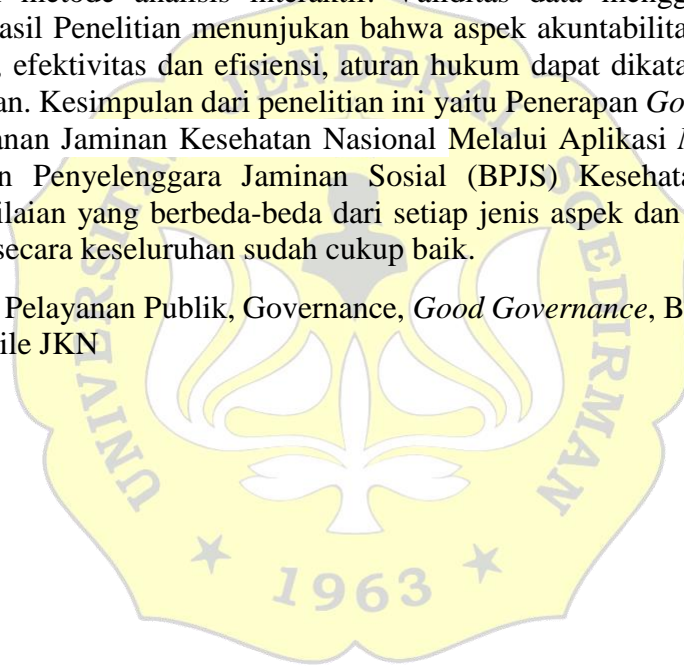


RINGKASAN

Penelitian ini bertujuan untuk menjelaskan tentang penerapan *good governance* dalam pelayanan jaminan kesehatan nasional di BPJS Kesehatan Purwokerto. Adapun judul penelitian yaitu “Penerapan *Good Governance* Dalam Pelayanan Jaminan Kesehatan Nasional Melalui Aplikasi *Mobile JKN* Di Kantor Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan Purwokerto”. Dalam penelitian ini, pelayanan BPJS Kesehatan Purwokerto melalui Aplikasi *Mobile JKN* dilihat berdasarkan prinsip-prinsip *good governance* menurut menurut *UNDP (United Nation Development Programme)* yaitu akuntabilitas, transparansi, daya tanggap, efektivitas dan efisiensi, aturan hukum. Metode yang digunakan dalam penelitian ini yaitu kualitatif deskriptif. Teknik pemilihan informan menggunakan teknik *purposive sampling* dan teknik *accidental sampling*. Pengumpulan data melalui metode wawancara, observasi dan dokumentasi yang kemudian dianalisis menggunakan metode analisis interaktif. Validitas data menggunakan teknik triangulasi. Hasil Penelitian menunjukkan bahwa aspek akuntabilitas, transparansi, daya tanggap, efektivitas dan efisiensi, aturan hukum dapat dikatakan baik tanpa ada kekurangan. Kesimpulan dari penelitian ini yaitu Penerapan *Good Governance* Dalam Pelayanan Jaminan Kesehatan Nasional Melalui Aplikasi *Mobile JKN* Di Kantor Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan Purwokerto memiliki penilaian yang berbeda-beda dari setiap jenis aspek dan subaspek yang ada. Namun, secara keseluruhan sudah cukup baik.

Kata Kunci : Pelayanan Publik, Governance, *Good Governance*, BPJS Kesehatan, Aplikasi *Mobile JKN*



SUMMARY

This research aims to explain the implementation of good governance in national health insurance services at BPJS Health Purwokerto. The research title is "Implementation of Good Governance in National Health Insurance Services Through the JKN Mobile Application at the Purwokerto Health Social Security Administering Agency (BPJS) Office." In this research, Purwokerto BPJS Health services through the JKN Mobile Application are seen based on the principles of good governance according to the UNDP (United Nation Development Program), namely accountability, transparency, responsiveness, effectiveness and efficiency, rule of law. The method used in this research is descriptive qualitative. The informant selection technique uses purposive sampling technique and accidental sampling technique. Data was collected through interviews, observation and documentation methods which were then analyzed using interactive analysis methods. Data validity uses triangulation techniques. The research results show that the aspects of accountability, transparency, responsiveness, effectiveness and efficiency, the rule of law can be said to be good without any shortcomings. The conclusion of this research is that the Implementation of Good Governance in National Health Insurance Services Through the JKN Mobile Application at the Purwokerto Health Social Security Administering Body (BPJS) Office has different assessments of each type of existing aspect and sub-aspect. However, overall it is quite good.

Keywords: Public Services, Governance, Good Governance, BPJS Health, JKN Mobile Application

