

INTISARI

Pemerintah berupaya mengembangkan sistem asuransi kesehatan dengan jalan mewajibkan setiap Pegawai Negeri Sipil (PNS) mengikuti jaman pemeliharaan kesehatan PT. Askes Indonesia.

Dalam prakteknya terdapat sejumlah keluhan/ ketidakpuasan pelanggan terhadap mutu pelayanan yang diberikan provider. Ketidakpuasan ini terkait dengan minimnya pengetahuan yang dimiliki pelanggan terhadap askes itu sendiri.

Penelitian ini bersifat *cross sectional* non eksperimental dengan analisa deskriptif. Alat ukur berupa kuisisioner. Subyek penelitian sebanyak 65 orang dari 100 kuisisioner yang dibagikan. Terdiri dari 47 responden pria (72,3%) dan 18 responden wanita (27,7%). penelitian dilakukan di Dinas Kesehatan Yogyakarta.

Hasil penelitian menunjukkan bahwa 23,1% responden mempunyai tingkat pengetahuan sedang, 9,2% rendah dan 7,7% tinggi. Dari uji T - Tes di dapatkan perbedaan yang bermakna mengenai tingkat pengetahuan askes antara pria dan wanita, antara golongan kepangkatan tidak terdapat perbedaan yang bermakna.

Tingkat kepuasan responden terdapat terhadap pelayanan askes terdiri 59,2% sedang, kategori tinggi 1 responden, rendah 2 responden dan hal ini harus

ABSTRACT

The government made effort to develop the health insurance system by obligating the every civil servant to follow the period of health care of PT Askes Indonesia.

In practice, there were a number of clients' complaints/dissatisfaction on the service quality given by provider. This dissatisfaction was related to the lack of client's knowledge on the health insurance it self.

This research was cross sectional, non-experimental using the descriptive analysis. The measurement was questionnaire. The subject of research was 65 respondents from 100 questionnaire distributed. They consisted of 47 male respondents (72,3%) and 18 female respondents (27,7%). The research was done in the Yogyakarta Health service.

The result of research showed that 23,1% respondents had the middle knowledge level, 9,2% low, and 7,7% high. From the t-test it found the significant difference concerning the health insurance knowledge level between male and female. However, there was no significant difference among the rank levels.

The respondents' satisfaction level on the health insurance service that consisted of 59,2% respondents was middle, 1 respondent high, and 2 respondents low. And this must be taken into account because 93,8% respondents ever used health insurance and the satisfaction perceived was not maximal yet.