

## **HUBUNGAN PENGETAHUAN PASIEN DAN PRAKTIK PETUGAS PASIEN BPJS DENGAN WAKTU PELAYANAN RAWAT JALAN DI LOKET DI RSUD Dr. ADHYATMA, MPH SEMARANG TAHUN 2016**

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### **ABSTRAK**

Badan Penyelenggara Jaminan Sosial adalah salah satu badan hukum publik yang bertanggungjawab dan berfungsi menyelenggarakan program jaminan kesehatan bagi seluruh penduduk Indonesia termasuk orang asing yang berkerja paling singkat 6 (enam) bulan di Indonesia. Berdasarkan hasil survey awal terhadap 10 pasien, diperoleh 30% sudah memahami tentang BPJS, dan 50% praktik petugas kurang baik terhadap pelayanan diloket rawat jalan. Tujuan penelitian adalah mengetahui hubungan pengetahuan pasien dan praktik pasien BPJS dengan waktu pelayanan rawat jalan diloket RSUD Dr. Adhyatma, MPH Semarang Tahun 2016.

Jenis penelitian ini menggunakan metode kuantitatif yaitu dengan mengamati secara langsung kegiatan yang dilaksanakan dengan pendekatan cross-sectional, dan teknik sampling menggunakan accidental sampling. metode pengumpulan data dilakukan menggunakan instrument kuesioner. Jumlah sampel ada 86 pasien rawat jalan yang sedang melakukan pendaftaran diloket. Uji statistic menggunakan uji korelasi Chi Square Hasil penelitian menunjukkan pasien dengan umur paling muda 18 tahun (5.8%) dan paling tua 50 tahun (4.7%) dengan pendidikan rata-rata Sarjana (54.7%), dan menggunakan kartu BPJS jenis Mandiri (74.4%) dan sudah pernah mendapatkan informasi tentang BPJS sebanyak (55.8%). pengetahuan responden tentang Badan Penyelenggara Jaminan Sosial sudah baik yaitu (72.1%), dan (76.7%) persepsi responden terhadap pelayanan diloket baik, dan ada hubungan antara Pengetahuan Pasien Rawat Jalan RSUD dengan Waktu dengan p-value 0,000. dan ada hubungan antara Praktik petugas Pasien BPJS dengan Waktu dengan p-value 0,000.

Berdasarkan penelitian diatas, maka diperlukan ada nya sosialisasi oleh pihak BPJS terhadap masyarakat dan poster atau spanduk tentang hak dan kewajiban khususnya pelayanan rawat jalan disekitar loket pendaftaran, monitoring oleh kepala unit rawat jalan terhadap kinerja petugas loket pendaftaran, melalui kebijakan timer management sebagai berikut penerapan SOP waktu pelayanan loket rawat jalan <10menit.

Kata Kunci : Pengetahuan, Praktik petugas, BPJS, Waktu pelayanan

**CORRELATION OF PATIENT'S KNOWLEDGE AND PRACTICES  
OFFICER BPJS TO SERVICES TIME IN OUTPATIENT HOSPITAL OF  
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**ABSTRACT**

Social Security Agency is a public legal entity responsible for organizing and functioning health insurance program for the entire population of Indonesia, including foreigners who work at least 6 (six) months in Indonesia. Based on the results of the initial survey of the 10 patients, 30% had gained understanding about BPJS, and 50% practice less well to service personnel in outpatient. The aimed of the study was to determine the relationship of patient knowledge and practices of officer BPJS to service time in outpatient Hospital of Dr. Adhyatma, MPH Semarang 2016.

This study was a quantitative method which to observe directly the activities carried out by the cross-sectional approach, and the sampling technique used accidental sampling. Method of data collection was done using a questionnaire. The number of samples there were 86 outpatients who were registering. Statistical test Chi Square correlation test was performed to data analysis.

Results showed youngest patients with the age of 18 years old (5.8%) and the oldest 50 years old (4.7%) with the average education was Bachelor (54.7%), and using the card BPJS types Mandiri (74.4%) and have had been getting information about BPJS as many (55.8%). knowledge about Social Security Agency had been good, (72.1%) and (76.7%) respondents' perceptions of service in outpatient counter were good, and there was a relationship between knowledge outpatient Hospital with time with p-value of 0.000. and there was a correlation between the practice of officers BPJS Patients with Left with a p-value of 0.000.

Based on the study above, it is necessary to dissemination by the BPJS towards society and posters or banners on the rights and obligations particularly outpatient services around the registration booth, monitoring by the head of the outpatient department of the performance of the clerk of registration, through policies timer management following the implementation of SOP outpatient service time counter less than 10 minutes.

Keyword : Knowledge, practice officers, BPJS, service time