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**Model of Problems Effectiveness of Coordination Systems  
of Partnership of National Health Warehouse on Service  
Offices of the Agency of Social National Security Agency  
Province Sulawesi Tenggara Indonesia**

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## **Abstract**

National Social Security Implementing Agency (SSIA), since 2014 has been given the task and authority in the implementation of National Health Insurance (NHI) membership services, is expected to complete the target by 2019 reaches the Universal Health Coverage targets. In order to create a fast and precise service, the coordination function of SSIA service should be improved between service sections. The objective of the study is to analyze the effectiveness of NHI Card Membership Service Coordination at the Service Office of National Social Security Implementing Agency of Southeast Sulawesi Province, to model problem and solution problem of effectiveness of coordination system of participation service of National Health Insurance. Type of qualitative research, using case study approach. The research informants were patients and SSIA officers. Data collection using in-depth interviews, observation and document review. The result of the research shows that generally the coordination system of National Social Security implementation in SSIA Office has not been entirely effective. The implementation still faced problems such as lack of information on the participants in terms of coordination of officers in the service, coordination of officers less quickly, coordination of officers less appropriate, coordination of officers less expectations, and less coordination between officers. Conclusion; the implementation of coordination system of National Health Insurance membership service in SSIA office has not been fully effective. Recommendation; the need for SSIA Parties to improve policies, improve service management, education and training for officers, and the fulfillment of service resources needs.

**Keywords:** National Health Insurance; Coordination System; Effectiveness.

## **1. Introduction**

"Health is a Fundamental Human Right" is the concept of the World Health Organization (WHO) to ensure that everyone can live healthy to produce. The ownership of such rights by a person expressly reflects two absolute obligations for any person or institution that strives for and provides health services that is to nourish the sick and maintain a healthy one. Thus it is in itself an obligation of every country in the world to ensure that such rights can be fulfilled and accepted by the entire population [1].

The Government of Indonesia since January 1, 2014 has implemented the National Health Insurance for all its people gradually until January 1, 2019. Through the implementation of the National Health Insurance (NHI), no longer expected the people of Indonesia, especially the poor who do not seek treatment at health facilities in the kala sick of having no cost. This Guarantee is called the National Health Insurance because all residents of Indonesia are required to become health insurance participants managed by the Social Security Implementing Agency (SSIA) including foreigners who have worked for a minimum of six months in Indonesia and have paid dues [2].

The follow-up to the mandate of the Constitution mandates the transformation of the organizing body of the existing organizational body to become SSIA Health and SSIA Employment [3]. The need for commitment and sincerity of the Government in organizing Social Security for all the people and at the same time establishing the Laws and Regulations of the policy as legal umbrella and legal basis to implement it [4].

Membership service system is an effort of public health insurance membership services organized by SSIA health office to perform data collection and registration to the community of potential participants of NHI. NHI service is done to all Indonesian people are gradually expected to enter and join this NHI program. The greater the number of participants who participate in an insurance hence the predicted risk of ill will be more stable [5].

In relation to the service activity of membership in SSIA Kendari Office, the initial interview result obtained the existence of service complaints such as the difficulty of file order, the long and complicated service mechanism, the waiting time for the finalization of the old card, limited facilities, the number of inadequate officers both the quantity and quality, understanding of officer about service of membership.

Research Objectives To Analyze Effectiveness And Prepare Model Problems Implementation of National Health Insurance Viewed From Aspects of Service Card Membership System On Service Office Implementing Agency National Health Insurance Province Southeast Sulawesi

## **2. Materials and Methods**

Type of qualitative research, using case study approach. The selection of informants was done by using Purposive Sampling technique. Informants are patients and SSIA Office Officers. Data collection using observation, in-depth interviews and document review. Data analysis by analyzing the problem is done descriptively, which emphasizes its analysis on the process of inference to the dynamics between observed phenomena, using logic and ways of formal and argumentative thinking [6].

## **3. Results**

The non-beneficiary participants of the health insurance contributions as mentioned above are non-poor and disadvantaged participants referred to in this study are non-wage workers and members of their families (as per Presidential Regulation No. 12 of 2013 on health insurance) [7].

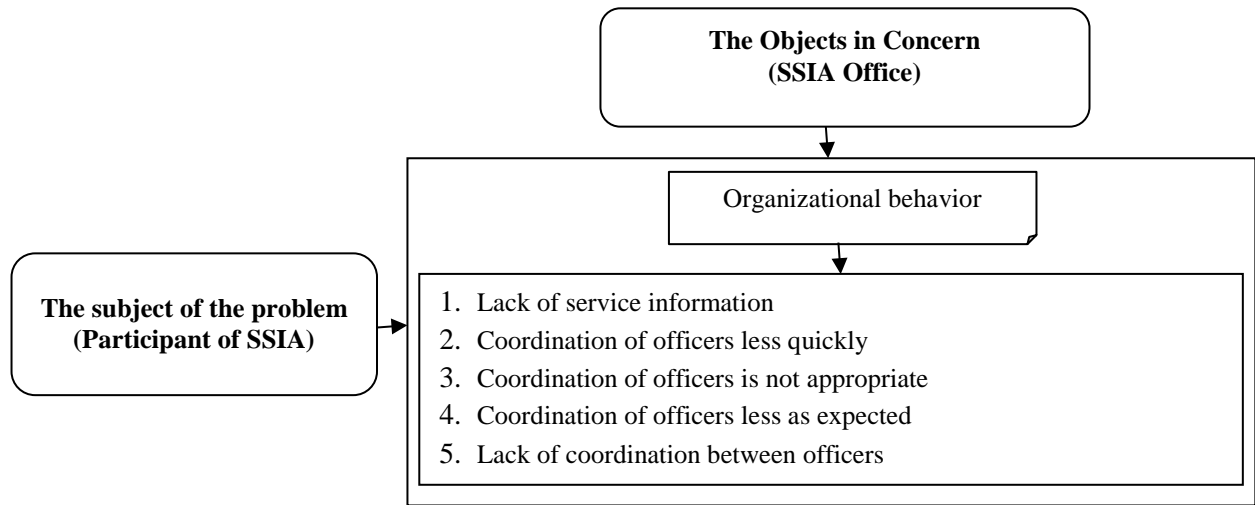
The findings of in-depth interviews found that in the case of coordination of services, participants said that lack of coordination among colleagues and institutional counterparts, coordination was done when there were problems with NHI services faced by the participants, such as not providing a bank counter at the SSIA office, the difficulty of domicile certificate. In the case of the speed of coordination of services, participants feel the slow coordination due to the large number of queues, the coordination is done after the complaints of the participants, as stated by several informants below;

„, there is cooperation, because I went to the bank was prepared there SSIA service open an account or payment „, (HAS 23 Years)

„, if the cooperation officer he I think is less fast, maybe a lot of queue he „, (NHI 23 Years)

„, he does not slow very much, many people „, (LNA 30 Years)

In the case of problem model of effectiveness of co-ordination of participation service at the service of SSIA office of Southeast Sulawesi Province, as found from respondent's complaint is clearly shown in chart 1:



**Figure 1:** Problem Model of Service Coordination System at the Office of SSIA of Southeast Sulawesi Province

#### 4. Discussion

Self-help card service is provided to the well-off people who have categories of non-wage Workers and their family members namely a. Workers other than working relationship or Self Employed, b. Workers who do not include letter a) who are not Beneficiaries of Wages, c. Workers as referred to in a) and b) including foreign nationals working in Indonesia for a minimum of 6 months [2].

According to Presidential Regulation No. 19 of 2016 regarding the Second Amendment to Presidential Regulation No. 12 of 2013 on Health Insurance. In the regulation, there is a change of contribution for non-payers participants with details: Class 1 amount of Rp 59.500 increased to Rp 80.000, class 2 amount of contribution from Rp 42.500 to Rp 51.000 and class 3 of contribution rate did not increase [8].

According to [9] coordination is the activity of directing, integrating, and coordinating the elements of management and the work of subordinates in achieving organizational goals. While the factors that affect the coordination; Unity of Action, Communication, Division of Work, and Discipline. According to [10] ways that can be done in coordinating, that is by conducting a staff briefing to notify the organization's leadership policy to staff who in the shortest possible time should be known and get the formulation.

Coordination of services is the activities of the implementation of the service Participation National health insurance is aimed towards the goal to be achieved in the future. Coordination in the implementation of a plan is, in essence, one of the most important aspects of control. Coordination here is a process of a series of contact activities, aimed at aligning each step and activities within the organization in order to achieve the right motion in achieving the goals and objectives that have been defined, other than as a process, the coordination can also be interpreted as an orderly arrangement of aggregate / union of effort to create unity of action. Effective

coordination becomes a must in achieving good management objectives and is the direct responsibility of the leadership. Coordination and leadership can not be separated from each other because of mutual influence. Effective leadership will ensure good coordination because leaders act as coordinators.

### **Factors Causing Service Ineffectiveness in SSIA Office**

From the problems that occur in the field of service participation in the absence of good coordination between SSIA-bank about the integration of services and information mechanism clear service between the rules SSIA and the bank hence this inhibits and even complicate the participants in getting services as experienced by participants, for example not the availability of a bank counter at the SSIA office, the difficulty of domicile certificates for participants coming from outside the region as requested by the bank, as well as in the speed of coordination of services, the lack of coordination between the SSIA Bank will hamper the service to the participants.

Research [11] that internal coordination is poorly implemented, so the number of customer complaints that the problem of timeliness of service is often late and the handling is not carried out properly so that it affects customer satisfaction. Research [12] that coordination and direction go together from the achievement of the established goals. Reference [13] that so far it is still seeking, coordination with the stakeholders in the transition of social health insurance membership and ease of access for participants. Reference [14] that 86.5% of non-PBI informal workers agree with SSIA cooperation with private parties 86.5%

### **Problem Model Coordination System Participation Service**

Based on chart 1, we get problem model and solution problem of coordination system of Independent Membership Service at SSIA Office of Southeast Sulawesi Province are as follows:

#### **1. The subject matter**

The subject is a person directly involved in the service SSIA in this case the independent participants who receive the service of membership in the office of Independent Membership in the Office of SSIA Southeast Sulawesi Province. The independent participant is here as the person who directly questioned the independent Participation service that has been received.

#### **2. The object in question**

The object is a SSIA or a person directly involved in the provision of independent membership services. SSIA officers and offices here as the parties directly questioned on the provision of services that have been done to the participants independently

#### **3. Type of service in question**

Type of service in question is an effort / action service that has been done by officers / SSIA in order to fulfill

the service of independent participation.

In the case of Self-Service Service, the type of coordination of service in question by independent participants is a matter of organizational behavior. Behavior of an officer / organization is a concrete action that exists in man in the form of a response and reactions of the human being that is shaped or embodied from an individual in the form of an attitude and actions of members that shape organizational behavior so as to create work culture as well as role model officer in service to the public. The expected organizational behavior in the public service is the behavior that can support and shape the creation of services that satisfy the customer.

Still the existence of participant's loyalty to the behavior of officers in terms of coordination of services in the form of lack of information on the participants in terms of coordination of officers in the service, Coordination of officers less quickly, Coordination officers less appropriate, Coordination officers less appropriate as expectations, and lack of coordination between officers, it shows that there is an issue of officer behavior in the coordination of services, therefore the need for the management of SSIA to improve the behavior of officers through training and supervision so that the work done can prevent the ongoing and delayed service

Limitations of this study are some of the respondents and informants have a limited time to provide detailed information at the time of the interview.

## **5. Conclusions and Recommendation**

Conclusion; the implementation of coordination system of National Health Insurance membership service in SSIA office has not been fully effective. Recommendation; the need for SSIA Parties to improve policies, improve service management, education and training for officers, and the fulfillment of service resources needs

## **Conflict of Interest**

Author declare no conflict interest.

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