain menjamin hak masyarakat untuk mendapatkan layanan kesehatan, sistem pembiayaan kesehatan yang dilaksanakan di Indonesia bertujuan untuk mencapai Universal Health Coverage (UHC). Dalam rangka mencapai UHC, Pemerintah Daerah di Kabupaten Belu menerapkan program berobat gratis bagi masyarakatnya. Program ini dijalankan untuk membantu masyarakat yang miskin agar bisa mendapatkan layanan kesehatan secara gratis. Tingkat kemiskinan yang tinggi menyebabkan masyarakat tidak mendapatkan layanan kesehatan yang layak. Hal ini yang mendorong Pemerintah Daerah Kabupaten Belu menerapkan program berobat gratis.

Penelitian ini bertujuan untuk melakukan analisis stakeholder yang terlibat dalam program berobat gratis. Analisis stakeholder yang dilakukan meliputi identifikasi stakeholder, analisis terhadap peran, pengaruh, dan kepentingan setiap stakeholder serta mengetahui hubungan setiap stakeholder yang terlibat dalam program berobat gratis. Program berobat gratis yang dilaksanakan melibatkan berbagai stakeholder. Stakeholder yang terlibat diidentifikasi untuk mengetahui aktor mana saja yang terlibat dan peran mereka masing-masing dalam program. Dari hasil identifikasi tersebut stakeholder diklasifikasi menurut pengaruh dan kepentingannya masing-masing dalam *power/interest matrix*. Hubungan stakeholder dengan program berobat gratis diuraikan dalam peran mereka masing-masing. Hubungan antar stakeholder diuraikan dalam *actor linkage matrix*. Analisis ini memberikan gambaran tentang peran, pengaruh, kepentingan, dan hubungan antar stakeholder. Selain itu analisis juga menemukan strategi untuk keberhasilan program berobat gratis. Strategi yang diusulkan merupakan hasil analisis terhadap peran setiap stakeholder dan menjawab kendala yang dihadapi dalam program berobat gratis. Penelitian ini menggunakan metode kualitatif. Teknik pengumpulan data melalui wawancara semi terstruktur dan analisis dokumen.

Analisis stakeholder dalam program berobat gratis mengidentifikasi 18 stakeholder yang terlibat yang berasal dari instansi Pemerintah Daerah, instansi di luar Pemerintah Daerah, masyarakat, dan fasilitas kesehatan. Stakeholder tersebut diklasifikasi menurut *power/interest matrix* yang terdiri dari *key players* (6 stakeholder), *subjects* (4 stakeholder), *context setter* (3 stakeholder), dan *crowd* (5 stakeholder). Setiap stakeholder memiliki peran masing-masing. Hubungan komunikasi, koordinasi dan kerja sama terjadi di antara para stakeholder yang diuraikan dalam *actor linkage matrix*. Dalam menjalankan peran dalam program dan hubungan antar stakeholder terungkap strategi yang dilakukan untuk mencapai keberhasilan program berobat gratis. Strategi yang telah dilakukan maupun yang diusulkan menjadi rekomendasi perbaikan terhadap kendala yang dihadapi demi meningkatkan kualitas layanan bagi masyarakat dan meningkatkan keberhasilan program berobat gratis demi mencapai UHC.

Analisis stakeholder dilakukan untuk mengetahui peranan setiap aktor, menganalisis pengaruh dan kepentingan dalam program, dan hubungan antar stakeholder dalam program berobat gratis. Setiap stakeholder menjalankan fungsinya sesuai tugas dan tujuan organisasi. Dengan perannya masing-masing para stakeholder menjadi aktor pendukung dalam keberhasilan program berobat gratis di Kabupaten Belu.

Kata kunci: berobat gratis; stakeholder; Universal Health Coverage; analisis stakeholder



ABSTRACT

The hope for good health services is the right of all people. In reality, many people do not get proper health services due to economic conditions. To overcome these problems, many countries have implemented health financing systems. One of them is the National Health Insurance in Indonesia. In addition to guaranteeing people's rights to health services, the health financing system implemented in Indonesia aims to achieve Universal Health Coverage (UHC). In order to achieve UHC, the Regional Government in Belu Regency implements a free medical treatment program for its community. This program is run to help poor people to get free health services. The high level of poverty causes people to not get proper health services. This is what encourages the Belu Regency Regional Government to implement a free medical treatment program.

This study aims to analyze stakeholders involved in the free treatment program. The stakeholder analysis carried out includes stakeholder identification, analysis of the role, influence, and interests of each stakeholder and knowing the relationship of each stakeholder involved in the free treatment program. The free medical treatment program that was carried out involved various stakeholders. The stakeholders involved are identified to find out which actors are involved and their respective roles in the program. From the results of the identification, stakeholders are classified according to their respective influences and interests in the *power/interest matrix*. The relationship of stakeholders with the free treatment program is outlined in their respective roles. The relationships between stakeholders are outlined in the *actor linkage matrix*. This analysis provides an overview of the roles, influences, interests, and relationships between stakeholders. In addition, the analysis also found strategies for the success of the free treatment program. The proposed strategy is the result of an analysis of the role of each stakeholder and answers the obstacles faced in the free treatment program. This research uses a qualitative method. Data collection techniques through semi-structured interviews and document analysis.

The stakeholder analysis in the free treatment program identified 18 stakeholders involved from local government agencies, agencies outside the local government, the community, and health facilities. The stakeholders are classified according to the *power/interest matrix* consisting of *key players* (6 stakeholders), *subjects* (4 stakeholders), *context setters* (3 stakeholders), and *crowd* (5 stakeholders). Each stakeholder has their own role. Communication, coordination and cooperation relationships occur among stakeholders described in the *actor linkage matrix*. In carrying out the role in the program and the relationship between stakeholders, it was revealed that the strategies carried out to achieve the success of the free treatment program were revealed. The strategies that have been carried out and proposed are recommendations for improvement of the obstacles faced in order to improve the quality of services for the community and increase the success of the free treatment program in order to achieve UHC.

Stakeholder analysis is carried out to find out the role of each actor, analyze the influence and interest in the program, and the relationship between stakeholders in the free treatment program. Each stakeholder carries out its functions according to the tasks and objectives of the organization. With their respective roles, stakeholders become supporting actors in the success of the free treatment program in Belu Regency.

Keywords: free medical treatment; stakeholders; Universal Health Coverage; Stakeholder Analysis