



Sosial Security Administering Body (BPJS) Services and Utilities - Scope Review for Patients Privacy Concern in Sibolga City

Benri Situmorang^{1*}, Tukimin Bin Sansuwito², Regidor III Dioso³, Herlina⁴

¹Lecturer of Diploma Nursing Study Program, Government Nursing Academy of North Tapanuli

^{2,3}Lecturer Lincoln University College

⁴Lecturer of Public Health Science Study Program, STIKes Nauli Husada

Corresponding Author: Benri Situmorang situmorangbenri7@gmail.com

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ABSTRACT

For the convenience of BPJS users and the general public, participants can access the Health Insurance Nationally (JKN) Mobile Program from any location. It is a digital version of the BPJS business concept, at any time, and without time constraints. The convenience involves knowing participant family information, updating membership data, and paying BPJS fees. This research aims to determine how implementing National Insurance Healthy (JKN) can improve BPJS health services in Sibolga. This kind of study uses a qualitative approach and is descriptive. Four sources were used in this study. Meanwhile, methods for gathering data include recordkeeping, interviewing, and observation. The study's findings demonstrate that BPJS health services in Sibolga are effective and efficient thanks to National Insurance Healthy (JKN) Mobile Program, which greatly facilitates the administrative tasks carried out by the BPJS health office in providing care for the local population. Because of its various capabilities, Getting BPJS health services is easier via the JKN Mobile Program. Participants can obtain BPJS health services quickly by utilizing the JKN Mobile Program or care center, negating their need to visit the BPJS health office

INTRODUCTION

Technology for information and communication (ICT) is also widely applied in businesses and organizations to attain time and cost efficiency, which makes it necessary for any businessperson or organization to adopt IT in the workplace (Agus Dwiyanto, 2015). Thus, those in charge of the Agency for Social Security Administration (BPJS) must adjust to the most recent technological developments while applying information and communication technology. Conventional service systems are beginning to transition to systems of services based on electronics with technological advancements (Agus Dwiyanto, 2015).

The government has made an effort to enhance the standard of administration of social security and public health insurance. Social security is a type of social protection offered by the government to ensure that people can appropriately meet their basic needs as citizens, which makes this improvement imperative. Before establishing a new government initiative known as the Social Security Administering Body (BPJS), the social security program was run by ASKES's Jamkesmas and Jamkesda (Agus Dwiyanto, 2015).

The JKN Mobile Program exemplifies how the BPJS Health business model has transformed digitally. Originally, administrative tasks were completed at Branch Offices or Health Facilities; now, participants can use the application whenever and wherever they choose, without any time restrictions (self-service). In 2020, Ali Ghufron Mukti, the Main Director of BPJS Health, introduced the JKN Mobile Program.

The public and participants can benefit from using the JKN Mobile Program in several ways, including the ease with which membership data can be changed or paid for, the ease with which family participant data can be located, the ease with which participant contribution bills can be located, the ease with which information about health facilities can be obtained, the ease with which complaints can be filed, and the ease with which JKN-KIS information can be requested.

LITERATURE REVIEW

Yamit, Zulian (2020) writes, " The greater the efficacy, which is a metric that indicates the extent to which the goal has been attained." It is hoped that this JKN Mobile Program will reduce wait times at each BPJS Health Branch Office by providing the best community service. The community can finish all administrative tasks at the BPJS Health Branch Office. There is frequently a large line at the BPJS Health Branch Office of people who wish to finish all BPJS Health affairs. The researcher intends to conduct a study named " The JKN Health Insurance Nationally Mobile Program's efficacy in enhancing BPJS Health Services in Sibolga City " in light of the above background information.

METHODOLOGY

This study employed a qualitative descriptive research method, a problem-solving process that uses factual data to describe and illustrate the existing circumstances around the research topic.

RESULTS

In addition, Researchers are needed for the qualitative method to have more thorough, precise, reliable, and valid informants, which makes If there are numbers in the data, it will be simpler for researchers to assess it when it is manually presented. This is predicated on the discovery that since the research is social in nature, it deals with intricate social issues. Numbers, in which case they serve merely as an analytical tool's assistance. Qualitative data will be presented through data analysis.

Table 1. Condition of Sources Based on Gender and Education

Sex	Frequency	Percentage
Male	2	50
Female	2	50
Total	4	100

Level Education	Frequency	Percentage
Senior High School	3	75
Academy	1	25
Total	4	100

According to the findings of an interview conducted with Mrs. Safitri, a BPJS Health participant, on Wednesday, August 10, 2022, at 9:00 WIB, she stated that she was already familiar with using the JKN Mobile Program. However, she needed help registering her husband and children for mobile health insurance. According to the findings of an interview conducted with Mrs. Safitri, a BPJS Health participant, It is unfortunate to hear that Mrs. Diana Safitri has been facing issues with the National Service (JKN) registration process. It is not uncommon for people to face difficulties in receiving OTP codes, and it can be frustrating when such issues persist even after contacting the care center. Hopefully, the JKN Mobile Program will provide a better experience for users like Mrs. Diana Safitri and make it easier for BPJS Health participants to manage their accounts. WIB stated that she was already familiar with using the JKN Mobile Program. However, she needed help registering her husband and children for mobile health insurance.

Additionally, in addition to the resource person mentioned above, Mr. Aris Nasution, a Sibolga City Participant in BPJS Health, stated he already understood the procedures for using the Health Insurance Nationally (JKN) Program for Mobile Programs during an interview conducted with him on Thursday, August 11, 2022, at 09:30 WIB. The issue is with the mobile JKN application; the connection seems unstable even though I have used WiFi. Despite the fact that the description indicates it is easy to use, the signal is full, it fails to work. It has been two days since I registered for BPJS Health details, but it never seems to work; it gets stuck on verification or fails to send the code. Mr. Haris Budiman stated this in an interview.

The numerous changes that have occurred since the debut of the Mobile JKN application in 2017 are evidence, according to the Chief of the Membership and Services Division of BPJS, that the application for Health Insurance Nationally (JKN) is always being examined. Evaluations are done to make the most of the JKN Mobile Program for Health Insurance Nationally and to make BPJS Health staff more capable of providing better care to participants in the program and the community.

According to the findings of an interview conducted on Wednesday, August 10, 2022, at 9:00 WIB with When asked abo Regarding the Health Insurance Nationally (JKN) Mobile Program, Facilities and Infrastructure at the Sibolga Health BPJS Office, About the Health Insurance Nationally (JKN) Mobile Program, please contact Mrs. Diana at the Sibolga Health BPJS Office regarding Facilities and Infrastructure, Mrs. Diana, a participant in BPJS Health Sibolga City, mentioned that the application's connection performance had been quite bad up to this point. She added that, despite having a good network, he could not access the application because the connection from the application frequently had errors and could not be used at all. He also underlined how slowly BPJS staff members were performing.

Additionally, according to the same source as above and the findings of an interview conducted with When asked about Comprehending the Health Insurance Program (JKN) Program for Mobile Programs on Thursday, August 11, 2022, at 09:30 WIB, Mr. Haris Nasution, a BPJS Health Participant in Sibolga City, mentioned that the JKN Mobile Program did not function well. It is evident from the connection that the application consistently fails to access. He also stressed that the application system is frequently faulty and should be fixed immediately to avoid further complications, as it is challenging to visit the BPJS Health office directly during this pandemic.

Based on the findings of an interview conducted, it looks grammatically correct and has no spelling or punctuation errors. However, to make it clearer, we can add some context. For example: "The meeting is scheduled for Friday, August 12, 2022, at 9:00 AM." WIB, with Mrs. Latifah Putri, a BPJS Health Participant, about the Facilities and Infrastructure for the Health Insurance Program (JKN) Mobile Program; she stated that, since she was unable to use the JKN Mobile Program, she believed that the infrastructure and facilities that needed to be improved were the lengthy lines that existed prior to the pandemic; these included the long lines at the ticket collection machines, which caused errors and prolonged the lineups; additionally, the BPJS Health Office lacked sufficient seating, which resulted in participants queuing and not being able to find a seat. Some even left and went home. In times like this, when there is a pandemic, the line is shifted outside the BPJS Health Building area and the motor vehicle parking spot on the side of the road. This can occasionally result in traffic bottlenecks. Additionally, he wishes for future improvements to the Sibolga City Health BPJS.

Additionally, in line with the above source, In an interview on Thursday, August 11, 2022, at 09:30 WIB, In an interview on Thursday, August 11, 2022, at 09:30 WIB, Mr. Haris Nasution, a BPJS Health Participant in Sibolga City, claimed that the JKN Mobile Program is ineffective and inefficient. For the program to be used as effectively as possible regarding network connections, upgrades, and changes are necessary. He also stated that the JKN Mobile Program is beneficial for BPJS users, particularly during a pandemic like this one. The only drawback is that system errors frequently occur with the application, rendering it unusable and necessitating a trip to the BPJS Health Office.

In addition, according to the findings of an interview conducted on Friday, August 12, 2022 at 9:00 WIB with Mrs. Latifah Putri, a participant in BPJS Health, about the efficacy and effectiveness of the Health Insurance Program (JKN) Mobile Program, she stated that BPJS Health has been successful in offering health services to BPJS Health participants. Simply put, BPJS Health has to improve its current facilities and pay more attention to the lengthy lines. It is impossible to call BPJS Health efficient since it needs to improve its effectiveness in providing health services directly and through apps.

DISCUSSION

In order to find trustworthy data sources for this study, researchers chose participants who could give them accurate and dependable information. The people who possess knowledge or skills connected to using the JKN Mobile Program are the sources of informants that have been identified. Consequently, the following sources were used in this study: 1) The head of the BPJS Health Participants' Membership and Services Section; 2) BPJS Participants, or the five individuals who visited the BPJS Health office during the study. In order to prevent confusion over the services rendered by one person to another patient, the primary topic of debate in the future will be how to guarantee that all nurses and doctors working in hospitals and health centers use the same service system

for each BPJS patient. It is also necessary for the study findings to be classified as social research, which anticipates societal movements and intricate service propriety, rather than merely qualitative research. Because this research uses a qualitative approach, it is easier for researchers to assess the data that will be supplied manually because informants and researchers must be more thorough, accurate, legitimate, and reliable.

CONCLUSIONS AND RECOMMENDATIONS

Comprehending the Program, it is evident in practice that BPJS Health's socialization efforts are successful in helping individuals comprehend the Health Insurance Program (JKN) Application; however, the JKN Mobile Program's functionality still needs improvement. This is evident from the numerous roadblocks and issues with the application, like the JKN Mobile Program's network issues, which frequently result in errors that make it difficult to access; these are internal issues with the application system that need to be updated, which takes a while. Employees still need to be more timely in addressing issues with the JKN Mobile Program, forcing users and the general public to visit the BPJS Health Office in person to address their needs.

FURTHER STUDY

This research still has limitations, so it is necessary to carry out further research related to the topic of Social Security Administering Body (BPJS) Services and Utilities – Scope Review for Patients Privacy Concern in order to improve this research and add insight to readers.

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