ABSTRACT

National Health Coverage is a new policy from government with aim to protect people from unpredictable condition that threaten in health. In Indonesia, National Health Care performed by Badan Penyelenggara Jaminan Kesehatan (BPJS). RSI Jemursari Surabaya is one of private hospital that cooperates with BPJS. The new policy make patient has a little understanding about BPJS and cause the increase of complaint and decrease patient satisfaction. The Objectives of this study were to analyze the implementation of management function in health care services especially for BPJS patient by the manager, work satisfaction of nurses, and patient satisfaction.

This was an observational descriptive research with cross sectional design research. Data was collected through interview with the manager of BPJS patient services and 96 BPJS patient, and also questionnaire for 26 nurses in out-patient care. Subjects were selected by total sampling. This research was conducted in RSI Jemursari Surabaya.

The result for this research is the implementation of management function in BPJS patient health services is optimal. It is found that nurses work satisfaction is low in income aspect with the rate is 57.7%. Patient satisfaction is still under standard in reliability aspect with the rate is 82.3% and assurance 85.4%.

The conclusion for this research was the management must be consider to fulfill the need of nurse and patient in order to create an optimal health services.

Key words: BPJS, management, work satisfaction, and patient satisfaction.