

FAKTOR-FAKTOR YANG BERHUBUNGAN DENGAN KEPUASAN PESERTA PT
ASKES TERHADAP KEBIJAKAN IUR BIAYA DI PELAYANAN RAWAT INAP RSUD
DR AGOESDJAM KABUPATEN KETAPANG

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PT (persero) Asuransi Kesehatan Indonesia sebagai badan penyelenggara asuransi kesehatan tidak hanya mempunyai kewajiban memberikan jaminan pemeliharaan kesehatan secara paripurna sesuai standar pelayanan kesehatan berlaku, juga kewajiban meningkatkan kualitas pelayanan kesehatan bagi Pegawai Negeri Sipil dan Penerima Pensiun. Iur biaya adalah pembebanan sebagian biaya pelayanan kesehatan kepada peserta dan atau anggota keluarga. Berdasarkan SK Bupati No. 230/2004 tentang besarnya iur biaya tiap jenis pelayanan dan Surat Perjanjian Rumah Sakit dengan PT Akes(Persero) tentang tarif pelayanan kesehatan bagi peserta Askes sosial. Rumah sakit dan PT Askes tidak pernah mengevaluasi adanya kebijakan iur biaya. Tujuan penelitian untuk mengetahui faktor-faktor yang berhubungan kepuasan peserta PT Askes terhadap kebijakan iur biaya di pelayanan rawat inap RSUD Dr. Agoesdjarm Kabupaten Ketapang. Jenis penelitian adalah *explanatory research* dengan pendekatan *cross sectional*, responden untuk mengisi angket, angket telah di uji validitas dan reliabilitas RSUD Ungaran, Kabupaten Semarang. Adapun hasil penelitian menunjukkan responden umur 18-55 tahun sebanyak 72,9%, jenis kelamin laki-laki sebanyak 56,5%, pendidikan lanjut sebanyak 85,9%, penghasilan rendah sebanyak 48,2%, kelas II perawatan sebanyak 75,3%. Pengetahuan tentang iur biaya cukup sebanyak 56,5%, sikap iur biaya cukup sebanyak 65,9%, dan kepuasan terhadap biaya yang puas sebanyak 64,7%. Hasil uji hubungan umur, jenis kelamin, pendidikan tidak ada hubungan, sedangkan penghasilan, kelas perawatan, pengetahuan tentang iur biaya dan sikap tentang iur biaya ada hubungan terhadap kepuasan peserta PT Askes terhadap kebijakan iur biaya di pelayanan rawat inap RSUD Dr. Agoesdjarm Kabupaten Ketapang membuat dan merencanakan obat sesuai kebutuhan, bagi Peserta PT adalah peserta berupaya mengetahui hak dan kewajiban dan bagi peneliti lain adalah melakukan penelitian study kualitatif tentang kepuasan pelayanan PT. Askes.

Kata Kunci: Iur biaya, PT. Askes, Kepuasan

*SOME FACTORS RELATED TO SATISFACTION OF PT ASKES PARTICIPANTS
IN POLICY OF COST SHARING AT IMPATIENT SERVICE OF DR. AGOESDJAM
PUBLIC HOSPITAL OF KETAPANG*

PT (persero) Asuransi Kesehatan of Indonesia of health insurance do not only having obligation to give health keepng quarantee completely according to applied health service standard, also had to improving health service quality to Public Civil Servant and the pensioners. Cost sharing was a charging of health service expense to its participants and their family members. According to decree of regent No. 230/2004 about amount of cost sharing for every service type and the contract agreement between hospital and PT Askes (persero) about tariff of health service for participants of social health insurance. The hospital and of PT Askes have never evaluating of satisfaction of this policy. This research aimed to know some factors to patient satisfaction in policy of cost sharing of PT Askes participant at impatient unit of Dr Agoesdjam Public Hospital (RSU) of Ketapang. The research type is explanatory research with cross sectional approach with 85 responders to filling questionnaire, which this questionnaire prior tested its validity and reliabilities in Ungaran Hospiatal Semarang. Result of research indicates that from 85 responders, most of responders have age 18-55 years (72.9%), male (56.5%), second education (85.9%) low earnings (48.2%), treatment in second class (75.3%), suffientlyknowledge about cost sharing (56.5%), suffient of attitude about cost sharing (65.9%) and satisfied about cost sharing policy (64.7%). Result of correlation test of age, sex, and education is there no a correlation, while of earnings, treatment class, knowledge and attitude of cost sharing there is a correlation to patient satisfaction about cost sharing policy of PT Askes participants in impatient service of Dr. Agoesdjam Public Hospital of Ketapang. It is suggesting for PT Askes to improving knowledge of participant about their right and obligations, controlling compliance of doctor in prescribing according to DPHO, for the hospital to make and prescribing of medicine according to needs, and for other researchers to make qualitative research concerning satisfaction of PT Askes services

Keyword : cost sharing, PT. Askes, satisfaction