

**THE EFFECTIVENESS OF THE SOCIAL SECURITY PROVIDER (BPJS)
PROGRAM IN HEALTH SERVICES AT SYARIFAH AMBAMI RATO
EBU HOSPITAL, BANGKALAN REGENCY**

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ABSTRACT

The community's need for BPJS health services is very important. Syarifah Ambami Rato Ebu (Syamrabu) Bangkalan Hospital as a health provider to improve the effectiveness of health services for the people of Bangkalan district. Based on the *Undang-Undang Nomor 24 Tahun 2011* concerning the Social Security Provider (BPJS), the government organizes a national health insurance program through BPJS Kesehatan to ensure that all Indonesians are covered by health insurance. The purpose of this study was to describe and analyze the Effectiveness of the Social Security Provider (BPJS) Program in Health Services. This study uses qualitative methods with data collection techniques of observation, interviews, and documentation. Data analysis techniques are data collection, data condensation, data presentation, and drawing conclusions. This research is located in Syarifah Ambami Rato Ebu Hospital, Bangkalan. The results of this study are the resources, funds, facilities and infrastructure used are effective, the number and quality of services produced are effective, the time limit for producing goods or services is effective, and the way to do it is already effective. The conclusion of this study is that health services for BPJS Inpatient Installation (IRNA) B Bawah at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency have been effective but not optimal.

Keywords: *Effectiveness, Health Services, BPJS Program*

A. INTRODUCTION

The central government gives authority to local governments to facilitate the implementation of public services to be more effective, this is stated in the *Undang-Undang Nomor 23 Tahun 2014* concerning Regional Government, namely regional governments are given the authority by the Central Government to regulate their own regional households, including offering public services in the area. According to the *Undang-Undang Nomor 25 Tahun 2009* concerning Public Services Article 1 paragraph (1) is a series of activities in meeting the needs of public services in accordance with the laws and regulations for every citizen and resident of the goods, services, and administrative services that have been provided. by public service providers.

Public services can be said to be effective if the community gets services that are in accordance with procedures and are not complicated, fast, responsive, timely and satisfying (Lopes, 2016). The implementation of excellent and quality

services is a mandatory task for government agency employees as public service providers to satisfy their customers. Excellent service according to Bayu in Paulina (2016) suggests that the ability of a person or company to provide services and be able to create satisfaction in the community by using predetermined standards.

The implementation of health services is an activity carried out by the government or health agencies aimed at achieving a level of health that is in accordance with the expectations of the community and the government. It is the responsibility of the government to provide health services for its citizens as stated in the *Undang-Undang Republik Indonesia Nomor 36 Tahun 2009* concerning Health Article 14 paragraph (1) The government is responsible for planning, regulating, implementing, fostering, and supervising the provision of health that is equitable and accessible to the public”.

In facilitating and assisting the process of providing effective and efficient health services to the community, the government established a Social Security Provider, abbreviated as BPJS, which is a legal entity established to administer social security programs. BPJS has two scopes in providing service programs to the community, one of which is BPJS Health, BPJS Health aims to organize health insurance programs for the community. Based on the *Peraturan Presiden Republik Indonesia Nomor 82 Tahun 2018* concerning Health Insurance article 1 paragraph (1) guarantees in the form of health protection so that participants receive health care benefits and protection in meeting basic health needs that are given to everyone who has paid their Health Insurance Contribution or Health Insurance Contribution paid by the Central Government or Local Government.

The hospital as an institution that provides complete health services to someone which includes; inpatient, outpatient and emergency services. Syamrabu Bangkalan Regency as a supporting element of the Regional Apparatus organization The Bangkalan Regency Government in assisting the local government to provide fair, quality, safe, efficient, effective, affordable and equitable health services for the people of Bangkalan in achieving the maximum and best possible health level in order to improve and maintain the health status of the Bangkalan people. The following is a list of the overall BPJS patients who visited the Syamrabu Hospital, Bangkalan Regency in 2018 to 2019, which continues to increase, as follows:

Table 1.1 List of BPJS Patients in 2018-2019

Kind Of Service	Number Of Patients	
	2018	2019
IRJA (Instalasi Rawat Jalan/ outpatient installation)	55.878 Patients	96.327 Patients
RANAP (Rawat Inap/ inpatient installation)	6.234 Patients	14.962 Patients

Sources: RSUD Syamrabu Bangkalan 2019

The community's assessment of the quality of public services at Syamrabu Bangkalan Hospital using the Community Satisfaction Survey (SKM) has fluctuated conditions. In 2016 the assessment of service quality in the Service Unit (Outpatient Installation, Inpatient Installation, Pharmacy Installation, Radiology Installation, Laboratory Installation, Nutrition Installation, and Emergency Installation) was in the good category with an SKM value of 78.92, in 2017 it was still in the good category even though the SKM score decreased to 70.42 and in 2018 it was in the good category with an SKM score of 70.49.

The growing public demand for the quality of the performance of Syamrabu Hospital, Bangkalan Regency as an effective public service provider. This condition is not in accordance with the reality that occurs in the field, which is indicated by the many criticisms and suggestions and complaints from the public regarding the services provided, such as slow and convoluted service procedures. This is in the opinion of Achmad Hariyanto, a member of the DPRD from PKB, as follows:

Mr X, one of the residents of Klampis Timur Klampis Bangkalan had a strange experience when he was about to undergo treatment at the Syamrabu Hospital. Information on the results of the examination using BPJS Health, he was advised to be outpatient because he was considered not to have a serious illness that was different when using general patients, he was immediately asked to enter the room to undergo inpatient (<https://bangsaonline.com/berita/62150/soal-keluhan-pasien-bpjs-yang-diminta-pulang-dprd-bangkalan-minta-rsud-syamrabu-klarifikasi?Browse—from=mobile>, diakses Oktober 2019).

The implementation of community services can be called effective if the community gets convenience in services with fast, precise, and satisfying procedures. Effectiveness is a benchmark that describes the extent to which goals can be achieved. In order for BPJS services to run smoothly, efforts are needed to achieve service success, so that the authors can know and see the extent of the effectiveness of these services, which is measured by comparing the plans that have been determined with the results achieved. Inpatient Installation (IRNA) B Bawah is an inpatient service that has been provided by a hospital specifically to serve male adult patients, in the process good health services are needed so that criticism and requests from the community can be immediately followed up.

To find out how the effectiveness of BPJS services, Siagian (2015: 20) argues that effectiveness as a work orientation can be seen from 4 things, namely; (1) resources, funds, facilities and infrastructure that can be used have been determined and limited; (2) the quantity and quality of the goods or services to be produced has been determined; (3) the time limit for producing goods or services has been determined; and (4) the procedures that must be followed to complete the task have been formulated. So, effectiveness is the use of resources, funds, facilities and infrastructure in a certain amount that is consciously predetermined in order to produce goods or services on time with a certain quality.

Based on the description of the background above, the objectives to be achieved in this study are "To find out and analyze the Effectiveness of the Social

Security Provider (BPJS) Program in Health Services at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency.

B. LITERATURE REVIEW

a. Effectiveness

According to L. Gibson et al. (1996) in Pasolong (2014: 4) states that effectiveness is the achievement of goals together, the degree of achievement of targets indicates the degree of effectiveness. So that an organization can be said to be effective if the organizational goals or values that have been determined in the vision can be achieved. So, effectiveness is a concept used to measure the success of an organization that can be achieved by taking into account the factors of cost, energy, time, facilities and infrastructure but still paying attention to the constraints and conditions faced.

b. Effectiveness Measure

According to Cambell in Streers (1985: 46) measurement of effectiveness in general are: 1) program success, 2) target success, 3) satisfaction with the program, 4) input and output levels and overall goal achievement. Sedarmayanti (2012: 60) suggests measuring effectiveness, as follows: 1) Input is everything that goes into the system. Input can be interpreted as the basis of something that will be realized or implemented based on what has been planned and which will affect the results; 2) The production process can be seen from the existence of communication as a process that focuses on the interaction between the government and the community, such as decision making; 3) Results (output) are system components in the form of various forms of output produced by processing components. The result in question is a comparison between input (input) and output (output). The results can be seen from the goods or services that have been produced, namely a service provided and 4) Productivity is a measure of the use of resources in an organization which is usually expressed as a ratio of the output achieved with the resources used. Productivity can be seen from the level of education possessed due to developing human resources.

According to S. Siagian (2015: 20) Effectiveness is the use of resources, funds, facilities, and infrastructure in a certain amount that is consciously determined beforehand to produce a number of goods or services on time with a certain quality. Effectiveness, which focuses on work orientation, highlights four things, namely:

1. Resources, funds, facilities, and infrastructure that can be used have been defined and limited.
2. The quantity and quality of goods or services that must be produced has been determined
3. The time limit for producing the goods or services has been set
4. The procedures that must be taken to complete the task have been formulated

c. Public Service Concept

According to Gronroos in Mukarom and Laksana (2018: 80) explains that service is an activity or series of activities that are invisible (cannot be touched) that occur because there is interaction between employees and consumers, or other

things that are already available in service providers that provide services. aims to solve customer or consumer problems.

Sinambela (2011: 5) argues that public service is an activity carried out by the government on a group of people who have beneficial activities in a group or unit, and provide satisfaction even though the results are not physically tied to a product. Furthermore Pasolong (2014: 128), public service as an activity of a person, group or organization either directly or indirectly to meet needs. So public service is an embodiment in meeting the needs of the community carried out by state administrators, a country is established of course with the aim of being able to improve the welfare of its people.

d. Health Service Concept

Health care service as the right of every person has been guaranteed in the *Undang-Undang Dasar Republik Indonesia Tahun 1945* to make efforts to improve the health status of both individuals, groups and society as a whole. The definition of health services according to the *Undang-Undang Kesehatan Nomor 36 Tahun 2009* concerning Health is any effort that is carried out alone or jointly in an organization to maintain and improve health, prevent and cure disease and restore the health of individuals, families, groups and communities.

Health services provided at puskesmas, clinics, and hospitals are generally regulated in the *Undang-Undang Nomor 36 Tahun 2009* on Health Article 54 paragraph (1) explains that the implementation of health services is carried out in a responsible, quality, safe, and equitable manner as well as anti-discrimination. In this case, every citizen and community can get health service activities in a professional, safe, quality, non-discriminatory and effective manner and are more concerned with helping the safety of people's lives than other interests.

e. BPJS concept

Social security is a form of protection that guarantees all people to be able to meet their basic needs for a decent life. According to Kurniawan in Prokoso (2015) national security is a government and community program that intends to provide certainty of the amount of welfare protection so that every citizen is able to meet their life needs towards prosperity for the entire Indonesian nation.

BPJS Health is an agency created to implement the health insurance program. The implementation of the BPJS Health program is based on the *Undang-Undang Dasar Republik Indonesia Tahun 1945*, the *Undang-Undang Nomor 40 Tahun 2004* concerning the National Social Security System, the *Undang-Undang Nomor 24 Tahun 2011* concerning the Social Security Provider, the *Peraturan Presiden Nomor 82 Tahun 2018* concerning Health Insurance, the *Surat Edaran Menteri Kesehatan Nomor 32* Regarding the Implementation of Health Services for BPJS Health Participants and the *Peraturan Badan Pelaksana Jaminan Sosial Nomor 1 Tahun 2014* concerning the Implementation of Health Insurance. BPJS Health is an agency created to implement the health insurance program.

This agency was formed to implement the insurance program, namely BPJS, which is divided into 2 types: BPJS Employment and BPJS Health. Health insurance as one of the components of the national insurance which is a guarantee in the form of health protection so that participants can benefit from health care

and protection in meeting basic health needs which is given to every resident who has paid contributions or whose contributions are assisted by the government.

C. METHOD

a. Research Type

The type of research used in this research is descriptive research using a qualitative approach. This study aims to determine and describe how the Effectiveness of the Social Security Provider (BPJS) Program in Health Services at Syamrabu Hospital, Bangkalan Regency.

b. Research Location

The author chose and determined the research location at Syarifah Ambami Rato Ebu Bangkalan Hospital because of the increasing number of BPJS patients and criticism from patients or the community, so that the RSUD was required to provide fast and professional services. This attracted the interest of researchers to examine the effectiveness of the Social Security Provider (BPJS) Program in Health Services at Syamrabu Hospital, Bangkalan Regency.

c. Research Focus

In this study there are four focuses, namely as follows:

- 1) Resources, Funds, Facilities and Infrastructure at BPJS Health Services: (1) Resources, which can be seen from: (a) the ability of officers or employees in providing health services, (b) responsiveness of officers in serving BPJS patients, (c) the level of competence of nurses and the appearance of nurses in providing services; (2) Funds, namely to find out the details of the costs incurred by the community or patients to obtain BPJS services. (3) Facilities and infrastructure, namely to determine the availability of work facilities and infrastructure to support the smooth running of BPJS health services. Facilities and infrastructure available in BPJS Health services are:
- 2) The number and quality of services produced at BPJS Health Services, namely the number of patients who come to use BPJS health services. With the study objectives as follows: (1) the quality of services provided to patients, (2) patient satisfaction is the patient's feelings that arise after receiving health services; 3) Time limit: namely to find out the time limit in providing BPJS health services that have been determined to serve BPJS patients at the RSUD;
- 4) Service procedures that must be followed: namely to find out the procedures that must be carried out by BPJS patients in BPJS health services. Service procedures consist of clear and easy service procedures and service requirements.

d. Data Collection Techniques

In data collection techniques, there are three kinds of observations, interviews, and documentation as follows: (1) Observation: direct systematic observation of the phenomenon to be studied; (2) Interview: the researcher used a structured interview technique, which was carried out by submitting a number of questions to the Director and employees and patients of the RSUD based on interview guidelines on matters relating to the effectiveness of the Social Security Provider (BPJS) Program in Health Services at Syamrabu Hospital, Bangkalan Regency and (3) Documentation: the documentation in this study is the

organizational structure, organizational biography, main tasks and other supporting data.

e. Data Analysis Techniques

The data analysis used in this study is a method developed by Miles and Huberman (2014: 8) which is carried out through several stages, namely: data collection, data condensation, data presentation and conclusion drawing and verification.

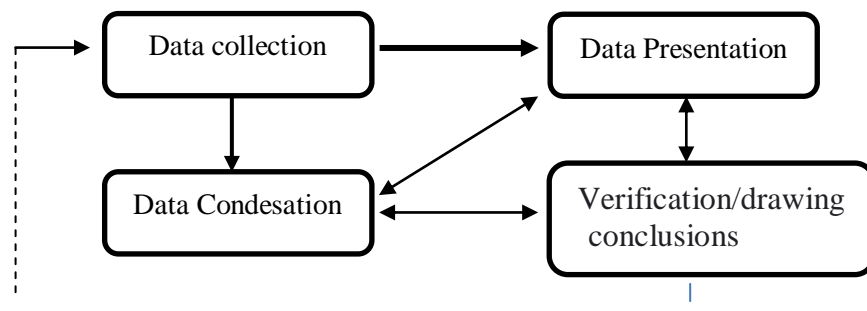


Figure 3.1 Interactive Model

Sources: Miles, Huberman (2014)

D. EXPLANATION

Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency, has existed since 1957 as a Type D Hospital which later changed its status to a Type C Hospital with the *Surat Keputusan Menteri Kesehatan Nomor 303/Menkes/SK/1987* and because of the times and the needs of the community, especially the Bangkalan people, on August 1, 1998 this hospital was designated as a self-help hospital in accordance with *PERDA No. 303/Menkes/SK/1987. 9 Tahun 1998*, but in its development on 27 June 2005 this hospital changed its status to a type B non-educational hospital with the *Surat Keputusan Menteri Kesehatan Nomor 922/Menkes/SK/VI/2005*. As the only public service institution in the field of health services in Bangkalan Regency, this RSUD continues to strive to improve and improve itself in order to provide excellent health services. There is a gradual construction of service buildings in accordance with the Master Plan and equipped with quite sophisticated medical equipment to support the process of providing health services to the community. In 2011 Syarifah Ambami Rato Ebu Hospital passed the accreditation of 5 Service Standards and the ER and Hospitalization were ISO certified.

A public service can be said to be effective if the goals and objectives that have been planned by a public agency can be achieved in accordance with a predetermined plan. A service can be said to be effective if the community finds it easy and easy with the availability of good or competent resources, quick and clear procedures, requirements that are not difficult to fulfill, and clear time and funds in accordance with existing rules, so as to improve the quality of service. in order to create a community satisfaction for the services that have been provided. Based on the results and discussion of the four research focuses in determining the Effectiveness of Health Services for BPJS Participants at the Lower Inpatient

Installation (IRNA) at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency, the results of the analysis state that BPJS health services are effective. This can be seen from the resources, funds, facilities and infrastructure of BPJS health services that have been effective, then the number and quality of services available at BPJS health services are effective, the specified time limit that applies to BPJS health services is effective, and lastly The procedures that must be taken and carried out in BPJS health services have also been effective, Can be described as follows:

a. Resources, funds, facilities and infrastructure that can be used have been determined and limited

Human Resources is a system - a formal system in an organization to ensure the use of human talent effectively and efficiently to achieve the goals of an organization within (Mathis & Jackson, 2006: 3). In BPJS health services Inpatient Installation (IRNA) B Lower, the human resources owned must be able to provide and carry out health services as well as possible, so in this case the available officers or nurses have a competent level of competence and ability in dealing with patients, with competent human resources will create good officers and a neat appearance in providing health services.

The funds in question are the costs that must be incurred by the community or BPJS health participants to perform and obtain health services at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency. Based on the results of interviews that have been conducted with several BPJS Inpatient Installation (IRNA) B Bawah patients who are using Inpatient services at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency, the funds issued by BPJS patients are in accordance with the operational costs of BPJS health services that apply in Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency, namely BPJS patients are not charged a penny of fees when performing BPJS health services at hospitals, BPJS patients or participants only need to be obliged to pay BPJS health contributions based on the class they choose. Costs according to Siregar, Suropto et al. (2014: 23) explains that the cost is the sacrifice of economic resources to obtain goods or services that are expected to provide a benefit now or in the future.

Effectiveness in a service can also be seen from the completeness and availability as well as the state of the facilities that have been provided, because the availability and completeness of these facilities can help and support the service process to patients or the community. Based on the results of interviews that have been conducted with several BPJS IRNA B Lower patients who are receiving inpatient services, it is of the opinion that the facilities and infrastructure in the Inpatient Installation are complete, such as patient beds, air conditioning, patient waiting areas, patient toilets. in good and good condition and in accordance with the standard of facilities that have been determined by the Government, Hospitals and BPJS, so that the process of providing health services to BPJS patients is not hampered and runs smoothly. Facilities and infrastructure according to Mahmudi (2005: 236) argues that standards must be set for adequate service facilities and infrastructure by public service providers.

b. The quantity and quality of goods or services that must be produced

Based on the results of interviews that have been conducted with key informants and staff or nurses in charge of serving patients, it can be seen that the number of BPJS patients who enter or are accepted at the Inpatient Installation (IRNA) B Bawah Hospital Syarifah Ambami Rato Ebu Bangkalan Regency in one day there are There are 16 BPJS patients and each month there can be between 122 and 184 patients with the number of officers or nurses available to serve as many as 19 people. Meanwhile, based on the results of interviews conducted with several BPJS patients regarding the quality of services in BPJS health services, they were satisfied with the services provided or carried out by Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency because the officers or nurses provided were responsive in serving and handling patients. BPJS and has provided good and uncomplicated services so as not to confuse patients or patients' families and create a sense of satisfaction from patients or BPJS participants. According to Sinambela (2011: 6) states that quality is everything or activities provided that can meet the expectations, desires, and needs and satisfaction of the community or customers (meeting the needs of customers).

c. Deadline for producing goods or services

Based on the results of interviews that have been carried out with key informants and officers or nurses at BPJS Inpatient (IRNA) B Bawah health services, it can be seen that the officers in serving and handling BPJS patients on a regular basis require 10 to 15 minutes and the response time is 5- 10 minutes and officers in serving and handling BPJS patients are in accordance with the operational hours that have been in effect, namely 24 hours. While the results of interviews that have been conducted with several BPJS patients who are being hospitalized using BPJS health services, the services provided by officers or nurses are in accordance with a predetermined schedule and time limit for services required, as well as the handling of BPJS patients carried out by officers and nurses. nurses have also complied with the time standard for health services at the Syarifah Ambami Rato Ebu Bangkalan Hospital. Time management is needed because according to Dewi (2011: 9) suggests that the functions of time management in managing an activity are as follows: 1) Time Planning is the determination of the right time and in accordance with the objectives related to time, such as a plan for making a task schedule, 2) Organizing time is allocating time resources and managing activities appropriately, 3) Coordination of time is to harmonize activities effectively and efficiently and 4) Time monitoring is monitoring the time of the activities carried out so that they are in accordance with the predetermined plan.

d. Procedures that must be achieved to complete the task

Based on the results of interviews that have been carried out with several BPJS patients at the Inpatient Installation (IRNA) B Bawah who are conducting Inpatient services using BPJS health services, it can be said that the requirements and procedures or procedures that must be achieved in BPJS health services are clear and easy for all BPJS patients and the services that have been provided are also in accordance with the procedures that have been applied at the hospital.

According to Maryati (2008: 43) procedure is a continuation or sequence of work steps that are interrelated or related in completing a job as well as possible in accordance with the vision, mission and goals that exist in the agency.

E. CONCLUSION

The resources, funds and infrastructure available at BPJS Health Services Inpatient Installation (IRNA) B Bawah are already effective, this can be seen from the ability of human resources or officers to serve BPJS patients, based on the responsiveness of good officers or nurses, and the level of competence of the officers who are already competent, the funds/tariffs for BPJS patients are in accordance with the applicable standard fees or tariffs and the infrastructure that is available at the BPJS Health Services Inpatient Installation (IRNA) B Below is complete and in accordance with the standard inpatient services provided. has been determined by the Hospital, so as to provide and create a sense of comfort for the patient. Meanwhile, the number and quality of services that have been produced in the BPJS Health Service Inpatient Installation (IRNA) B Bawah have been effective. This is because the number of nurses needed is sufficient, the time limit is determined. the time limit in the bpjs health service for inpatient installations (IRNA) B Bawah has been effective. This is because the officers or nurses carry out and provide services in accordance with the required limits, the visiting hours carried out by doctors are appropriate, and BPJS patient observations and procedures that must be achieved in BPJS health services are effective. This is because the procedures carried out by officers are in accordance with applicable procedures, making it easier for patients to process and meet BPJS health service requirements.

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