

**KONSTRUKSI SOSIAL TENTANG PELAYANAN KESEHATAN  
PENGGUNA JAMKESMAS (Studi Kasus Pada Keluarga Miskin Pengguna  
Jamkesmas Di RSUD Jombang)**

**WAHYUNINGSIH , ENDAH**

**Pembimbing : Prof. I.B. Wirawan,SU.**

**KKB KK-2 TSO 01/11 Wah k**

**HEALTH SERVICES**

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**ABSTRACT**

The research entitled “Poor Families Jamkesmas User’s Social Construction of Health Care” intended to describe poor families that used jamkesmas about the health care facilities they received during their hospitalization. The purpose of this research is to investigate how poor families that used jamkesmas constructed health services which include emergency department service (ED), doctor’s service, nurse’s service and medicine service. The research used qualitative approach with social definition theoretical frame, which is Peter Berger’s social construction theory. The data is collected using indepth interview. According to the purpose of the research, the informants used in this research are poor families using jamkesmas who was hospitalized in RSUD Jombang, which determined purposively. The findings that obtained from this research are: the jamkesmas patient’s family constructed the health service as a difficult and complicated service, from doctor’s side that difficulties are constructed from doctor’s behaviour that always in a hurry, uncommunicative and visite’s schedule that always changed. While from nursing services are constructed as unfriendly service, there is no respect for the patient and their family’s right, taking action without explanation, unresponsive to patient’s complaints and rarely doing treatment. It’s all felt when there are no good personal relations between service’s providers and patient. As for those who already have a personal relation before the hospitalization is easier to communicate with doctor, even there’s a negotiation process between patient and doctor. In drug’s service, they felt that Jamkesmas’s service is not free entirely, there are some drug that need to be purchased-particularly the expensive ones and some drug still unavailable in hospital’s pharmacy.

Key words: Poor Families, Jamkesmas, Health Service, Meaning, Construction