


Quality Of Patient Care For Health Insurance Participants Community At Empagae Health Center Sidenreng Rappang District

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Article Info	Abstract
Keywords: Service Quality, Jamkesmas Program.	The title of this study is The Quality of Jamkesmas Members' Health Service at Empagae Public Health Center, Sidenreng Rappang Regency, South Sulawesi. The purpose of this study is to give the understanding about public health service through the program of Jamkesmas as there are still many citizens complaining about the quality of the service given by Empagae Public Health Centre in order to enhance the quality of further health service to be more effective. This study uses the analytical descriptive method with the qualitative technique in the data processing. In this study, the public health service covers four aspects including the easiness in dealing with the problem, getting the appropriate service, getting the equal treatment, getting the transparent and honest treatment. The result of the analysis shows that there is a lack of clear instructions, the honesty, the security, and the equality of giving the treatment by the officers to the patients of Jamkesmas.
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INTRODUCTION

Based on Law No. 17 of 2023 concerning Health, Article 3 that states that Health Management aims to: (a) improve healthy living behavior; (b) improve access to and quality of Health Services and Health Resources; (c) improve effective and efficient management of human resources; (d) meet the needs of the community for health services; (e) improve health resilience in the face of outbreaks or outbreaks; (f) ensure the availability of sustainable and sustainable health funding and be managed transparently, effectively, and efficiently; (g) realize the development and utilization of sustainable health technology; and (h) provide protection and legal certainty for patients, health human resources, and the community.

Health protection has been followed up by the state through short-term policies, one of which is in the form of social assistance in the form of the Community Health Insurance Program (Jamkesmas). In an effort to implement an effective and efficient program, the government has created a policy on the Community Health Insurance Program or abbreviated as JAMKESMAS, which aims to increase the coverage of the poor by obtaining health services at Puskesmas and their networks and in hospitals, as well as improving the quality of health services for the poor.

Under the 1945 Constitution of the Republic of Indonesia and the law, the Ministry of Health has been implementing a social health insurance program since 2005. Jaminan Pemeliharaan Kesehatan bagi Masyarakat Miskin (JPKKM)/Askeskin, as well as Jamkesmas all have the same objective of guaranteeing health services for the poor or underprivileged using the principle of social health insurance.

Services in the health sector are one of the forms of service most needed by the community. It is not surprising that the health sector needs to always be addressed in order to provide the best health services for the community, the health services in question are certainly in a fast, precise, cheap and friendly service process. Whether or not the quality of service is determined by the suitability of actions with process standards (Azrul Azwar, 2011: 60).

The quality of the free health service program is seen or observed from the process of providing services, it can be seen from the six indicators (public services) which are existing sub-indicators, as stated by the theory of L. Poltak Sinambale, namely public services are basically to achieve satisfaction that is required excellent service quality which is reflected in Transparency, Accountability, Conditional, Participatory, Equality of rights, balance of rights and obligations "(L. Poltak Sinambale, 2002: 6).

Thus the needs of service recipients must be met by the service provider so that the service recipients are satisfied. For this reason, an understanding of the conception of service quality is needed. Service quality is defined as the level of excellence expected and control over that level of excellence to meet customer desires. (Wyckof in Tjiptono, et al, 1996: 59). The Community Health Insurance Program as intended in Article 1 refers to the principles of being managed nationally, non-monetary, portability, transparency, efficiency, and effectiveness.

Based on the description of the problem, the researcher conducted a study with the title: "Quality of Health Administration Services for Jamkesmas Participants in the Inpatient Room at Puskesmas Empagae, Sidenreng Rappang Regency". The formulation of the problem is presented to explain the objectives contained in this study, especially so that this research is in accordance with the previously set targets, the formulation of the problem is how the quality of patient services for Jamkesmas participants at the Empagae Health Center, Sidenreng Rappang Regency. According to Moenir (2008: 41) that:

Everyone always wants good and satisfying service, satisfying it includes: The existence of convenience, namely everything must be handled quickly, reasonable behavior, namely behavior followed by friendly, polite and earnest behavior, the same behavior, namely behavior that cares for each other and pays attention to each other regardless of existing differences, honest and frank, namely behavior that is open and accessible to all parties in need and is provided adequately.

This study aims to examine the convenience of health services for Jamkesmas patients at Empagae Health Center in Sidenreng Rappang Regency which is described as follows: (1) to examine reasonable health services for patients participating in JAMKESMAS, (2) to examine equal health services, without favoritism for patients participating in

JAMKESMAS, (3) to examine honest and frank health services for patients participating in JAMKESMAS at Puskesmas Empagae, Sidenreng Rappang Regency.

Theoretically, this research is useful for understanding problems in the quality of public health services, as well as being information material for writers and State Administration and Health Sciences. Practically, the results of the study can be used as information for the Puskesmas in planning and making policies to improve the quality of public health services at the Empagae Puskesmas.

Some previous researchers who examined Jamkesmas include Azan (2011) in Handayani (2010), The results showed that most informants stated that the services provided by the Puskesmas to patients participating in Jamkesmas had not provided satisfactory services due to facilities and medical devices that were still lacking compared to community needs, and were not in accordance with established work standards.

METHODS

This research uses a descriptive type, which is a type of research that reveals and describes problems according to reality (*das sein*) and not as it should be (*das sollen*). In line with the opinion expressed by Hadari Nawawi (2003: 63), that: "Descriptive method can be interpreted as a problem-solving procedure that must be investigated by describing / describing the state / subject / object of research (a person, institution, society and others)". The research location is at Empagae Health Center, Sidenreng Rappang Regency. with the consideration that the Puskesmas has problems regarding the services provided to Jamkesmas holders. And the health center is the only one in Watang Sidenreng District.

According to Moleong (2000: 165) "A study in qualitative research has actually signaled the determination of Purposive, namely the researcher determines for himself the people who will be the subject of a qualitative research study unit". To obtain data and a more concrete, complete and objective picture of the problem under study and in accordance with the research objectives, the researcher determines the research subjects as follows: Head of the Puskesmas, Head of the Inpatient Room, Jamkesmas Program manager, patients. The reason for choosing them as informants is because they are related to the problem under study and were given questions related to the problem in the field.

The purposive sampling technique is the selection of subjects who are in the best position to provide the information needed (Ulbar Silalahi 2009: 272). This purposive sample is used in determining the number of research informants. There are three data collection techniques in this study, namely: Observation technique by conducting direct observation or going directly to the location by observing and recording everything in the form of data or information related to the problem under study, interview technique, which is carried out by means of direct question and answer or face to face with employees who are considered to play a role in the object of this research. The author conducts in- depth interviews or questions and answers directly with sources or informants who are determined in accordance with the criteria and objectives of the study as well as various parties as sources of information who are considered to know clearly about the Quality of Health Services for Patients participating in Jamkesmas at the Empagae Health Center, Sidenreng Rappang

Regency. For this reason, research instruments were prepared, namely in-depth interview guidelines with predetermined informants, documentation techniques, documentation in the form of data collection tools in the form of photocopied files and summary notes used by the author to record the results of interviews.

In the process of analyzing qualitative data, the data that emerges is in the form of words and not a series of numbers. Data are collected in a variety of ways (observations, interviews, document digests, tape recordings), which are usually processed before use, but qualitative analysis still uses words which are usually arranged in expanded text. Analysis in this view includes three streams of activities, namely data reduction, data presentation, and conclusion drawing (B. Milles and Huberman, 2014).

The data analysis technique used is data reduction (Data Reduction). Data obtained from the field is recorded carefully, analyzed through data reduction. Then presented (Data Display). In qualitative research, data presentation is carried out in the form of brief descriptions, charts, relationships between categories, flowcharts and the like. Furthermore, verification /conclusion drawing is carried out. The third step in qualitative data analysis is conclusion checking and verification. The initial conclusions put forward are still temporary and will change if no strong evidence is found that supports the next stage of data collection. But if the conclusions put forward at an early stage are supported by valid evidence, the conclusions put forward are credible conclusions. Furthermore, the data validity method is carried out by means of validity based on Sugiyono (2008: 267) is the degree of accuracy between the data that occurs on the object, research with data that can be reported by the author of the data validity test in qualitative research.

Quality of Public Health Services at Empagae Health Center

Ease of Providing Health Services

The ease of providing health services to the community is needed by the community in order to achieve time efficiency which has an impact on the quality of service. Everything must be handled quickly, because slow and indifferent procedures or attitudes of officers can pose a huge risk, for example death. Complaints from patient families to the puskesmas, especially inpatients, especially those who feel difficulties in fulfilling these procedures.

Reasonable Behavior in Providing Health Services

Common behaviors in daily life can be found around our homes. The behavior of helping each other, helping, greeting, and socializing are some of them. Acceptable behavior is a person's behavior to provide something that is acceptable in society. For example, the behavior of advising with rational and acceptable advice and reminding each other of simple things in simple life. Therefore, reasonable behaviors such as friendliness, politeness and sincerity must be applied in providing services in order to build a good image in the community and have an impact on public enthusiasm for treatment.

No favoritism in Providing Health Services

Given the different backgrounds of individuals, it is natural to form groups in society. However, in front of Allah SWT, all humans are the same. However, there are still many government officials who serve the community based on status, the strong will oppress the weak, whereas peace in the world will occur if every human being cares and pays attention

to each other regardless of status, position, ethnicity, race, religion and all the differences that exist.

Honest and Straightforward in Providing Health Services

Based on Law Number 25 of 2009 concerning public services, article (1) Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and / or administrative services provided by public service providers. The importance of transparent public services in a public service is very important along with the increasing demands of the community for service needs to always develop excellent forms of service in the process of organizing community services. In other words, the government or service providers at every level, especially at the layer that is in direct contact with the needs of the community, officers are required to be open or transparent and have a space that can be accessed by service recipients to various sources of information in an institution.

CONCLUSION

According to the results of the study, it can be concluded that the quality of service at the Empagae Health Center is still low. The low quality of service provided is caused by convenience, reasonable behavior, the same behavior, and openness in the service process provided is still not optimally felt by the community, this condition can be seen from: the lack of polite, friendly behavior and the lack of cleanliness in the inpatient room, the lack of attention received by patients from health workers, especially nurses, there are still elements of nurses who act unfairly, less concerned about patients and families of patients and the lack of honesty and openness in the service of patients participating in Jamkesmas. Services that meet quality standards are services that are in accordance with community expectations and satisfaction based on laws and regulations. To achieve quality standards, it is necessary to make improvements in services at the Empagae Health Center in order to lead to satisfactory service quality, namely health workers need to provide services to patients participating in Jamkesmas by paying attention to the needs and interests of patients or providing easy service, reasonable behavior, the same behavior in serving in order to build a good image in the community which has an impact on the enthusiasm of the community to seek treatment at the Puskesmas. Similarly, the cleanliness and safety of the environment is also very important to pay attention to in order to create a comfortable and calm atmosphere, giving a warning to the janitor (*Cleaning Service*) to always clean the environment and patient rooms at any time in order to give the impression of cleanliness at all times, the need for security officers to control each room in the inpatient section of the Puskesmas.

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