

## INTISARI

Pemerintah Indonesia menyelenggarakan BPJS Kesehatan sejak Tahun 2014. Kehadiran BPJS Kesehatan ini bertujuan untuk memberikan layanan kesehatan bagi masyarakat yang telah menjadi peserta. Setiap peserta BPJS Kesehatan memiliki hak dan kewajiban layanan Kesehatan. Ternyata dalam penyelenggaraannya, BPJS Kesehatan memiliki beberapa persoalan seperti pelayanan berjenjang (rujukan) yang ribet, pasien mengantri obat lama dan sistem *online* yang masih sering mengalami gangguan.

Penelitian yang dilakukan di sebuah Rumah Sakit Umum Bhaktiningsih Charitas Klepu Kabupaten Sleman Daerah Istimewa Yogyakarta, bertujuan untuk mencari kepuasan pasien tentang pelayanan BPJS Kesehatan dengan menggunakan teori ERG (*Existence, Relatedness, dan Growth*) Clayton Alderfer. Teori Alderfer menunjukkan bahwa pemenuhan kebutuhan manusia bisa terpenuhi secara bersamaan (*simultan*) sehingga penuhannya itu mendorong seseorang bisa mencapai kepuasan terhadap pelayanan publik sebagaimana pasien BPJS Kesehatan puas tentang pelayanan kesehatan.

Penelitian ini menggunakan metode kualitatif yang didukung dengan menampilkan diagram kuantitatif yang diperoleh melalui kuesioner. Pertanyaan kuesioner disusun berdasarkan wawancara dan observasi. Telaah data dilakukan dengan menguji dan meng-*cross check* data serta memverifikasi data.

Adapun hasil penelitian ini menunjukkan bahwa pada umumnya pasien puas tentang pelayanan BPJS Kesehatan. Kepuasan pasien BPJS Kesehatan berdasarkan teori ERG (*Existence, Relatedness, dan Growth*) Clayton Alderfer itu menunjuk pada masing-masing bagian dalam teori ERG. *Pertama*, kepuasan bagian *existence* diantaranya: Pasien puas menjadi peserta BPJS Kesehatan, puas dengan sistem Gotong Royong, serta puas dengan hak dan kewajiban sebagai peserta BPJS Kesehatan. *Kedua*, kepuasan pasien BPJS Kesehatan pada bagian *relatedness* menunjuk pada kehadiran dan pelayanan dokter spesialis. *Ketiga*, kepuasan pasien BPJS Kesehatan pada bagian *growth* menunjuk pada keramahan, nasehat dan resep dokter dalam memberikan pelayanan serta kepuasan tentang kelengkapan alat medis yang ada untuk mendukung kesembuhan pasien. Selain kepuasan, pasien juga masih merasa ada pelayanan yang tidak memuaskan. Ketidakpuasan itu tentang pelayanan kesehatan seperti adanya aturan-aturan BPJS Kesehatan yang seringkali berubah-ubah, layanan berjenjang, sistem pelayanan internet (*online*), waktu pelayanan dan obat. Meskipun demikian pasien tetap merasakan manfaat pelayanan BPJS Kesehatan maka pasien tetap berharap BPJS Kesehatan terus berlangsung dalam memberikan layanan kepada masyarakat dan menghendaki adanya peningkatan pelayanan agar semakin memberikan kepuasan bagi masyarakat, khususnya peserta BPJS Kesehatan.

Kata Kunci: BPJS Kesehatan, Pelayanan Kesehatan, Kepuasan Pasien, Teori ERG (*Existence, Relatedness, dan Growth*)

## ABSTRACT

Indonesian government has organized BPJS (Social Insurance Administration Organization) particularly for health insurance since 2014. The presence of this insurance aims to provide health services to the people who have become participants. Each participant has rights and obligations in health services. It turned out that in its implementation, BPJS for health insurance has several problems such as complicated tiered (referral) services, slow-moving pharmaceutical services so that patients should be queuing up, and the online systems which are possibly disrupted up to the present time.

The research conducted at Bhaktiningsih Charitas Klepu General Hospital, Sleman District, Special Region of Yogyakarta, aims to find the patient's satisfaction about BPJS particularly for Health services using Clayton Alderfer's ERG theory (Existence, Relatedness, and Growth). Alderfer's theory shows that human needs can be fulfilled simultaneously (simultaneous) so that it encourages a person to achieve his/her satisfaction with public services as well as each of them feels satisfied by the services.

This study used qualitative methods supported by displaying quantitative diagrams which was obtained through questionnaires. Questionnaire questions were prepared based on interviews and observations. Data analysis was conducted by testing, cross-checking and verifying the data.

The results of this study indicated that the patients were generally satisfied about BPJS Health services. The satisfaction of BPJS Health's patients based on Clayton Alderfer's ERG (Existence, Relatedness, and Growth) theory pointed to each part in the ERG theory. Firstly, the satisfaction of the part of existence includes the satisfaction of patients in being the participants of BPJS Health, the satisfaction of the patients with the system gotong royong (*Mutual Cooperation system*), and the satisfaction of the patients with the rights and obligations as the participants of the BPJS Health. Secondly, the satisfaction of BPJS Health patients in the relatedness part referred to the attendance and service of specialist doctors. Thirdly, the satisfaction of BPJS Health patients in the part of growth pointed to the hospitality, the advice and the prescriptions in providing services and the satisfaction about the completeness of available medical devices to support patient recovery. However, patients also still felt that there was a service that was not satisfying. The dissatisfaction was about the health services such as the frequently changing of BPJS Health rules, tiered services, internet service systems (online), service times and medication. Nevertheless, the patients still felt the benefits of BPJS Health services, so they still expected that BPJS Health continued to provide services to the community and required the improvement in services to provide more satisfaction for the community, especially for the BPJS Health participants.

Keywords: BPJS Health Insurance, Health Services, Patient's Satisfaction, ERG Theory (Existence, Relatedness, and Growth).



**Kepuasan Pasien Tentang Pelayanan BPJS Kesehatan di Rumah Sakit Umum Panti Bhaktiningsih Charitas**

**Klepu Kabupaten Daerah Istimewa Yogyakarta**

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