

Effectiveness Of Healthcare And Social Security Agency (BPJS) Service In Public Hospital North Buton Regency

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Abstract: Healthcare and Social Security Agency (BPJS) Program is addressed to provide protection for all levels of community in order to obtain health in an equal manner but in fact, not all levels of community can obtain its benefits. This research discusses on an issue of Effectiveness of Participation Service of Healthcare and Social Security Agency (BPJS) Program in Public Hospital North Buton Regency by using descriptive qualitative approach in describing effectiveness of Healthcare and Social Security Agency (BPJS) Program service in Public Hospital North Buton Regency. Results of the research show that there is yet any effectiveness of Healthcare and Social Security Agency (BPJS) service related to the participation caused by lack of socialization and different political choices.

Index Term: Health BPJS, Participation, Socialization, Political Choices

1. INTRODUCTION

Health problems are defined as a shared responsibility of both government and the community. Health problems in the community will influence on the development of a country and will cause economic losses. The government is required to have an ability to create a quality health service system. Health serves an important role in people's lives, since health is an asset for body, soul, and social welfare by each individual. The government always attempts to improve the quality of public health by using social security. This social security is a form of social protection organized by the government that is useful to guarantee the citizens or the community to meet their basic needs of a decent life. This social security program was started from Jamkesmas, Jamkesda, ASKES and a new government program called as Healthcare and Social Security Agency (BPJS). Law Number 24 of 2011 concerning BPJS forms two Social Security organizing bodies, namely Health BPJS and Employment BPJS. In January 1st, 2014, the government in the Healthcare and Social Security Agency (BPJS) implemented the National Health Insurance (JKN) policy. JKN is a health service program by the government that was managed by the Social Security Administration Agency. Health BPJS is a State-Owned Enterprise that has been transformed into a Public Legal Entity that is assigned specifically by the government to provide health insurance for all Indonesian people. This program serves a number of level of community. The Health BPJS is addressed to provide protection to all levels of community in order to obtain health access in an equal manner. Implementation of health program is continuously improved, since there are increasing number of participants of Health BPJS, partners of Health BPJS or health facilities such as hospitals, community health centers, clinics and doctors. The existence of this Health BPJS national health insurance program is greatly serviceable for the community in order to

ease treatment costs, so currently, there are many patients using health BPJS service; one of which is in Hospital. In the implementation of its service, there are many people from the community cannot obtain the service of Health BPJS

2 THEORITICAL STUDY

2.1 Management of Public Service

In the context of democracy, public service is seen as a share role and responsibility or duty and obligation. This is as said by Denhardt & Denhardt (2003: 53) that "clearly the idea of civic virtue, at least in the democratic ideal, incorporates the notion of service to the public. For this reason, discussion of democratic theory must attend to the roles and responsibilities or the duties and obligations of citizenship" From the views of Denhardt & Denhardt, it can be drawn in a number of essences related to the concept of public service management, namely: first, public services are carried out for the benefit of all nations or all citizens; second, public services are related to the roles and responsibilities of the government; third, involvement of citizens in public services is a mirror of democratic service. In other words, the involvement of citizens in the implementation of public services is not meant as "the government lets off its responsibility" in the service, but the government is positioned as a regulator while providing domains (arenas or spaces) for citizens to participate. Thus, it is deniable that public management serves as the main factor in the administration of the state, since this factor is a determinant of the achievement of state objectives. That means that government management is placed as an effort realized in various government activities that cover various aspects of life and livelihoods of citizens and their communities. Kristiadi as in Waluyo (2007: 119) argued, "the most dominant task of government is to provide public goods and provide public services, for example in the fields of education, social welfare, health, protection labor, agriculture, security, and others"

3 RESEARCH METHOD

This research is a qualitative descriptive method using primary data and secondary data. Secondary data were obtained directly from public Hospital of North Buton Regency, Health Office of North Buton Regency, BPJS Branch Office of North

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Buton Regency. Whereas the primary data were obtained from interviews directly from BPJS Health patient informants, health workers and hospital leaders. Data analysis in this study used qualitative data analysis with interactive model of analysis steps such as those developed by Miles, Huberman and Saldo (2014: 33) with procedures: data condensation, data presentation, drawing conclusions or verification

4 RESULT AND DISCUSSION

The implementation of BPJS Health in North Buton Regency is still not fully effective, this is due to the discovery of community members who have not been registered as BPJS Health participants due to lack of socialization and differences in political choices. Indeed, poor people must enter as members of BPJS Health because poor people are the main conditions as BPJS Health participants. In addition, implementation of the Health BPJS is one form of state service to the community, especially the poor. Basically, state services with public goods are often not in accordance with their basic objectives to improve the quality of people's life. The provision of public services to the community is basically caused by inability of the community to serve themselves related to high level of required costs. Lonsdale and Enyedl, as quoted by Zauhar (2001: 4), defined that "public service is as something made available to the whole population, and it involves things that people cannot normally provide for themselves. By referring to the opinion above, the state should be responsible for the needs of its people and can ensure the availability of public services in all sectors so that the needs of the community are served quickly. It is not only about lack of socialization, there is another problem in Health BPJS participant in North Buton, namely about political choices. Problems on political choices are often found in scale of Village. It means that political opponents of Head of Village in Election of Head of Village are automatically considered as the party which will not be served as the Health BPJS. Such group will not be registered by the Head of Village and the group as the political opponents of the Head of Village will be reluctant to meet the Head of Village to propose as the participants of the Health BPJS. In the context of service, there should not be any classification in the implementation of service related to Health BPJS participation. Whether they are political opponents or not, they are the people with rights to obtain service from the government. According to an opinion by Thoha (1995:45), Service is an effort taken by one person or group/ institution to provide assistance or easiness to the community in order to achieve certain goals. The opinion given by Thoha does not mean that the service is given only to certain or sepcific community but to all levels of community in general. Thus, the participants of Health BPJS in North Buton Regency are all poor people and not polarized by political choice in the community especially in the village community. Lack of socialization given by the government and high level of political intervension in the implementation of Health BPJS service to the community greatly influence on Health BPJS participants. There are some people who should be the participants of the Health BPJS but they cannot be the Health BPJS members only caused by the absence of information related to the Health BPJS. Also, there are also a number of people who should be the participants of the Health BPJS but they cannot be the Health BPJS members only caused by their existance of not in the side of the Head of Village. It means that any groups excluding in the side of the Head of Village cannot be registered as the

Health BPJS members. Indeed, a service provided by the government must not be interfered with by politics. Basically, a policy to provide services to the community is inseparable from political process. But, the political process as referred to in the study of public administration is not related to classification in who will be served. The political process in question is how the government lobbies the legislature in encouraging policies made by the government. If public services are approached from a political standpoint, according to Bovaird and Löffler (2007 h 8) it was interpreted as "are those which are important for the re-election of politicians, or, more realistically, of political parties. Where a service is important in political decision making, then its 'publicness' must be respected and it should be subject to political influence. Definition of public service is then conceptualized definitively by Bovaird and Löffler (2003:8) which then said that "focus on all those goods where providers are placed under a 'public service obligation' when they are given the right to supply the service.... as a public service all those service in which parliament has decreed a need for regulation" The above view technically said by Robert Pranger as in Denhardt & Denhardt (2003:49) that "argues that much of what is termed 'politics' today is actually "power politics", lagerly concerned with the activities of leaders, officials, and other power holders in society. Pranger contrasts this orientations to an alternative, the politics of citizenship or the "politics of participation" Politics in political science and politic in public administration study are certainly different. In administration study, product of Health BPJS service policy product should be felt by the community in general, not only by certain groups related to the power owned, but it should be felth by all people in North Buton. A program can be said to be successful in giving service is inseparable from the level of its effectiveness in implementing the service program. It is also for the effectiveness of BPJS service in North Buton. To determine the level of Health BPJS service implementation in North Buton Regency, then we can see from its effectiveness aspect. Some experts argue on effectiveness, such as Miller in Tangkilisan (2005) said that: "effectiveness be define as the degree to which a social system achieve its goals. Effectiveness must be distinguished from efficiency. Efficiency is meanly concern with goal attainment. Referring to the aforementioned definition, based on field findings related to BPJS Health public services in North Buton Regency, it can be seen at a glance that the service is not yet optimal because many people still complain about the service mechanism. Furthermore, according to Bastian in Tangkilisan (2005), it states that effectiveness is the relationship between output and objectives, in which effectiveness is measured based on the level of output, policies and procedures of the organization to achieve the established goals. This means that effectiveness can be seen through the achievement of results which are then adjusted to the planned goals. If we refer to the Bastian view which attempts to compare achievement of results and objectives, the implementation of the Health BPJS in North Buton Regency, the mechanism of implementation is not in accordance with the expected results. This can be seen from inaccessibility of BPJS user community and organizational mechanisms showing not optimal work. For example in terms of membership, there are still many people who should be members of BPJS Health services, instead they do not obtain the BPJS Health services. Political intervention in the implementation of a policy mainly related to the service of

public goods such as BPJS Health services will influence on the implementation of its services. Many people who should be eligible to become BPJS health participants in North Buton Regency, in fact they cannot receive BPJS Health services. Political intervention in the implementation of a service is inevitable. Politicians see the implementation of a service from the political side. This means that politicians see a service as a political infrastructure that will benefit them politically. Support for politicians who can manage services well will get their support and great sympathy from the community. There should be a role of government as a service provider when a service is consumed by politicians with the aim of personal interests and supporters. The presence of the state is to ensure that in the implementation of a service, all citizens are required to get the services they want without any political polarization. This means that all people have the same right to obtain BPJS Health services. Government involvement in managing a public service will certainly make people have sympathy for the government. In addition, the service user community will feel the presence of the State in government. Regarding the Health BPJS membership in North Buton Regency, there are still many who have not felt the service. In addition to the political factors as stated earlier, there is also lack of socialization taken by the government. The government should be obliged to distribute BPJS Health information to the community, especially for the poor and to the government at the lower levels such as heads of districts, heads of village and others. If government officials at lower levels have knowledge related to BPJS Health in North Buton Regency, then they can socialize to the public so that it can realize possibility of reaching BPJS Health participants in North Buton Regency. The community involvement at the lower level will ease the tasks of the authorities, especially BPJS Health employees. In addition, there should be government involvement at the lower level such as District and Village levels since most BPJS users are in the two levels of government. And the most problems found related to BPJS membership are found in the levels of District and Village. Out of the two levels of government, between district and village, the most problems are found in the village level

5 CONCLUSION

BPJS Health participants in North Buton Regency are still influenced by political factors, which there are some not registered BPJS Health participants as the BPJS Health participants due to differences in political choices. The difference in political choices between the community and the village government gives an impact on community service. The community should have participated in the Health BPJS service but they cannot be registered since they are not in a side with the political choices of the village government. It implies that BPJS Health membership as the public services is only for those who are aligned with the Village Government. In addition, the issue of BPJS Health membership is also caused by lack of socialization given by government concerning the BPJS Health. There are still many people in North Buton Regency who do not know or do not understand related to BPJS Health membership mechanism

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