

ABSTRACT

THOHAR, Healthcare and Social Security Agency's (BPJS) service program towards the Family (A case study of three families as the participant of Healthcare and Social Security Agency (BPJS) at Central Jakarta), Undergraduate Thesis, Jakarta, Study Program Sociology (Subject Category Development studies), Social Science Faculty, State University of Jakarta, 2016.

The objective of this undergraduate thesis is to find out about health service assurance which is held by Healthcare and Social Security Agency (BPJS). Nowadays, health assurance was coming through a big transformation and also all people can access while the previously it is fragmented. This undergraduate thesis finds what the obstacles which is facing by participant family of BPJS are from the internal to external obstacle.

This research used qualitative methods approach, specifically a case study. Through this method, researcher used a deeper interview to gather the data as the data primer. For secondary data, the researcher use bibliography and literature study as the complementary. The amounts of informant are three participant families of BPJS, one from central BPJS' public relation and interview with BPJS' watch as a triangulation. This research used the concept social welfare, sociology of health, a state, health assurance, families, and healthy problem.

In conclusion, the government should make the data collection with all the society to give the service. This is to create entire health service to the residents who had not completed the local administration. For the next, hospital's coordination as a concrete health service in serving the entire citizen with case condition in quickly and directly. BPJS as a health service program basically is a place to operate a health assurance to all the people.

Keywords: Health Service, Healthcare and Social Security Agency's (BPJS), Family, Social Welfare, State, Health Problem