

BPJS Health Insurance Program: SME's Perspective

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Abstract

The purpose of this study is to determine the implementation of the Indonesian BPJS health insurance program and the perceptions of SME on the implementation of BPJS health insurance program in Bogor city, Indonesia. The research method is use descriptive research based on SME's responses with the case study method where direct field surveys, observations, interviews were carried out to 100 respondents in 6 sub-districts in Bogor city. The results show : 1. descriptive analysis of the SME's perspective with the lowest value is in the ability to pay BPJS health dues (57%), while the highest value is found in the statement SME have clearly socialized the BPJS health insurance program (99%). 2) Descriptive analysis of the BPJS health insurance implementation variable with the lowest value is in the BPJS health insurance provides professional services to participants (66.25%), while the highest value is in the statement of health insurance benefits that provided by The BPJS health insurance with percentage value of 79.75%.

Keywords:

Indonesia_BPJS_Health_Insurance, Health_Program, and SME_Perspective

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Abdul Talib Bon is a professor of Production and Operations Management in the Faculty of Technology Management and Business at the Universiti Tun Hussein Onn Malaysia since 1999. He has a PhD in Computer Science, which he obtained from the Universite de La Rochelle, France in the year 2008. His doctoral thesis was on topic Process Quality Improvement on Beltline Moulding Manufacturing. He studied Business Administration in the Universiti Kebangsaan Malaysia for which he was awarded the MBA in the year 1998. He's bachelor degree and diploma in Mechanical Engineering which his obtained from the Universiti Teknologi Malaysia. He received his postgraduate certificate in Mechatronics and Robotics from Carlisle, United Kingdom in 1997. He had published more 150 International Proceedings and International Journals and 8 books. He is a member of MSORSM, IIF, IEOM, IIE, INFORMS, TAM and MIM.