

# **ANALYSIS FACTORS RELATED TO CONSUMER COMPLAINT BEHAVIOUR HEALTHCARE AND SOCIAL SECURITY AGENCY (BPJS KESEHATAN) PARTICIPANTS IN JAKARTA 2016**

**Alvionita Hanafi**

<sup>2</sup>Health Sciences Faculty, Esa Unggul University, Jakarta 11510  
viyohanafi@gmail.com

## **ABSTRACT**

*Health care and Social Security Agency (BPJS Kesehatan) is a social security management that is established to provide social security schemes in Indonesia. Action of BPJS still cannot be separated from a number of problem like waiting time registration, the fare not conforming, claims late paid, and facilities doesn't conform. This problem caused many complaints by participant of Healthcare and Social Security Agency. Research aims to analyze factors that related with consumer complaint behavior healthcare and social security agency (BPJS Kesehatan) participants in jakarta 2016. Sampling techniques used in this research is a convenience sampling with total sample 94. Research Design in this research using Cross Sectional Design. In this research found that variable are associated with consumer complaint behavior is satisfaction OR 2, 69 (95% CI 1,13-6,36), attitude OR 4,72 (95% CI 1,87-11,95), and the success of complaint OR 3,5 (95% CI 1,47-8,29). BPJS should further increase the intensity of coordination with implementing health care BPJS order to increase participant satisfaction with the services provided to participants so get their rights easily and as expected. As well as those BPJS also listen to the complaints given by participants BPJS so that participants feel the complaint will be received well by the BPJS.*

*Keywords: Health Care, Complaint, satisfaction, attitude, social security*