

## **ABSTRACT**

**Background:** *National Health Insurance (JKN) is a national coverage health insurance provided by the government in Indonesia. One of the service that is included in JKN is oral health service. According to some news in mass media and previous research, several problems are encountered during this JKN era. The aim of this study was to overview the obstacles that faced by dentists as providers in giving oral health care in Yogyakarta's primary health center in JKN era.*

**Method:** *This research was an observational descriptive study with cross-sectional design. There were 24 dentists as subjects for this research who works in primary health center Yogyakarta city. This research was conducted on August until September 2015 in several primary health centers in Yogyakarta city. Two questionnaires were used as instruments in this research. The first questionnaires was about perception of the dentist's obstacle and the second was about dentist's knowledge of JKN system. The datas were analyzed by descriptive statistic method with frequency and mean distribution.*

**Result:** *Most of the subjects in this research were women (88%), aged 36-45 years old (38%), and worked at the primary health center with non-hospitalized service (79%). Dentist's obstacles as a providers in JKN in the Yogyakarta's primary health center were capitation fund (87,5%), oral health's utility (29%), the benefit package (54%) and dentist's workloads (46%). The level of dentist's knowledge about JKN system was mostly good (88%) and moderate (12%).*

**Conclusion:** *Obstacles faced the dentist that has the highest value in the JKN era in the Yogyakarta's primary health center is capitation fund. The dentist's knowledge about the JKN system in the primary health center at Yogyakarta's city is good.*

**Keyword:** *obstacle, dentist, JKN*

## INTISARI

**Latar belakang:** Program Jaminan Kesehatan Nasional (JKN) merupakan program yang memberikan jaminan berupa perlindungan kesehatan . Pelayanan kedokteran gigi merupakan salah satu pelayanan yang dijamin oleh JKN. Berdasarkan hasil observasi pada beberapa berita di media massa dan beberapa penelitian sebelumnya ditemukan beberapa permasalahan yang terdapat di JKN. Penelitian ini bertujuan untuk mengetahui gambaran hambatan dokter gigi sebagai *provider* dalam memberikan pelayanan kesehatan gigi dan mulut di era JKN di puskesmas kota Yogyakarta.

**Metode:** Jenis penelitian ini adalah observasional deskriptif dengan rancangan penelitian *cross sectional*. Sampel pada penelitian ini adalah 24 dokter gigi yang bekerja di puskesmas kota Yogyakarta. Penelitian ini dilakukan di seluruh puskesmas kota Yogyakarta pada bulan Agustus-September 2015. Instrumen yang digunakan adalah 2 kuesioner yakni kuesioner persepsi hambatan dokter gigi dan kuesioner tingkat pengetahuan dokter gigi tentang sistem JKN. Analisis data menggunakan analisis statistik deskriptif berupa distribusi frekuensi dan distribusi rata-rata.

**Hasil:** Responden pada penelitian ini sebagian besar adalah perempuan (88%), usia 36-45 tahun (38%) dan bekerja di puskesmas non rawat inap (79%). Hambatan dokter gigi sebagai *provider* di era JKN adalah besaran kapitasi (87,5%), sarana kesehatan gigi (29%), paket manfaat (54%) dan beban kerja (46%). Tingkat pengetahuan dokter gigi tentang sistem JKN adalah baik (88%) dan cukup (12%).

**Kesimpulan:** Hambatan dokter gigi dengan nilai tertinggi di era JKN adalah besaran kapitasi. Tingkat pengetahuan dokter gigi tentang sistem JKN di puskesmas kota Yogyakarta adalah baik.

Kata kunci : hambatan, dokter gigi, Jaminan Kesehatan Nasional (JKN)