

**GAMBARAN PENGETAHUAN DAN SIKAP PETUGAS SERTA  
PERSEPSI PASIEN TERHADAP PELAYANAN RAWAT JALAN  
JAMINAN KESEHATAN NASIONAL DI PUSKESMAS KABUPATEN  
KENDAL TAHUN 2015**

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**ABSTRAK**

Jaminan Kesehatan Nasional adalah satu bentuk perlindungan social dibidang kesehatan untuk menjamin pemenuhan kebutuhan dasar kesehatan yang layak melalui penerapan system yang terkendali. Tujuan penelitian ini adalah untuk mengetahui gambaran pengetahuan dan sikap petugas serta persepsi pasien terhadap pelayanan rawat jalan Jaminan Kesehatan Nasional di Puskesmas Kabupaten Kendal Tahun 2015. Jenis penelitian ini menggunakan desain penelitian analisis deskriptif dengan pendekatan cross sectional, dan teknik sampling menggunakan exidental. Metode pengumpulan data dilakukan menggunakan angket dengan instrument berupa kuisisioner. Populasi penelitian ini adalah petugas loket pendaftaran Puskesmas Kabupaten Kendal sebanyak 56 dan 280 pasien Jaminan Kesehatan Nasional yang berkunjung di pendaftaran selama penelitian ini berlangsung.

Dari hasil penelitian menunjukkan diketahui bahwa sebanyak 69,6 % petugas loket mempunyai tingkat pengetahuan yang cukup baik, sebanyak 19,6 % petugas loket mempunyai tingkat pengetahuan yang sangat baik dan sebanyak 10,7 % petugas loket mempunyai tingkat pengetahuan yang kurang baik. Selanjutnya diketahui bahwa sebanyak 67,9 % petugas loket mempunyai sikap sangat mendukung program JKN, sebanyak 23,2 % petugas loket mempunyai sikap yang cukup mendukung program JKN dan sebanyak 8,9 % petugas loket mempunyai sikap yang kurang mendukung program JKN. Dan presentase pasien yang mempunyai persepsi cukup baik pada petugas pelayanan loket sebanyak 54,3%, sebanyak 21,4 % pasien mempunyai persepsi yang sangat baik terhadap pelayanan loket, dan sebanyak 24,3 % pasien mempunyai persepsi kurang baik terhadap pelayanan loket.

Kata Kunci : Jaminan Kesehatan Nasional, Puskesmas, Pengetahuan, sikap petugas, dan persepsi pasien

**Description of knowledge and attitudes of services officers and patients perception of outpatient services with national health insurance in Public Health Center of Kendal District 2015**

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**ABSTRACT**

National health insurance is a form of social protection in the fields of health to ensure the fulfillment of basic health needs through the application of worthy of a controlled system .The purpose of this research is to find the image of knowledge and attitudes and perceptions of the patients on outpatient services health center district national health insurance in kendal 2015

This kind of research using design research descriptive analysis with the approach of cross sectional , and use sampling techniques exidental .Data collection method poll conducted using with kuisioner of instrument .The population of this research is the registration counter health center district kendal as many as 56 and 280 patients national health insurance that visit in registration for research in this

From the research showed seen that as many as 69,6 % the counter officers to have a knowledge is a good enough , as many as 19.6 % the counter officers to have a knowledge is quite good and as many as 10.7 % the counter officers have a lack of knowledge either .Next seen that as many as 67,9 % the counter officers have attitude has very much supported the nhi program , as many as 23,2 % officers the counter has a gesture that enough support the scheme and thus as many as 8.9 % officers the counter has a gesture that less supportive nhi program .And the percentage patients who have perception good enough on the counter services officer 54,3 % as much as , as many as 21,4 % of patients have perception that very good to the public the counter , and as many as 24,3 % of patients have perception not quite so well to the counter service .

**Keyword** : national health insurance, public health center, knowledge, attitude.