

ABSTRACT

Ismail Mantali. 2013. *Local Government's Service in Allocating Community Health Insurance/Jaminan Kesehatan Masyarakat (Jamkesmas) for the Poor Society at Tomulabutao Village, Gorontalo City.* Skripsi. Department of Law and Social Sciences, Faculty of Social Sciences. Universitas Negeri Gorontalo. The principal supervisor was Jusdin Puluhulawa and the co-supervisor was Udin Hamim.

The problem identification of this research was how the local government's service in allocating Jamkesmas for the poor society at Tomulabutao village, Gorontalo city and some factors that influence local government's service in allocating Jamkesmas at Tomulabutao village, Gorontalo city, also how the local government's efforts to improve the services quality at Tomulabutao village, Gorontalo city in allocating Jamkesmas for the poor society. This research was a qualitative research with phenomenology approach. The data were collected through observation, interview, and documentation to derive the accurate data.

Based on the analysis result, it can be concluded that the service quality of local government at Tomulabutao Village, Gorontalo city was good enough. However, it has to be improved, especially in recording or listing the poor, so the government is able to accommodate all the poor society at Tomulabutao Village. The main factor that influences the government's service quality in allocating the Jamkesmas is skill factor whereas the city government has made an effort to increase their employees' quality through training and education, discipline enforcement, and allowances. However, the efforts have to be maintained by local and regional government so the employee can give a better service.

Key Words: *Employee's Service, Jamkesmas Allocation*



LEMBARAN PENGESAHAN

SKRIPSI

PELAYANAN APARAT PEMERINTAH KELURAHAN DALAM DALAM
PEMBERIAN BANTUAN JAMKESMAS BAGI MASYARAKAT MISKIN
DI KELURAHAN TOMULOBUTAO KOTA GORONTALO

Oleh:

ISMAIL MANTALI
NIM : 221 408 039

Telah Dipertahankan di Depan Dewan Penguji

Hari / Tanggal : Rabu, 31 Juli 2013
Waktu : 11:00 – 12:30 Wita

Penguji :

1. Dr. Jusdin Puluhulawa, M.Si
Nip: 19601010189703 1 021

1. 

2. Dr. Udin Hamim, S.Pd, SH, M.Si
Nip: 19760814200211 2 001

2. 


3. Dr. Sastro M. Wantu, SH, M.Si
Nip: 19660903199603 1 001

3. 

4. Dr. H. Sukarman Kamuli, M.Si
Nip: 19670606200003 1 001

4. 

Gorontalo, Juli 2013
Dekan Fakultas Ilmu Sosial


Moh. Rusdivanto Puluhulawa, SH, M.Hum
NIP. 19701105 199703 1 001