

# DISTORTION DATA VALIDATION RECIPIENTS OF AID CONTRIBUTION OF NATIONAL HEALTH DISTRICT IN JEMBER)

*by Akbar Maulana*

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## RESEARCH ARTICLE

### DISTORTION DATA VALIDATION RECIPIENTS OF AID CONTRIBUTION OF NATIONAL HEALTH INSURENCE (PBI-JKN) (CASE STUDY IN AMBULU SUB DISTRICT IN JEMBER)

**\*Akbar Maulana, Sasongko and Bagus Sigit Sunarko**

Faculty of Social and Political Science, University of Jember, Indonesia

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##### \*Corresponding author:

Akbar Maulana

#### ABSTRACT

The issue regarding a composite of accurate data for Recipients of Aid of National Health Insurance often gets the spotlight. The process of implementing data collection of these beneficiaries is still considered to be lacking maximum, that many citizens in Indonesia still have not received their social security rights fairly and transparently. In this study the juridical basis used were Law Number 40 of 2014 concerning to SJSN, Government Regulation Number 101 of 2012 concerning to Contribution Beneficiary (PBI), Presidential Regulation Number 12 of 2013 concerning to Health Insurance and JKN Roadmap and Decree of the Minister of Social Affairs Number 146/HUK/2013 concerning to the determination of criteria for the poor. This research aimed to describe and analyze the implementation of PBI-JKN data verification and validation. And to identify the cause of low accuracy of the data generated in the implementation of PBI-JKN data verification and validation. The research method used qualitative methods with descriptive data, and the data collection techniques were in-depth interviews, observations and documents. The technique of determining informants used a purposive method and in its development the snowball method was used to get more information accurate. Data analysis methods include data reduction, data presentation and conclusion/verification. The conclusion of this study showed as follows; First, the implementation of PBI-JKN data verification and validation were not running optimally. Second, the issue of the availability of Human Resources, verification and socialization data validation was still lacking, and budget support was not proportional. Third, there were elements of political or sector ego among executors. Fourth, there was still a lacking timeliness of implementers in giving the latest data with various kinds of problems in the field.

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#### INTRODUCTION

The National Health Insurance is a part of the national guarantee system that use a mandatory social health insurance mechanism based on the Law Constitution No. 40 of 2004 concerning the National Social Security System (Sistem Jaminan Sosial Nasional or SJSN). This program aims to fulfill the needs of basic health given to everyone, both who pays dues and whose dues paid by the government. Those whose dues are paid by the government refer as Recipients of Aid Contribution (Penerima Bantuan Iuran or PBI) including the poor, children and displaced people as well as those who are not able to, which is based on Government Regulation Number 101 of 2012 concerning Recipients of Aid Contribution-National Health Insurance (Penerima Bantuan Iuran Jaminan Kesehatan Nasional or PBI-JKN) (Republic of Indonesian Ministry of Health, 2015). In line with the law products above, the Government, through the Ministry of Health and the Ministry of Social Affairs, gives priority to prospective beneficiaries by reforming the integrated data based on health

services and Social Offices. In order to obtain accurate and targeted data, the Ministry of Social Affairs conducts data collection of the prospective of Recipients of Aid Contribution-National Health Insurance (Penerima Bantuan Iuran Jaminan Kesehatan Nasional or PBI-JKN) by verifying and validating existing data in accordance with current community conditions, so that the poor can always be updated. Data verification and validation is also done in accordance with changes in the data of the poor who met the criteria. This is done to determine the development of data in every year because there are always changes in data, as well as they are listed as beneficiaries of the PBI-JKN program. Due to the limited number of poor people borne by the central government through the National Budget, then it was expected to contribute to the responsibility of the regional government in financing the poor in their regions. As referring data collection of Social Protection Program (Pendataan Program Perlindungan Sosial or PPLS) in 2011, the 2015 data of PBI-JKN beneficiaries funded by the National Budget and received by the Social Office of Jember Regency were 930.964 people,

while the number of people who were listed in the Social Office of Jember Regency was 910.000. There was still a difference in the number of 20.964 people that had to be handled by the regional government in which the Social Office of Jember Regency as its leading sector. Regarding on this issue, the Social Office of Jember Regency had provided information to the data officers in the field, and arranged the necessary budget so that this data target was expected to be achieved and all poor people in Jember Regency could be covered by this service (Social Office of Jember Regency). In 2016, data on beneficiaries of PBI-JKN were based on Ministry of Social Affairs Decree Number 170 Year 2015 and were funded by the National Budget of 995.470 people. There was an increase in the amount of data from 2015 to 2016 as many as 64.506 people. However, the number of recipients of the beneficiary data had to be adjusted to the amount of data from PPLS in 2011 to avoid multiple data imbalances. Related stakeholders then carried out verification and validation steps and have been using the criteria reference in the previous year for 6 months and after (Social Office of Jember Regency).

After verifying and validating the 2016 PBI-JKN data financed by the National Budget and received by the Social Office of Jember Regency based on Ministry of Social Affairs Decree Number 170 of 2015, as many as 995.470 people, the data was obtained after finished the verification and validation in 2015. In addition, the Jember Regency, through the Social Office received an additional quota of 64.506 people and had to be fulfilled to minimize the following year. The changes in verification and validation data has been being carried out every 6 months by the Social Office stakeholders, namely The Sub-regency of Social Welfare (Tenaga Kesejahteraan Sosial Kecamatan or TKSK), Community Social Worker (Pekerja Sosial Masyarakat or PSM) and Family Hope Program (Program Keluarga Harapan), so that data changes could be seen at the end of June 2016 and after (Social Office of Jember Regency).

For the Regional Recipients of Aid Contribution (Penerima Bantuan Iuran Daerah or PBI-D) data in Jember Regency itself which was funded by the 2015 Regional Budget of 80.400 people, this was in accordance with the proposal from the Poor Statement (Surat Pernyataan Miskin or SPM) of the Health Office of Jember Regency. The data had been verified and validated with the same criteria as "dead", "able", "multiplied", "moved" and "not found" so that it was reduced to 950 at the end of December 2015, which was finally counted of 79.450 people. In accordance with the MoU of Social Security Insurance Office (Badan Penyelenggara Jaminan Sosial or BPJS) in Jember Regency with the Government of Jember Regency in 2016 PBI-D the data was counted of 79.450 people, were carried out verification and validation by BPJS Healthcare Security for every 6 months. Meanwhile, for Regional Healthcare Insurance (Jaminan Kesehatan Daerah or Jamkesda) of Jember Regency data from the East Java Provincial Health Office, there were 456 people of them. The amount was obtained after verification and validation was carried out again between 4.356 active Healthcare Insurance Community (Jaminan Kesehatan Masyarakat or Jamkesmas) with data that could not be synchronized by computerization as many as 4.812 people (Social Office of Jember Regency). The involvement of the provinces, regency/city and community governments has been confirmed in Government Regulation No. 101 of 2012 that the Regional Government and the community play a role in conveying the correct and accurate

data on both requested and unrequested PBI-JKN delivered through the community complaints forums in each regional government, specifically for the purpose of verifying changes to the PBI-JKN data every 6 months in the current fiscal year. In this regard, to manage the division of authority and responsibility in the verification and validation of PBI-JKN data, the Ministry of Social Affairs uses the basis of Minister of Social Office Regulation Number 08 of 2012 concerning Data Guidelines and Management of People with Social Welfare Problems (Penyandang Masalah Kesejahteraan Sosial or PMKS) and Potential and Sources of Social Welfare (Potensidan Sumber Kesejahteraan Sosial or PSKS) data as references. The regulation functions as Norms, Standards, Procedures, Criteria (Norma, Standar, Prosedur dan Kriteria or NSPK) and references for Regional Governments in carrying out data collection on PMKS and PSKS including the division of authority between the central government, provinces government and regency/city government in PBI-JKN data collection.

The data quality distortion that occurs was related to verification and validation of the JKN PBI-data in Ambulu Sub-Regency, even though the government had carried out a data collection process that was sufficiently assisted by the community, but still, the data obtained was not on target. The data collection officer had tried to be full, detail, and serious to record the citizens, but the data collected was still commonly found as multiple, dead, able, moved, not found, and so on. In fact, the data was taken from data collection by several government agencies that carried out data collection on the poor according to their respective criteria. The human resources conducting the data collection process had also been carried out by the data team in the field involving various elements of the bureaucracy, whether there were existing TKSK, Sub-Regency Heads, Village Heads to the Neighborhood (Rukun Tetangga or RT) and Hamlet (Rukun Warga or RW) levels, however the data obtained was still not really in line with expectations. Therefore, more effort is needed from the Government as a component to assist, collect and compile data on beneficiaries so that any form of program relating to data of the poor, especially the PBI-JKN data, is expected to be accurate and right on target.

**Research Problem:** Based on the background of the description of the problems above, the main problem is: Why was the implementation of the policy on verification and validation of data on the poor recipients of the National Health Insurance (PBI-JKN) contribution not producing accurate data?

**Research Objective:** Based on the formulation of the problem that has been described, the purpose of this study was to describe and analyze the implementation of data verification and validation of the poor recipients of the National Health Insurance Fee (PBI-JKN) and identify the causes of the low accuracy of data produced by the Social Office in Ambulu Sub-Regency, Jember Regency.

**Research Significance:** This research significance was to provide benefits both academically and practically, including:

- Academically, the results of this study are expected to contribute knowledge, as material for theoretical or basic information in the field of developing policy

Implementation models, especially the implementation of PBI-JKN data verification and validation.

- Practically, the results of this study are expected to be used as input for the Social Office of Jember Regency in order to improve the implementation of PBI-JKN data verification and validation.

## REVIEW OF LITERATURE

**The Implementation of Public Policy:** Policy implementation is activities conducted to implement the policy effectively. This implementation is the assembling of various programs intended in a policy. This is one aspect of the policy process, which is very difficult in determining the outcome of a particular policy. As noted, the difference can arise between policy statements and policy outputs. The problem arises from the impact of the policy, the impact of emitting policy outputs, which, of course, can be different from the policy statement. The impact of policy is the consequences borne by the community both expected and not, out of policy implementation (Santosa, 2008: 43). The activities of verification and validation of the PBI-JKN data are an implementation of the recipient's policy. The policy that has been formulated must be truly felt by all levels of society, especially, in this case are the poor. The concept of PBI-JKN data verification and validation is intended as a reference for the regional government and other stakeholders in verifying and validating PBI-JKN data (Ministry of Social Affairs) which aims to create stakeholder perceptions and actions in conducting verification and validation of PBI-JKN data, to create coordination between the government and regional government and various parties, to conduct verification and validation of the JKI-PBI data in accordance with applicable regulations and as well as to provide data on the poor and poor people of PBI-JKN participants who are up-to-date and on target based on results verification and validation.

The conclusion is, verification and validation have the purpose to examine and review the truth of data of the poor to guarantee the correctness of the PBI-JKN data, then establishing the validity of the poor as the PBI-JKN data, as well as to provide data of the poor which participate in the latest and targeted PBI-JKN (Ministry of Social Affairs). Data carried out its verification and validation are data of PBI-JKN participants who experienced changes because they have died, moved their residence, left the PBI-JKN membership because they did not fit the criteria, data of the unregistered poor, as well as people with other welfare problems, and the victims of Termination of Employment (Pemutusan Hubungan Kerja or PHK) for more than 6 months. The non-registered poor people data include those with other social welfare problems and laid-off victims who are proposed as participants in the PBI-JKN such as residents, homeless people, beggars, people with permanent disabilities, victims of poor layoffs for more than 6 months and so on. Verification and validation of PBI-JKN data can be seen in Figure 1.

**The Implementation of Public Policy George Edward III:** Implementing a policy is the culmination of a regulation or policy was made. The general implementation stages how a policy that becomes an answer to the problems experienced by the community is applied to the maximum and can answer these problems. However, the implementation stage is not an easy part. Policy makers need to see and develop a good strategy so that the policies that are made can work well.



Figure 1. Model of Verification and Validation

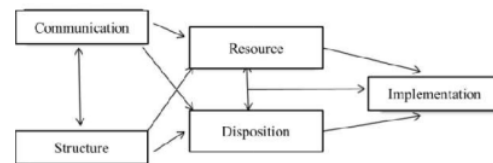


Figure 2. Implementation theory of George Edward III

Therefore, clear considerations and broader thoughts are needed so that a policy can be implemented properly. Implementation Theory G Edward III views that policy implementation is influenced by four elements, namely (a) Communication, (b) Resources, (c) Disposition and (d) Bureaucratic Structure. Implementation, according to Edwards, is interpreted as a stage in the policy process that is located between the stages of preparing policies and results or the consequences caused by that policy (output, outcome). Implementation activities according to him are planning, funding, organizing, negotiating and others. In the model he developed, Edwards III suggested that there were 4 (four) critical factors that influenced the success or failure of implementation. The four variables are Communication, Resources, Disposition or Attitude of Executors, and the Bureaucratic Structure which is entirely interconnected and influences each other in determining the success or failure of implementation. The study explained by Edwards III is suitable with the process of implementing data verification and validation of PBI-JKN beneficiaries whose success in this process is determined by various interconnected factors.

## RESEARCH METHODOLOGY

**Research Design:** Based on the problems and review of researches, this study used qualitative research with descriptive data. Moleong (2016: 11) explains descriptive data as, "Data collected in the form of words, images, and not numbers". Thus the data in this study mostly came from interview texts, field notes, photographs and other official documents relating to the implementation of verification and validation of the PBI-JKN data in Ambulu Sub-Regency, Jember Regency.

**Determination of Research Informants:** According to Bungin (2015: 107) in qualitative research, the sampling technique that can be used is purposive sampling. This method is a sampling technique of data sources with certain considerations.

This particular consideration, for example, the person who is considered to know the best about what we expect, or maybe he has special authority so that it will be easier for researchers to explore the object or social situation under study. In the initial stage, to get accurate information related to the focus of the research, the informants were selected by using purposive technique, and in their development, the writer used snowball technique, which means, in conducting the research, the writer contacted certain informants intentionally and then continued to the other informants that are still related to the focus of the study until finally completed the data and information were obtained and finally reach saturation (Milles and Huberman, 1992: 15). The informants in this study consisted of several parties who were considered to have an important role in the verification and validation of PBI-JKN data, the informants included the Head of the Social Office of Jember Regency, Head of Social Protection and Security, TKSK of Ambulu Sub-Regency, community leaders starting from the sub-district, RT/RW/village and communities receiving PBI-JKN.

**Data Collection:** Sugiyono (2016: 62) states that, without knowing the data collection techniques, the researcher will not get data that meets the standard data set. Data collection can be done in various settings, various sources, and various ways. In this stage the steps taken by the author were as follows:

- Observation
- Interview
- Documentation

**Data Analysis:** Based on the opinion of Moleong (2016: 248), "In general, the process of data analysis includes data reduction, data presentation/preparation, and conclusion/verification". The data collected in this study was sorted into several categories that were in accordance with the theme of verification and validation of PBI-JKN data.

## RESEARCH DISCUSSION

Verification is the process of examination and assessment activities to ensure the correctness of the data. Meanwhile, validation is an action to determine the validity of data. The purpose of PBI-JKN data verification and validation is to examine and review the truth of data of the poor to guarantee the truth as PBI-JKN data, determine the validity of the poor as PBI-JKN data, provide up-to-date, appropriate, and right on target data as PBI-JKN participants based on the results of verification and validation (Ministry of Social Affairs). Therefore, the implementation of the JKN PBI data collection needs to be verified and validated so that data on the poor can always be updated. Verification and validation are also conducted on changes in the data of the poor who met the criteria. This is done to determine the development of data of the poor every year because there is always a change in the data of the poor and listed as data on PBI-JKN. In its implementation, it can be seen in the communication process carried out by the Ministry of Social Affairs. Communication carried out in the PBI-JKN data verification and validation policy is started from Government Regulation Number 101 of 2012 concerning Recipients of National Health Insurance Contribution Assistance (PBI-JKN) in article 3, which reads: implementation of data of the poor verification and validation at the provincial and regency/city levels to be regulated in a mechanism where this is in accordance with the Constitution

No. 13 of 2011 concerning the handling of the poor in article 8 paragraph (7) to paragraph (9) which states "verification and validation as referred to in paragraph (4) carried out by the potential sources of social welfare (PSKS) in the sub-regency or village. The results of verification and validation as referred to in paragraph (7) are reported to the regent/mayor. Regents/mayors convey the results of verification and validation as referred to in paragraph (8) to the governor to be forwarded to the Minister, in this case the Ministry of Social Affairs of the Republic of Indonesia. Furthermore, the determination of the recipients of the PBI-JKN was managed by the Decree of the Minister of Social Affairs Number 147/HUK/2013 concerning the Establishment of the PBI-JKN addressed to the Regency/City Social Office, including the Social Office of Jember Regency. Broadly speaking, the regulation provides direction/communication to immediately carry out the PBI-JKN data verification and validation process. The policy is a form of communication from above to the lower structure. The communication process in the implementation of the PBI-JKN did not stop at the level of the Regency/City Social Office, but continued by providing recommendations to carry out the task of verification and validation of the PBI-JKN data to TKSK. According to Wisnu Andrianto (2014: 204) the existence of Social Welfare Workers (Tenaga Kerja Sosial or TKS) in implementing social welfare is as important as Professional Social Workers as stated in Law Number 11 of 2009 concerning Handling of the Poor and Neglected Persons that TKSK is one of the human resources in implementing social welfare. TKSK itself is one of the pillars of community social participation in realizing social welfare, as well as a partner for government work in the development of social welfare. In addition, TKSK is also a resident of the village who has received guidance/training in the field of social welfare on the basis of awareness and social responsibility to voluntarily carry out his service duties in the field of social welfare, but usually there are several obstacles, including program mismatches made by government and needs needed by the community, lack of coordinated social assistance both by individuals and concerned companies/groups and so on, so that there is overlap (accumulation) of assistance, while on the other hand there are still many who have not received assistance. To bridge the obstacles as above, it is necessary to have TKS at the sub-regency level, to help the sub-regency head (as head of the region) in implementing/organizing social welfare in the sub-regency.

The distribution of communication from the top level to the data enumerator officers was already running, but there were still many communication channels constrained by several factors, including: *First*, TKSK should have communicated with the village in their area. However, not all villages could be found easily. Remote villages that have difficulty accessing roads and access to signals greatly disrupted the communication process that was taking place so that it impacted on the speed of data collection/verification process and validation of PBI-JKN data. *Second*, the message or instructions submitted/ordered by a leader, in this case was the Head of the Social Office of Jember Regency, to TKSK. On the other hand it was difficult to be implemented. One example is when the TKSK received an order to fill out the form/data collection form for verification and validation of PBI-JKN data in 2018. In fact, the form had been given to TKSK through village deliberations witnessed by the local sub-district leadership meeting (Musyawarah Pimpinan Kecamatan or

muspika) and confirmed by the acceptance official report, but until the specified time not all of the data collection forms were returned to the Ministry of Social Affairs. *Third*, consistency in communication between the Social Office to TKSK and then to the village had its own difficulties. For the determination of criteria for the poor as a basis for selecting and setting program targets precisely in accordance with the objectives of the center, it was still difficult to do in the field (Ambulu Sub-Regency). This problem was because the central regulation could not know that each region has special characteristics for the poor category. This had to be realized because poverty is relative to the socio-economic conditions of the local community. Therefore, the criteria in determining the data of the poor and the poor who are used by TKSK were sometimes not in accordance with the messages conveyed by superiors. Because back again, the rules made were different from the conditions in the field. Another condition in the communication factor was the lack of professional knowledge or understanding of a policy area among executive officers from above to the lowest level of RT/RW. Communication that flows from the leader usually stopped at the level of the data enumerator officer. In the lower order itself, the Social Office itself had resources that could verify and validate PBI-JKN data.

The process of verification and validation of data of the poor required a capable data worker. Data enumerators staff, while collecting data, should have gathered information when conducting interviews with respondents so that officers did not only record from the monograph board or copied paste files from the village especially leaving the questionnaire to be filled out by the village apparatus. The selected data enumerator officers should have trained in the field. In addition to human resources who had to be qualified about data collection, data enumerators should have conducted interviews maximally and deeply. This was intended to obtain data that is truly valid and on target. In addition, the data enumerator officers should have always followed the training and guidance process so that the process of actualizing in the field is as expected. Human resources which were less feasible or qualified in terms of absorption of information resulted in miss-communications. This was one of the factors or phenomena that occurred in the verification and validation of the PBI-JKN data in Ambulu Sub-Regency. Human resources in the villages in Ambulu Sub-Regency did not all have high quality, so the absorption of information was often a misinterpretation/misunderstanding of the message delivered. According to Subyono (2005: 85) states that, the resource factor is a factor that plays an important role in carrying out an implementation of government policy, by utilizing resources, the potential drivers in development activities are obtained. The potential drivers that are intended in the PBI-JKN data verification and validation policy are to realize the process of improving education and community skills to be involved directly or indirectly in carrying out their work activities well from the activities of the development policy programs provided.

Actually, what TKSK needed when carrying out the verification and data validation process of the PBI-JKN was the concern of the superiors to think about the hard work they had done. This was because to record one sub-regency consisting of thousands of people in each village was very unlikely if was done by themselves. Not to mention there were plenty of political interests of some of village heads.

Moreover, many activities carried out by TKSK had to be completed. Whether it were collecting data in the sub-regency, coordination, and communication with the sub-regency head, counseling and social guidance, monitoring, evaluating and reporting on the results of sub-regency activities. It required awareness and attitudes from stakeholders regarding the implementation of the PBI-JKN data verification and validation to run more smoothly and the data generated can be up-to-date and on target. During this time, the distortion that occurred in carrying out verification and validation of data was from the sub-regency level and immediately went down to the village. It turned out that on the village side there was a political element which caused the implementation of verification and validation to be hampered. Political attitude was like a variety. One of them was the temporary tenure of the village head. Many of the village heads included or proposed participants so that this attitude influenced data that was not objective. People who were truly poor often were neglected and not facilitated to get national health contribution assistance from the government. If that happens, then it cannot be imagined that the data entered in the PBI-JKN data is certainly problematic. The data that has been verified and validation are sent to the office of Social Affairs which later becomes a guideline for PBI-JKN data.

The official above or at the head level of the social protection and security sector, the Social Office of Jember Regency determines the data provided by the data enumerator officers determined by the village and sub-regency heads. Even though as explained above, the data was actually problematic. In the leadership structure (head of field and head of service), they did not know the data was true or not, because the leaders had given the task to the data enumerators in the field. The Social Office of Jember Regency determined the PBI-JKN data from the data submitted by the data enumerator officer. And the data enumerator officer accepted the proposed data of recipients from the RT/RW level then the village to the sub-regency. This problem could be analogous to the bottom up flowing upwards, so if the data below was wrong, then at the top level it was also wrong. Data that had to be verified and validated by data enumerators is data from PPLS 2011 in which the data could be categorized or said to be outdated. The clerk of the data enumerator was still measuring the data. The policy giver remained the same, namely the data that must be verified and validated is the 2011 data. This fact was contrary to the situation of the poor people below. In this policy, citizens could not propose themselves to receive health insurance contributions. This is because poor people in the field did not know anything if there was a government assistance program, especially health insurance contributions. So far, the program had only been known to stakeholders who were only limited to the central government's program to the regions. Stakeholders, especially in this village, had a mindset that if there was assistance from the central and Regency governments in their regions only limited to receiving assistance, they did not propose other assistance felt by their citizens. This condition was broadly rooted in the attitude of the implementers at the village level itself. In addition to having political attitudes from the village officials, on the other hand, they still submitted the old data. They were not actively engaged in getting the latest data even though the dynamics of the economy in the community changed a lot. The data enumerator officer could not carry out the latest data verification and validation because it was no longer became the domain of his authority. The authority of the data enumerator officer was only on the data

that had been submitted to him, namely PPLS data in 2011 through the Social Office. Of course the attitude of the implementers of data enumerators followed the system that had been made by the Social Office. The data enumerator could not do much and he only focused on verification and validation of the data he had received. Support from the leadership greatly influenced the implementation of the program to achieve goals effectively and efficiently. The form of this leadership was to place policies as program priorities, implementers with people who support the program, paying attention to the balance of regions, religions, ethnicities, sexes and other demographic characteristics.

Besides that, the provision of sufficient funded to provide incentives for program implementers so that they supported and worked totally in implementing policies or programs. Therefore, the perfection of data validity is influenced by actors who play an important role in the PBI-JKN program. Distortion that occurs during the process of implementing the policy becomes the most dominant basis in the success rate of accurate and targeted data. It is expected that the authority or legitimacy given to these actors will be carried out as well as possible and with a sense of responsibility to realize proper health insurance for the citizens of the region through the JKN PBI-data collection program.

### Conclusion

Based on the results of research and analysis, discussion and distortion of the validity of the data in the field as stated, the writer concluded the description as follows:

In conducting verification and validation of PBI-JKN data in Ambulu Regency, Jember Regency, according to the writer, it was not run optimally and was not been successful. This was because there were still some lacks concerning the problems of communication, resources, dispositions and bureaucratic structures that **writer had discussed before**. The most prominent thing **in the implementation of verification and validation of the PBI-JKN data is**, it was in the disposition factor or changes in attitudes and behavior of the implementers which have a negative impact on the actors implementing the policy. Dishonesty in the misuse of office was considered to be a separate force for them in determining who the parties or communities were entitled in the data. Job abuse due to weak leadership attitudes that often led to egos in their implementation often resulted in inaccurate and inaccurate data in Ambulu Regency, Jember Regency.

### Suggestions

Based on the conclusions obtained, the input that can be recommended related to verification and validation of the PBI-JKN data in Ambulu Regency are:

- There should be good data integration (Link and Match) between work units related to utilizing technological developments.
- There should be exist the strict regulation enforcement from the government and does not change so that every community knows it and does not miss understanding/communication.
- The existence of TKSK is still very much needed in carrying out data collection because data is the most basic thing to implement policies and it is expected that the level of welfare of TKSK can be adjusted to the workload in order to improve their performance.
- Performing spot checks in the field to determine the correctness and validity of data.
- The results of verification and validation of PBI-JKN data in Ambulu Regency, Jember Regency can be used as a reference for the basic data material of the PBI-JKN program to be used in other government programs in a comprehensive and sustainable manner.
- The data collection officer is expected to be more careful and thorough in processing the data that really matches the existing identity. In processing data, data officers must have the courage to guarantee and account for the correct data.
- The involvement of all stakeholders and eliminating the nature of sector/personal egos starting from RT/RW, Sub-district Head, Village Head, Sub-regency Head to Regency level in terms of data on citizens.
- It is recommended to stakeholders and citizens to be able to provide information that is in accordance with the actual reality without exaggerating about the state of the family when recorded by the clerk so that the data obtained is truly accurate data.

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