

ABSTRAK

Judul : Faktor Penyebab BPJS Nonaktif di Puskesmas
Kecamatan Tanah Abang
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Program Studi : Rekam Medis dan Informasi Kesehatan

Kepesertaan BPJS Nonaktif yaitu peserta yang proses pendaftarannya terhambat dan pelayanan menjadi berbayar secara mandiri. Tujuan penelitian adalah mengidentifikasi faktor penyebab kepesertaan nonaktif di Puskesmas Kecamatan Tanah Abang. Metode penelitian dengan pendekatan kuantitatif. Teknik pengumpulan menggunakan instrumen pedoman wawancara. Hasil penelitian terdapat peserta nonaktif sebesar 72 peserta. Dari 72 sampel terdapat 30 peserta nonaktif karena premi (41,67%), 14 peserta nonaktif karena keluar kemauan sendiri (19,45%), 3 peserta nonaktif karena anak PPU >21 Tahun (4,17%), 11 peserta nonaktif karena tidak ditanggung (15,28%), 14 peserta nonaktif karena data ganda (19,45%). Dari jumlah peserta bpjs yang mendaftar untuk berobat di puskesmas kecamatan tanah abang terdapat peserta yang status kepesertaannya nonaktif sebanyak 72 peserta, status kepesertaan yang nonaktif karena premi menjadi salah satu yang tertinggi. penyebab status kepesertaan nonaktif paling tinggi disebabkan oleh Nonaktif karena premi, hal ini bisa disebabkan oleh beberapa faktor diantaranya terkena phk dan pendapatan ekonominya berkurang. sehingga dapat mengakibatkan tertundanya pelayanan peserta dan menghambat proses pendaftaran. Saran Sesuai dengan visi misi bpjs kesehatan untuk dapat meningkatkan kualitas pelayanan kepada peserta, bpjs kesehatan harus bisa meningkatkan mutu pelayanan, terutama dalam bidang informasi teknologi yang dapat dibuat untuk mengingatkan peserta bpjs kesehatan terutama yang status kepesertaannya nonaktif dengan menggunakan SMS Blast, E-mail, Whatsapp, Telepon dsb.

Kata Kunci : BPJS Nonaktif, Kepesertaan

ABSTRACT

Title : Factors that cause BPJS to be disabled at the Puskesmas Tanah Abang District
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BPJS non-active membership is a participant whose registration process is hampered and the service becomes paid independently. The purpose of the study was to identify the factors causing the participation of inactive in the District Health Center Tanah Abang. Research methods with quantitative approach. Collection techniques using interview guidance instruments. The results of the study there were 72 participants inactive participants. Of the 72 samples, there were 30 participants disabled due to premiums (41.67%), 14 participants disabled due to exit of their own accord (19.45%), 3 participants disabled due to PPU children >21 years (4.17%), 11 participants disabled because they were not covered (15.28%), 14 participants disabled due to double data (19.45%). Of the number of bpjs participants who registered for treatment at the tanah abang District Health Center, there were participants whose membership status was inactive as many as 72 participants, the membership status was inactive because the premium was one of the highest. the cause of the highest non-active membership status is caused by non-active due to premiums, this can be caused by several factors including being laid off and reduced economic income. so it can result in delayed service participants and hinder the registration process. Suggestions in accordance with the vision and mission of bpjs health to be able to improve the quality of service to participants, bpjs health should be able to improve the quality of service, especially in the field of information technology that can be made to remind bpjs health participants, especially those whose participation status is off by using SMS Blast, E-mail, Whatsapp, telephone etc.

Keywords: BPJS off, membership