

SUMMARY

Candra Lya Nirmayanti, 2012, **Implementation of Jamkesmas in Giving Medical Service For Poor** (Study in Medical Service of RSUD Jombang). Advisor Commission, Chief: Dr. Imam Hardjanto, MAP. Member: Drs. Mochamad Rozikin, MAP. 232 Pages + xviii

One of nation obligations is giving the best public medical service for its people. Character of public service given by government has always to change in line with dynamic public development. One of these is medical service. Health is a human right that is stated on UUD 1945. In Act number 23 of 1992 about health is also confirm that state must responsible and held interest to develop its people health. State has responsibility and obligation to provide any medical service facility and public service that is sufficient for its people. Government is obliged to give health assurance for public. *Jamkesmas (Jaminan Kesehatan Masyarakat)* is one of medical assurance by government in order to provide medical service facility for its entire people. *Jamkesmas* can be used by people to get free health services in both health providers and hospitals that health center.

Objective of the research is to find out, describe and analyze how the implementation of *Jaminan Kesehatan Masyarakat (Jamkesmas)* in giving medical service for poor in RSUD Jombang. The research employed qualitative type with descriptive approach. Data Sources used were primary and secondary data; data collection techniques were observation, interview, and documentation; research instrument used were the researcher itself, interview guideline, field notes; data analysis method comprised data reduction, data presentation, drawing conclusion/verification. Focus of the research were (1) implementation of *Jaminan Kesehatan Masyarakat (Jamkesmas)* in giving medical service for poor in RSUD Jombang consist of : a) Medical service participation through *Jamkesmas* (Membership to the receipt of services provided), b) type of medical service given by *Jamkesmas*, c) Medical service procedure through *Jamkesmas*, d) Supporting media and facility for *Jamkesmas* service. (2) Supporting and impeding factors in implementation of *Jaminan Kesehatan Masyarakat (Jamkesmas)* in giving medical service for poor in RSUD Jombang.

Based on finding of the research, it is gained result that: (1) implementation of *Jaminan Kesehatan Masyarakat (Jamkesmas)* in giving medical service for poor in RSUD Jombang in relation to *jamkesmas* participation, hospital is not involved in determining *Jamkesmas* participation and quota for *Jamkesmas* in Jombang Regency reach 255.130 people. Type of service given in RSUD Jombang through *Jamkesmas* in 2011 are all kinds of services available in RSUD Jombang on the condition of patients had *Jamkesmas* card. In general, people who cannot understand about procedure services in RSUD Jombang is the first time people who come to RSUD Jombang. In addition, in using the media and facility of RSUD Jombang still not in line with expectations, but there is no difference between poor and general patient. (2) Supporting and impeding factor in

implementing *Jamkesmas* in giving medical service for poor are: a) Supporting factor including participation, human resource, media and facility and location of RSUD Jombang, b) impeding factor including human resource behavior, media and facility and lack of socialization.

Some suggestions given by researcher in order to make better implementation of *Jaminan Kesehatan Masyarakat (Jamkesmas)* in giving medical service for poor in RSUD Jombang are: (1) It is better if hospital set rules for its personnel where it contains sanction and reward. Given these rules, it is expected that the personnel would compete to act well in giving each service to patient. (2) It is better if hospital also make a guide book or a guide for its personnel performance of each providing service to the community. (3) In order to improve speed in giving service to public, it is better if RSUD Jombang makes a program which can be combined with SIM (*Sistem Informasi Manajemen*) where the patient can get *Surat Jaminan Pelayanan (SPJ)* directly when they register.

