



Assessing Accountability in BPJS Services at Ciamis District Hospital, West Java: A Critical Analysis

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Abstract

This research investigates the dimensions of public accountability related to the services of the Social Security Administering Agency (BPJS) at the Ciamis District Hospital, West Java, by applying a descriptive qualitative approach and desk study methods. Then, data was collected through news sources and related documents to understand the context of BPJS health services from the government and community perspective. The research results highlight non-optimal accountability in health services as the main problem, which requires strengthening the controlling function by RSUD through steps such as audits and inspections to ensure compliance with service standards. Then, efforts to increase transparency and community participation are also considered fundamental by taking initiatives to socialize participants' rights and obligations and establishing participation forums. Finally, government firmness is needed in determining sanctions and incentives for RSUDs that do not comply with regulations by ensuring strict supervision during the implementation of BPJS services. In conclusion, this research emphasizes the urgency of understanding public accountability in the BPJS health service dimension, with an emphasis on the role of the government and the Ciamis District Hospital in the perspective of vertical and horizontal accountability.

Keywords: Accountability, Health Services, BPJS, Controlling

Abstrak

Penelitian ini menginvestigasi dimensi akuntabilitas publik terkait layanan Badan Penyelenggara Jaminan Sosial (BPJS) di RSUD Kabupaten Ciamis, Jawa Barat, dengan menerapkan pendekatan kualitatif deskriptif dan metode *desk study*. Lalu, data dikumpulkan melalui sumber berita dan dokumen terkait untuk memaknai konteks layanan kesehatan BPJS dari perspektif pemerintah dan masyarakat. Hasil penelitian menyoroti ketidakefektifan akuntabilitas dalam layanan kesehatan sebagai permasalahan utama, yang memerlukan penguatan fungsi *controlling* oleh RSUD melalui langkah-langkah seperti audit dan inspeksi guna memastikan pemenuhan standar pelayanan. Kemudian, upaya peningkatan transparansi dan partisipasi masyarakat juga dianggap fundamental dengan melakukan inisiatif dalam menyosialisasikan hak dan kewajiban peserta serta membentuk forum partisipasi. Terakhir, diperlukan ketegasan pemerintah dalam menetapkan sanksi dan insentif bagi RSUD yang tidak mematuhi regulasi, dengan memastikan pengawasan ketat selama pelaksanaan layanan BPJS. Diakhir, penelitian ini menegaskan urgensi pemahaman akuntabilitas publik dalam dimensi layanan kesehatan BPJS, dengan penekanan pada peran pemerintah dan RSUD Kabupaten Ciamis dalam perspektif akuntabilitas vertikal dan horizontal

Kata Kunci: Akuntabilitas, Layanan Kesehatan, BPJS, Pengendalian



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INTRODUCTION

The urgency of public accountability lies in the obligations held by certain parties or are identical to the trustees, whose function is to provide accountability to the community (Hildreth, Miller, Rabin, & Hildreth, 2021). If explored, the importance of public accountability cannot be ignored in governance practices; therefore, in this context, there needs to be implementation that must be encouraged by the trustees to achieve public accountability and receive a positive response in society (Osborne, 2020).

Based on this concern, the problem of public accountability in the health sector in Indonesia is still a challenge that has not been resolved properly (Hasnida, Kok, & Pisani, 2021). In fact, recently, there have been widespread complaints regarding public accountability, especially in the health sector, in uncoordinated (BPJS, *Badan Penyelenggara Jaminan Sosial*) services. Well by the service provider, the Ciamis District General Hospital, West Java (BBC, 2023). This phenomenon is motivated by fear of the cost of smothering, which the Ciamis Regency Regional Hospital guarantees for the people who receive this service. Interestingly, the assumption that arises from this phenomenon is that (BPJS, *Badan Penyelenggara Jaminan Sosial*) should be part of the government's responsibility to fulfill the community's right to obtain health facilities. However, it burdens society, so the implications are not served well. Dynamics like this are, of course, very worrying where the problems faced are related to the controlling function, which is used as an instrument to see how the implementation of (BPJS, *Badan Penyelenggara Jaminan Sosial*)

services can be realized with the mechanism established through (Minister of Health Regulation No. 33 concerning Health Service Tariff Standards in the Implementation of the Health Insurance Program, 2023).

If so, the government's controlling function is not properly functioning in providing health services to the community in the context of (BPJS, *Badan Penyelenggara Jaminan Sosial*); how could this problem be part of what is already required in two provisions? First, the government is a health service provider, where funds or budgets are obtained and collected through contributions by the community according to their income level (Wibawa, Rosyadi, & Zulmasyhur, 2021). Secondly, people who have contributed to the government are entitled to receive their rights to be facilitated in the health sector that the community needs (Quinn, Bromage, & Rowe, 2020).

For this reason, in 2022, BPJS Watch recorded 109 cases of discrimination experienced by BPJS patients, especially related to medication administration, re-admissions, and inactive membership. Furthermore, in community health centers, there is often discrimination involving the administration of medication that is not per the allocation by forcing patients to purchase additional medication at their own expense. Then, at the hospital, the main complaint was related to the practice of re-admission, where patients who were still under treatment and had not fully recovered were required to go home, only to be then readmitted to the hospital to continue treatment.

It is in line with the statement made by the BPJS Watch coordinator, Timboel Siregar, who emphasized that

these practices are a form of fraud committed by hospitals to avoid increasing costs. Then Siregar explained that:

“ . . . Because BPJS patient financing uses a package system, there is a tendency to end treatment when costs reach the package limit, even though the patient has not completely recovered. For example, in the case of dengue fever with a treatment package costing IDR 15 million, the patient can be asked to go home even though their platelets have not reached the desired level. It is done so that maintenance costs do not exceed the maximum claim of IDR 15 million. These practices are of serious concern to BPJS Watch regarding the integrity of the system and its impact on the welfare of BPJS patients”. (BBC, 2023).

When linked to the principle of a unitary state framework, the goal of the Indonesian state, as stated in the preamble to the 1945 Constitution, is to protect the entire nation and the bloodshed of Indonesia and promote general welfare.

This principle is the basis for state governments to form supporting institutions, which are referred to as state auxiliary bodies, to achieve the goals that have been formulated (Pinori, Sumakul, Pinangkaan, Watulingas, & Midu, 2023). In this context, these institutions become vital instruments that support and complement the main functions of government, aiming to improve the welfare of society as a whole, especially in the health sector.

In this way, the concept formulated by the state becomes a systematic effort to implement and realize the principle of the unitary state

of Indonesia under the spirit of the Preamble to the 1945 Constitution.

Overall, the context of public accountability in the health sector, namely (BPJS, *Badan Penyelenggara Jaminan Sosial*), needs to be reviewed through the concept of vertical and horizontal accountability (Khotami, 2017), which allows the involvement of the government as the person responsible through organizations that are given the authority to manage BPJS services to the community and on the one hand, the role of the community in obtaining the services provided is necessarily adjusted to applicable regulations.

RESEARCH METHODS

This research adopts a descriptive qualitative approach with a desk study method, where data is collected comprehensively and analyzed in depth to understand the context being explored (Hennink, Hutter, & Bailey, 2020).

Then, the results provide a structured understanding regarding various aspects observed in the context of government and society. Then, the descriptive qualitative approach aims to produce accurate and measurable descriptions, with the focus being to provide a structured and precise picture of the facts and relationships between the investigated elements (Yadav, 2022).

Overall, this approach allows the provision of information that is easy to understand regarding the research object and can open up opportunities to gain new insights based on the research concepts applied.

RESULT AND DISCUSSION

Service Accountability of the Social Security Administering Body (BPJS)

Based on the findings investigated, the accountability of

services from (BPJS, *Badan Penyelenggara Jaminan Sosial*) still leaves serious problems; this was stated by an activist from the BPJS program, namely Timboel Siregar, that the practice of this service is very detrimental to the community and does not provide solutions to the problems faced by the community, on the one hand, the service should provided can facilitate the community to access what is their right regarding health facilities, both in community health centers, hospitals and other health facilities. On the contrary, these services become a burden for the community, so that complaints that arise are not responded to by the parties concerned. In this case, the Ciamis Regency Hospital, West Java, is like the case of a queue for medicine at the general polyclinic from a patient who did not want to be given his initials, which revealed:

“ . . . I've had experiences from morning to evening [waiting for medicine], that's too much. But yes, the fact is that it still happens today, hospitals should be able to provide certainty to patients, by sending the medicine instead of waiting for hours”.

Based on the findings, there is a need to scrutinize the public accountability of the RSUD at Ciamis District Hospital, West Java. This context underscores vertical accountability, which stipulates that the RSUD of Ciamis Regency, West Java, is responsible for providing essential services to the community, particularly in dispensing medications.

Such accountability is deemed crucial, given that government bodies, empowered by relevant authorities, are mandated to fulfill their duties following established rules and

regulations to yield tangible benefits for the community.

However, there are apparent shortcomings in horizontal accountability, wherein community members, as recipients of these services, express dissatisfaction due to perceived neglect or oversight by parties or personnel at Ciamis District Hospital, West Java. Consequently, addressing this issue warrants the implementation of optimal control mechanisms to effectively tackle challenges and concerns while considering the interplay between vertical and horizontal accountability patterns.

To ensure that the accountability of public services with a focus on the health sector, namely (BPJS, *Badan Penyelenggara Jaminan Sosial*), can run optimally, there needs to be follow-up on the controlling function so that the procedures carried out can be synchronized with related parties, of course this implication is related to the results of research conducted by (Afiyah & Ayuningtyas, 2023) who found that success in providing health services requires a controlling function in ensuring that every health service can have good quality and provide quality services.

The Role of Controlling in BPJS Services

Recognizing the pivotal role of the government, particularly through the Ciamis District Hospital, in exercising control over the provision of healthcare services to (BPJS, *Badan Penyelenggara Jaminan Sosial*) participants is crucial. Despite the theoretical framework of BPJS aimed at affording financial protection to its participants, the prevalence of public grievances regarding suboptimal services underscores the imperative for enhanced governmental oversight.

Complaints such as restricted access, inefficient re-admissions, and improper medication administration not only inflict physical discomfort upon the populace but also impose financial burdens that individuals must shoulder independently (Pourat et al., 2023).

Consequently, the government must fortify its regulatory authority over RSUDs to ensure proper adherence to (BPJS, *Badan Penyelenggara Jaminan Sosial*) service standards. Mitigating the prevalence of public grievances and the resultant financial strain necessitates bolstering the government's supervisory role. It can be achieved through the implementation of proactive evaluation mechanisms utilizing modern technological tools for regular monitoring and reporting, thereby augmenting transparency and accountability in healthcare service delivery under (BPJS, *Badan Penyelenggara Jaminan Sosial*).

Moreover, instituting training and supervision programs for medical personnel at Ciamis Regency Hospital constitutes a strategic measure to enhance skills and foster awareness regarding the needs of (BPJS, *Badan Penyelenggara Jaminan Sosial*) participants. By amplifying governmental oversight in addressing public grievances, it is anticipated that overall service quality will improve, consequently alleviating the financial burdens borne by (BPJS, *Badan Penyelenggara Jaminan Sosial*) participants.

Consequently, the enhancement of healthcare services not only facilitates enhanced and responsive access to medical necessities but also upholds the principles of equity and community welfare, which constitute the fundamental objectives of the BPJS program. By acknowledging the

indispensable role of regulatory oversight in enhancing healthcare services, the government can establish a more streamlined and equitable system, thereby fulfilling the healthcare rights of all individuals (Pourat et al., 2023).

Efforts to Overcome Discriminatory Actions Related to BPJS Services

In dealing with the phenomenon of public complaints regarding (BPJS, *Badan Penyelenggara Jaminan Sosial*) services at the Ciamis Regency Regional Hospital, the government needs to implement concrete efforts to ensure improved quality and accessibility of health services. First, the government must focus on improving internal control functions, such as routine audits and periodic inspections, to detect suboptimal services more quickly. This step aims to ensure that RSUD operates in accordance with the standards set by (BPJS, *Badan Penyelenggara Jaminan Sosial*) so that the public can get better services.

The second effort that needs to be taken by the government is to increase transparency and community participation in the management of BPJS health services with clear outreach efforts regarding the rights and obligations of participants, complaint-handling procedures and service standards that need to be prioritized. On the one hand, the government can also form a community participation forum to involve (BPJS, *Badan Penyelenggara Jaminan Sosial*) participants in making decisions regarding health services.

This participation can broaden the community's perspective on improving services and also create a more open feedback mechanism. Lastly, the government needs to establish clear sanctions and incentives for the Ciamis District

Hospital. Sanctions must be applied firmly if the RSUD does not meet the service standards that have been set, while incentives can be given to RSUDs that succeed in achieving or exceeding the standards.

With this in mind, the government must ensure that this system is closely monitored to ensure fairness and consistency in its implementation (Bovaird & Löffler, 2023). With these steps, the government can provide strong encouragement to improve the quality of health services at the Ciamis Regency Hospital so that the community can experience positive benefits and minimize the financial burden they have to bear.

CONCLUSION

In dealing with the problem of accountability for the services of the (BPJS, *Badan Penyelenggara Jaminan Sosial*) at the Ciamis District Hospital, it was revealed that public complaints indicated deficiencies in fulfilling service standards.

First, obstacles such as long drug queues are a burden for BPJS participants, indicating the need for increased public accountability, especially through a more effective controlling role for the government. These findings indicate the need for a review of the vertical accountability of RSUDs, where local governments need to ensure the provision of community needs, especially in terms of administering medicines, as a fundamental form of accountability.

Second, the context of horizontal accountability, which describes people's dissatisfaction with services that are supposed to protect their rights, emphasizes the need for transparency and participation efforts. Through socializing participants' rights and obligations and establishing participation forums,

the government can expand community involvement in decision-making regarding health services. It not only creates a closer relationship between RSUD and the community but also strengthens horizontal accountability.

Third, to overcome discriminatory problems, the government needs to take concrete steps, such as improving the internal control function, increasing transparency, and establishing clear sanctions and incentives. The government must ensure that RSUDs meet (BPJS, *Badan Penyelenggara Jaminan Sosial*) service standards, and by providing incentives to those who excel and imposing strict sanctions, significant improvements can be encouraged. These measures should be closely monitored to ensure sustainability and fairness in their implementation. Finally, in the context of the Unitary State of the Republic of Indonesia (NKRI, *Negara Kesatuan Republik Indonesia*), the principle of public accountability is the basis for ensuring that the health services provided by the Ciamis Regency Regional Hospital are in accordance with the objectives of the Republic of Indonesia to protect and improve the welfare of the community.

Therefore, increasing government control, transparency, and community participation is not only an effort to resolve community complaints but is also a form of commitment to the principles of the Republic of Indonesia.

Thus, facing the challenge of accountability for (BPJS, *Badan Penyelenggara Jaminan Sosial*) services at the Ciamis District Hospital requires a holistic approach that involves strengthening government control, transparency, community participation, and enforcing sanctions and incentives. Only with these steps

can the government ensure that health services are provided in accordance with standards, provide maximum benefits for (BPJS, *Badan Penyelenggara Jaminan Sosial*) participants, and support the principles of the Republic of Indonesia for the welfare of the community.

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