

THE BUREAUCRACY ACCOUNTABILITY OF THE HEALTH INSURANCE ADMINISTRATOR IN MORAL PERSPECTIVE (Implementation Study in Unhas Hospital)

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***Abstract:** This study aims to assess the accountability of the Social Security Agency (BPJS) from the moral and ethical aspects of the analogy with the sensor system of public administration, may affect other aspects and determines whether the destination is reached Public Administration. Considered as a strategic aspect of public administration, especially public services. This aspect is an important element in the utilization of health insurance, and very decisive public satisfaction it serves well as an indicator of the success of Bureaucracy organizers. The results of this study found that the Social Security Agency (BPJS) are not accountable for improving the National Health Service.*

***Keywords:** accountability, morality and health insurance.*

INTRODUCTION

The issue of officers morality State Officials, in serving the public or community, in Indonesia has been less discussed widely and thoroughly in developed countries, although it has been recognized that one of the basic weaknesses in the public service (Keban: 2008). This issue is including Society health Security Administering Agency (BPJS), therefore, it is needed to assess the success of BPJS services in health insurance it is necessary to study about moral accountability. Behaviour of Health Insurance Scheme Operator actions, who often work and act unaccountably. Work and accountable factors in the program organizers in this case means that, any decisions made or carried out from Social Security Agency (BPJS). The Health Insurance institutions (JKN) can be accounted for and received well by the public.

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The National Health Insurance Scheme (JKN) in the form of health protection for participants to gain the benefits of health care and protection to meet basic needs in the areas of health given to every person who has had BPJS card. Which pengeloannya entrusted to social security penyelenggara Agency (BPJS) dilaksanakan simultaneously throughout the territory of the Republic of Indonesia.

Vision of BPJS Health is defined in the Strategic Plan for Health BPJS that: "Coverage Universe 2019" that: no later than January 1, 2019, the entire population of Indonesia has a National Health Insurance to obtain health care benefits and protection to meet the basic needs of health organized by BPJS . To realize the vision of the stretcher, registered as many as 121.6 million people in Indonesia from January 1, 2014, and gradually able to cover all of Indonesia's population of around 257 million people (BPJS Branch Office Makassar).

In the implementation of the program is needed BPJS bureaucrats who have credibility and integrity are worth, reflects the moral values to the society. Since the entry into force of law No. 24 of 2011 on BPJS, much in the spotlight especially publishing services BPJS cards, and card utilization BPJS in Hospital in health care. Facts on the ground indicate that the use of cards BPJS in service at the Hospital does not match public expectations.

Seeing problems in the implementation JKN program, then BPJS as organisation prosecuted has responsibility (accountable) for decisions and actions in meeting public demand, especially in the health care programs. The oral or ethical issues continue to come under scrutiny, in some public administration literature (Cooper, 1998; Donahue, 2003; Berman, 2003, Sabrina; 2012) moral or ethics can be a success factor but also otherwise be triggered in foiling policy objectives. If the morality of the organizers of the Social Security lower then the resulting quality of service is very low.

Every bureaucrat public servant shall have the mental attitude and behavior that reflects excellence and nobility of character. He shall develop themselves so sincerely understand, appreciate and applying various ethical principles rooted in public policies. Kumorotomo (2011: 164).

Research Methods

This study was conducted based on the descriptive and the qualitative phenomenological approach, which examines and reveal the meaning of concepts or phenomena and individual experiences of bureaucratic accountability BPJS in improving health services experienced by consciousness that occurs in several informants. This study was conducted in a natural situation, so there is no limit on the meaning or understanding of the situation informant. This study is open means that the problem of research, as presented in front is flexible and subject to change, according to the work processes that occur in the field so that the focus of his research involved also changed to adjust to the changing research problem (Moleong, 2000: 65). Purity or integrity (entity), performing what it is and there is no effect or a specific interest.

The study was conducted at two locations namely, in the Office BPJS as organizer of the National Health Insurance program (JKN) and at Hasanuddin University Hospital as a recipient of health services for the holder / owner BPJS card, research began in April 2014 to April 2015, the program participants Health Insurance (JKN) as the unit of study, data source (Informant), as many as seven people, namely: Head BPJS knowing and mastering of the program JKN (1 person as key informants), Hospital Management (1) and 5 patients BPJS (2 the outpatients and inpatients 3). Informants from BPJS and informants of hospital management set intentionally, whereas patients BPJS informants were selected purposively, and has been providing information about all the things that happened during in hospital.

For that, according Mertins Jr. (1979: 62) that, there are four things that should be moral parameters, namely: First, equality indicator is the equal treatment of the services provided. It is based on the type of rational bureaucratic behavior that consistently provide quality service to all parties regardless of apiliasi political, social status, ethnicity, religion and so forth. For they give the same treatment identical to be honest, a behavior that should be appreciated. Second, equity indicator, which is equal and fair treatment. Third, loyalty indicator, which is given to the constitution, leadership, subordinates and co-workers. Fourth, responsibility, that every government officials must be ready to accept responsibility for anything he did.

To obtain data and information on health services. The collection of data obtained melalalui in dept interviews of bureaucrats administering body and of patient participants BPJS health services at the Hospital. Patients as informants who provide data about all the things that happened during maintenance BPJS card and when receiving hospital care. Data and information related to the focus of the review, this is done through interviews, observations in the field which aims to provide a realistic picture of the behavior of bureaucrats BPJS, and behavior Hospital officer or events that could be the data of this study.

Research Result

Based on the research that the number of patients using BPJS card for as many as 474 people in April. For patients BPJS 434 Orang, general patient 38 people, and only 2 patients corporations. Inpatient capacity of only 15.80 (16 people).

Based on interviews Hospital manager that there are still 50% of patients who can not Inpatient room and have to wait and queue, patients consisted of surgical cases and cases of non-different, and only 24 rooms available for patients BPJS so that the capacity for patients Inpatient exceed number of rooms capacity provided by the Hospital. Of the total demand for rooms for patients to be treated Confinement BPJS reach more than 50% so it had to queue to get a room, at the time of the study reaches the queue number 80. This means that the patient will wait a few days later could only get a room, after another patient who had received inpatient treatment to recover from illness. This hospital treats such as the number of patients BPJS indeed many,

Table
Patient Data Entry WardRs. University HasanuddinMonth April 2014 (30 Hr)

No	Treatment room	General	Social Security Agency of Health	Corporation	Total	On average daily
1	VVIP	5	22	0	27	0.90
2	VIP	6	52	0	58	1.93
3	Kelas I	4	97	0	101	3.37
4	Kelas II	12	119	0	131	4.37
5	Kelas III	7	96	1	104	3.47
6	HCU	0	0	0	0	0.00
7	ICU	3	4	0	7	0.23
8	NICU	0	1	0	1	0.03
9	Join Room	1	11	1	13	0.43
10	Adult Chemotherapy	0	30	0	30	1.00
11	Chemotherapy Children	0	2	0	2	0.07
	Total	38	434	2	474	15.80

Data Source: Hospital UNHAS 2014

and not be rejected as a patient who wants to be served by the Hospital UNHAS. Based on these facts, the public asking for accountability of bureaucracy BPJS as a fiduciary of the Government.

The results of this study with regard to the statement Behn (2001) which says that accountability is the degree of the extent to which the government explain (to explain), answer (to answer) and justify (to justify) the actions or what they have done or failed they do (including a willingness to accept the consequences). The bureaucrats in the running duties and functions tailored to the guidelines or codes of conduct that have been set. Furthermore, bureaucratic accountability BPJS of legality emphasis on supervision and monitoring high to mamastikan whether the obligation is fulfilled. This finding is consistent with results from studies Romzek and Dubbin (1987).

DISCUSSION

The concept of accountability in this research is a method in which a public agency or a public office fulfill its duties and obligations, and processes required by the institution or the public office to report the actions (the methods by a public agency or public official fulfils its duties and obligations, and the process by the which that agency or the public official is required to account for Reviews such actions) (Jabbara and Dwivedi, 1989), Bovens (2007).

The results of this study may support the research findings presented by Chandler and Plano (1982): accountability requires the existence of a clear hierarchical relationship between the centers of accountability with units below it. This hierarchical relationship is usually clearly defined either in the form of rules of the organization

submitted a formal or informal relationship network form. In addition, the findings of other studies revealed that adherence to superior orders as a form of loyalty and sanctioning system is based on civil service rules and regulations.

The findings are BPJS Bureaucratic Accountability in improving the quality of health care, that the implementation of the five aspects of bureaucratic accountability BPJS in improving health services has not been done optimally, especially in the moral aspect. Reinforced by the opinion (Azhrul, 1996), the quality of health care is health care that can satisfy every patient / service user's health services in accordance with standard operating procedures and codes of conduct, and is supported by studies fridawaty (2014) that the quality of health care is the degree of perfection health services in accordance with professional standards and service standards with the use of potential resources available in the hospital or health center fairly, efficiently, and effectively and safely administered and menuaskan based norms, ethical, legal and social culture. Supported also by the perceptions of patients BPJS that, the quality of health care is defined as empathy, respect, and respond according to the needs and friendly. Slightly different from the opinion that the medical officer of health care quality if free to do everything in a professional manner in accordance with the knowledge, skills, and equipment that meet the standards.

Thus the quality of health care is referring to the level of health care in creating a sense of satisfaction to every patient. The more perfect health services performed, then the better the quality of health care received by patients.

Facts on the field found that patients' views, that the hospital was not able to provide room for all patients Inpatient (patient BPJS): Average hanya 16 person per day, which can be accommodated by Hasanuddin University Hospital, and the rooms are terdia for all patients only 24 rooms (General patient, BPJS, corporations), and patients wait until the queue number 80. Therefore, due to the inability of hospitals providing inpatient rooms ready for surgery resulted in patients having to wait a few days after the rooms were empty and ready, new patients notified by telephone to then the doctor can perform surgery. Thus ill patients had to endure the pain at the time of waiting there Confinement room ready. In this case BPJS be liable for all patients who are not satisfied with the shortage of rooms Inpatient. and BPJS secra have ignored the moral code of ethics and are not accountable in improving the quality of health services to inpatients, it violated the code of conduct in the form of a commitment to the participants BPJS namely: "to improve the quality of service and meet the needs of health care guarantees for the participants, health BPJS committed:

1. Provide assurance that health services and quality komprehenship.
2. Provide clear information on the rights, obligations and procedures adopted by the participants.
3. Provide comfort in getting care at health facilities.
4. Provide administrative services easily and quickly.

5. Resolving complaints participants to apply the principles of service excellence.

Referring to the results of research Jabbara and Dwivedi (1989) that BPJS morally should be responsible for the patient's dissatisfaction, and unethical. And organizational collectively responsible for any discretion to the public in the sense of carrying out what form the task, and the authority to which it aspires. This finding is supported oleh Balla (2004) and Prasojo (2006) that public sector accountability, based on source control, as the organization that gave principals to mandate either vertically or horizontally. Romzek and Dubnick (1987), Tjiptonoherianto (2000) that, accountability of government bureaucracy is the duty of officers to act as a responsible for any policy set. The quality of health care at the level of perfection merunjuk health services, which can lead to satisfaction on each patient according to their assessment, and based on the implementation procedures must be in accordance with the code of ethics and professional service standards that have been set.

Expectations of the quality of health care, according to the patient BPJS, see that quality health services if health services that can meet the needs perceived and organized in a way that is respectful comfortable, courteous, timely, responsive and able to cure the complaint as well as prevent the development or spread of disease. The patient's perspective is very important because patients who are satisfied will adhere to treatment and medication would come back.

Meanwhile, according to the Hospital UNHAS, the quality of services related to medical services, the availability of equipment, work procedures or protocols, freedom of profession in any conduct health services in accordance with the latest medical technology, and how output or the health service.

CONCLUSION

Aspects-Bureaucratic accountability aspect Administering Social Security Agency health has not been done optimally, especially in the moral aspect. The quality of health care for participants BPJS inconsistent with public expectations and not optimal, due to the availability of rooms for inpatient space is very limited, so that the patient can not be immediately hospitalized in intensive care because it must first return to his house to wait no vacant rooms are ready for bed. This case, the rights of patients BPJS not accommodated so BPJS should be morally responsible for his commitment to the entire patient.

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