

HUBUNGAN RASIO PESERTA PER DOKTER DENGAN RASIO RUJUKAN DAN MUTU LAYANAN PESERTA JAMINAN KESEHATAN NASIONAL (JKN) PADA PUSKESMAS DI KABUPATEN KEDIRI

Latar Belakang: Variasi rasio peserta per dokter (*panel size*) pada fasilitas kesehatan tingkat pertama dalam sistem Jaminan Kesehatan Nasional (JKN) berpotensi memengaruhi *outcome* pelayanan seperti rasio rujukan dan kepuasan peserta. Kabupaten Kediri menunjukkan variasi *panel size* antar Puskesmas sehingga penting untuk mengkaji hubungan *panel size* dengan *outcome* pelayanan primer.

Tujuan: Penelitian ini bertujuan menganalisis hubungan rasio peserta per dokter dengan rasio rujukan total dan kepuasan peserta pada Puskesmas di Kabupaten Kediri.

Metode: Penelitian observasional analitik dengan desain *cross-sectional* menggunakan data sekunder tahun 2024 pada 37 Puskesmas di Kabupaten Kediri (studi populasi). Analisis hubungan antar variabel dilakukan menggunakan uji korelasi *Spearman* dengan tingkat signifikansi 0,05.

Hasil: Rata-rata rasio peserta per dokter sebesar 8.460 peserta per dokter (rentang 3.767–17.828). Rata-rata rasio rujukan total sebesar 11,73%, sedangkan rata-rata kepuasan peserta sebesar 83,99. Hasil analisis menunjukkan terdapat hubungan positif yang signifikan antara rasio peserta per dokter dan rasio rujukan total ($\rho = 0,357$; $p = 0,030$) dengan kekuatan hubungan yang lemah. Sementara itu, tidak terdapat hubungan signifikan antara rasio peserta per dokter dan kepuasan peserta ($\rho = 0,059$; $p = 0,727$)

Kesimpulan: Rasio peserta per dokter memiliki hubungan signifikan namun lemah dengan rasio rujukan total, tetapi tidak berhubungan dengan kepuasan peserta pada Puskesmas di Kabupaten Kediri.

Kata Kunci: Jaminan Kesehatan Nasional, rasio peserta per dokter, rasio rujukan, Indikator Nasional Mutu, kepuasan peserta.

ABSTRACT

THE ASSOCIATION BETWEEN JKN MEMBERS-TO-PHYSICIAN RATIO AND REFERRAL RATE AND SERVICE QUALITY AMONG PRIMARY HEALTH CENTERS IN KEDIRI REGENCY

Background: Variation in the participant-to-doctor ratio (panel size) in primary healthcare facilities under the National Health Insurance (JKN) system may influence service outcomes, such as referral rates and participant satisfaction. Kediri Regency shows variations in panel size across primary healthcare centers, making it important to examine the relationship between panel size and primary care service outcomes.

Objective: This study aims to analyze the relationship between the participant-to-doctor ratio and the total referral ratio and participant satisfaction in primary healthcare centers in Kediri Regency.

Methods: This study used an analytical observational design with a cross-sectional approach using secondary data from 2024 covering 37 primary healthcare centers in Kediri Regency (population study). The relationships between variables were analyzed using the Spearman correlation test with a significance level of 0.05.

Results: The average participant-to-doctor ratio was 8,460 participants per doctor (range 3,767–17,828). The average total referral ratio was 11.73%, while the average participant satisfaction score was 83.99. The analysis showed a significant positive relationship between the participant-to-doctor ratio and the total referral ratio ($p = 0.357$; $p = 0.030$) with weak correlation strength. However, there was no significant relationship between the participant-to-doctor ratio and participant satisfaction ($p = 0.059$; $p = 0.727$).

Conclusion: The participant-to-doctor ratio has a significant but weak relationship with the total referral ratio, but it is not associated with participant satisfaction in primary healthcare centers in Kediri Regency.

Keywords: National Health Insurance, participant-to-physician ratio, referral rate, National Quality Indicators, patient satisfaction.