



Representation of Kris Policy in Indonesian Online Media Reporting: Qualitative Content Analysis Study Of 2025 Pre-Implementation

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Article Info	Abstrak
Article History: Submitted 2025-06-10 Revised 2025-06-20 Accepted 2025-06-22	Kebijakan kelas rawat inap standar (KRIS) JKN memberikan manfaat yang cukup besar bagi masyarakat Indonesia, namun demikian, penerapan KRIS di rumah sakit merupakan proses yang kompleks dan masih banyak tantangan yang harus dihadapi dalam rencana penerapan KRIS. Penetapan kebijakan KRIS berdasarkan Peraturan Pemerintah Nomor 47 Tahun 2021 tentang Penyelenggaraan Bidang Rumah Sakit Pasal 84 huruf b, akan dilaksanakan paling lambat pada tanggal 1 Januari 2023. Namun, penerapan KRIS BPJS Kesehatan ditunda hingga tanggal 1 Juli 2025 agar pihak rumah sakit dapat mempersiapkan 12 standar yang harus dipenuhi saat layanan KRIS resmi dibuka di seluruh rumah sakit di Indonesia. Sampel penelitian ini adalah berita media daring nasional tentang kebijakan KRIS yang terbit pada bulan Januari - Mei 2025. Peneliti menggunakan kata kunci "KRIS" dan melakukan pencarian pada empat (4) portal berita daring. Software MAXQDA juga digunakan sebagai alat analisis data dalam penelitian ini. Fitur yang digunakan antara lain Word Cloud dan word frequency untuk memahami konsep utama. Hasil penelitian menunjukkan bahwa ada 7 topik dominan dalam liputan media online terkenal di Indonesia terkait dengan kebijakan KRIS di Indonesia. Topik mengenai tantangan kebijakan KRIS di Indonesia merupakan topik paling dominan sebanyak 33 kutipan (31%).
Kata Kunci: : KRIS, Pra-Implementasi, Kualitatif, Berita Online	
Keywords: KRIS, Pre-Implementation, Qualitative, Online Media	
DOI : -	Abstract <i>The JKN standard inpatient class (KRIS) policy provides significant benefits for the Indonesian people, however, the implementation of KRIS in hospitals is a complex process and there are still many challenges that must be faced in the KRIS implementation plan. The determination of the KRIS policy based on Government Regulation Number 47 of 2021 concerning the Implementation of the Hospital Sector Article 84 letter b, will be implemented no later than January 1, 2023. However, the implementation of the BPJS Kesehatan KRIS has been postponed until January 1, 2025 so that hospitals can prepare the 12 standards that must be met when the KRIS service is officially opened in all hospitals in Indonesia. The sample of this study is national online media news about the KRIS policy published between January - May 2025. The researcher used the keyword "KRIS" and searched four (4) online news portals. MAXQDA software was also used as a data analysis tool in this study. The features used include Word Cloud and word frequency to understand the main concept. The results show that there are 7 dominant topics in the coverage of well-known online media in Indonesia related to the KRIS policy in Indonesia. The topic of KRIS policy challenges in Indonesia is the most dominant topic with 33 quotes (31%).</i>

INTRODUCTION

Standard inpatient class (KRIS) is the minimum standard of inpatient care services received by participants (Kementerian Sekretariat Negara, 2024). The main objective of this regulation is to ensure equal treatment for all BPJS Health participants without any class divisions. The implementation of KRIS aims to improve the quality of service and patient safety, reduce bed density in inpatient rooms, and ensure that each room is equipped with a bathroom. (Purwono, 2024). The JKN standard inpatient class (KRIS) policy is part of the implementation of the JKN program which aims to provide quality health protection and equal access for all Indonesian people (Maulana, Akhada Sitompul & Widiyanti, Anggraini Clementius, Brandon Merbella, Caesary Saputera, Christina Oktacynara, 2023).

Philosophically, the concept of the JKN standard inpatient class aims to ensure that, based on applicable laws and regulations and existing guidelines, everyone has access to the same medical and non-medical services for the same disease, the same facilities and comfort, and the opportunity to increase their benefits by upgrading their class in accordance with the regulations that have been set. Thus, the hospital inpatient class for the JKN program covered by BPJS Kesehatan is determined as the standard inpatient class (KRIS). This class is determined by meeting a minimum of 12 criteria that must be met by the hospital to achieve a single class, prioritizing patient safety and Infection Prevention and Control (PPI) standards. In accordance with the KRIS implementation roadmap, all hospitals are expected to have implemented KRIS by 2025. The JKN

standard inpatient class (KRIS) policy provides significant benefits for the Indonesian people, however, the implementation of KRIS in hospitals is a complex process and there are still many challenges that must be faced in the KRIS implementation plan. In its implementation, the readiness of health facilities, especially hospitals, must also continue to be pursued (Maulana, Akhada Sitompul & Widiyanti, Anggraini Clementius, Brandon Merbella, Caesary Saputera, Christina Oktacynara, 2023).

Previous research conducted in Tangerang showed that the readiness of hospitals at the end of 2021, for KRIS, was still less than 60% of hospitals that had just met the criteria for room density (room area per bed, distance between beds, minimum 1.5 m², maximum number of beds per room); for intensive care units, 23% of hospitals had met; for isolation rooms, 36% of hospitals had met; and 15%-20% had met full-time specialist doctors in private hospitals and 100% in government hospitals (in terms of quantity, not quality) (Afni & Bachtiar, 2022). Another research stated that more than 80% of the facilities and infrastructure are up to standard, however there are several facilities and infrastructure that are not up to standard, such as bathrooms that do not have signs or symbols and the distance between one bed and another is still narrow, making access quite difficult (Nurul et al., 2023).

The determination of the KRIS policy based on Government Regulation Number 47 of 2021 concerning the Implementation of the Hospital Sector Article 84 letter b, will be implemented no later than January 1, 2023. However, the implementation of the BPJS Kesehatan KRIS has been postponed until January 1, 2025 so that hospitals can prepare the 12

standards that must be met when the KRIS service is officially opened in all hospitals in Indonesia. This research is expected to answer the research question, namely "How is the pre-implementation policy of KRIS in Indonesia through Indonesian online news portals?"

METHOD

This study used a qualitative analysis approach to online news portal content that aims to explain the KRIS policy in Indonesia. The sample of this study is national online media news about the KRIS policy published between January - May 2025. The researcher used the keyword "KRIS" and searched four (4) online news portals that were considered credible and active in reporting on the KRIS policy in Indonesia, namely Kompas.com, Detik.com, Liputan6.com, and TribunNews.com. The news found was then used as an object of analysis to answer research questions. MAXQDA software was also used as a data analysis tool in this study. The features used include Word Cloud and word frequency to understand the main concept. The results obtained were then discussed and used as a basis for answering research questions and producing concepts reinforced by the latest journals related to KRIS.

RESULT AND DISCUSSION

The characteristics of online news portal can be seen at the table 1 below.

Table 1. Characteristics of Online News Portal

Category	N	Percentage (%)
News Platform		
Kompas.com	2	14
DetikNews	5	36
Liputan6.com	1	7
TribunNews	6	43

Category	N	Percentage (%)
Air Time		
1-30 days	1	7
31-90 days	4	29
91-180 days	9	64
Title Length		
< 10 words	8	57
>10 words	6	43
Page Count		
1 page	11	79
2-3 pages	2	14
>3 pages	1	7
Sentiment		
Positive	8	57
Negative	6	43

Table 1 shows the characteristics of online news portal. It can be seen that there were total 14 article in 4 news platform. The most article is in TribunNews as the news platform with 6 articles (43%) and the least article is in Liputan6.com as the news platform with only 1 article (7%). The most air time is within 91-180 days with 9 articles (64%) and the least air time is within 1-30 days with only 1 article (7%). The most title length was < 10 words with 8 articles (57%) and the least title length was > 10 words with 6 articles (43%). The most page count is 1 page with 11 articles (79%) and the least page count is > 3 pages with only 1 article (7%). The most sentiment is positive with 8 article (57%) and the least sentiment is negative with 6 article (43%).

The results of the study show that there are 8 important keywords related to "KRIS Policy in Indonesia" found on national online media portals in Indonesia. The description of these keywords is illustrated in Figure 1.



Figure 1. Keyword Cloud on National Online Media

The distribution of the top 8 keywords related to “KRIS Policy in Indonesia” on national online media portals is presented in Table 2 below.

Table 2. Top Keyword Percentage on National Online Media

Word	Word Length	Frequency	Percentage (%)
KRIS	4	143	2,52
Kelas	5	87	1,53
Kesehatan	9	67	1,18
Sakit	5	62	1,09
BPJS	4	50	0,88
Peserta	7	41	0,72
JKN	3	40	0,70
Layanan	7	40	0,70

Based on Figure 1 and Table 2, it is known that the word "KRIS" is the most frequently mentioned word, with a count of 143 repetitions and the least mentioned word, with a count of 40 repetitions were both the word “JKN” and “layanan”.

Based on the results of research on 4 (four) national online news portals, namely Kompas.com, Detik.com, Liputan6.com, and TribunNews.com, the dominant topics or concepts relevant to the "KRIS Policy in Indonesia" are presented in the following image.

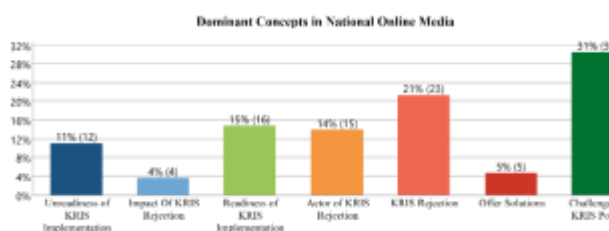


Figure 2. Dominant Concepts in National Online Media

Based on figure 2, it shows that dominant concepts in national online media were challenges of KRIS policy with 33 quotes (31%) and the least dominant concepts in national online media was impact of KRIS rejection with 4 quotes (4%).

Standard inpatient class (KRIS) is the minimum standard of inpatient care services received by participants. For the record, there are 12 criteria that needs to be fulfilled, such as building components do not have high porosity, air ventilation, room lighting, bed equipment, health workers per bed, room temperature, treatment rooms are divided based on gender of children or adults and infectious or non-infectious diseases, treatment room density and bed quality, curtains or partitions between beds, bathroom in inpatient rooms, bathroom meet accessibility standards and oxygen outlets (Kementerian Sekretariat Negara, 2024). The determination of the KRIS policy based on Government Regulation Number 47 of 2021 concerning the Implementation of the Hospital Sector Article 84 letter b, will be implemented no later than January 1, 2023. However, the implementation of the BPJS Kesehatan KRIS has been postponed until January 1, 2025 so that hospitals can prepare the 12 standards that must be met when the KRIS service is officially opened in all hospitals in Indonesia. The Standard Inpatient Class System (KRIS) will be fully implemented in all hospitals cooperating with BPJS Kesehatan on June 30, 2025.

Text analysis with word cloud technique. Word clouds are formed based on the frequency of occurrence of words in the data, the more frequency of occurrence of a word, the larger the size of the letter of the word in the word cloud. Word cloud visualization results on figure 1 showed that the word "KRIS" is the most frequently mentioned word, with a count of 143 repetitions and the least mentioned word, with a count of 40 repetitions were both the word “JKN” and “layanan”. This

visualization of word cloud provides information regarding opinions, perceptions, and key issues of concern to the public about KRIS policy in Indonesia. The main word like "KRIS" have been associated with "BPJS" as the initiator of this policy. Along with that, "KRIS" also have been associated with "kelas" because KRIS is the new policy from BPJS Kesehatan which replaces the inpatient class 1, 2, and 3 system.

Based on national online news portals, we categorized the dominant topics or concepts relevant to the "KRIS Policy in Indonesia" are listed below:

1. Challenges of KRIS policy

This research shows that dominant concepts in national online media were challenges of KRIS policy with 33 quotes (31%).

"...konsep kebijakan itu masih belum jelas dan kurang transparan..." (Kompas.com, 2025)

"...kebijakan (KRIS) tersebut menambah beban biaya dari BPJS Kesehatan yang luar biasa sehingga dapat mengurangi anggaran yang telah dialokasikan..." (DetikNews, 2025)

This findings is similar to a research conducted in North Sumatera province that the public supports the standardization of inpatient classes but is concerned about potential fee increases, especially for BPJS class 3 users (Lubis et al., 2024). Another research conducted in Bandung city stated that there needs to be socialisation to the community regarding the KRIS policy (Sudrajat & Rahayu, 2025).

2. KRIS rejection

This research shows that concepts in KRIS rejection were 23 quotes (21%).

"...Kami menolak ide gagasan KRIS yang mana satu ruang perawatan karena bertentangan dengan prinsip keadilan..." (Kompas.com, 2025)

"...Rencana pemberlakuan Kelas Rawat Inap Standar (KRIS) mulai 1 Juli 2025

menuai protes dari kalangan buruh pabrik di Brebes..." (DetikNews, 2025)

"...penolakan implementasi penggabungan kelas rawat inap yang rencana akan diimplementasikan per Juli nanti dilayangkan oleh Dewan Pengurus Pusat Konfederasi Serikat Buruh Sejahtera Indonesia (DPP KSBSI)..." (TribunNews, 2025)

This research is in line with a research conducted in Ibnu Sina hospital that the informant said that they prefer the current class system because they have felt the benefits compared to the new policy that will be implemented (Mundzir et al., 2024). Another research stated that the policy of unifying the class system is a step towards equality, further adjustments in the contribution model are needed to achieve true social justice (Imtihani & Nasser, 2024). A study about readiness in general hospital in Jakarta showed that there were 29 general hospitals in DKI Jakarta Province, but only 11 hospitals (38%) have fulfilled all JKN KRIS criteria (Ilmansyah & Basabih, 2025)

3. Readiness of KRIS implementation

This research shows that concepts in readiness of KRIS implementation were 16 quotes (15%).

"Ada 600 RS atau 21 persen di antaranya yang sudah siap dengan 12 kriteria KRIS..." (DetikNews, 2025)

"pemerintah kabupaten fokus membangun gedung rumah sakit dan kamar guna memenuhi standar pelayanan " (TribunNews, 2025)

"pembangunan Gedung KRIS ini merupakan amanat undang-undang yang telah memenuhi standar BPJS " (TribunNews, 2025)

This findings in line with a research conducted in Salatiga city showed that Salatiga City Hospital has sufficient readiness to face the implementation of KRIS regulations

or rules from the government through BPJS(Nurul et al., 2023). Another research conducted stated that overview of the readiness of hospitals in Tangerang district to implement KRIS according to the draft consensus of 12 JKN KRIS criteria, until the end of 2021, namely being prepared 75% ready (Afni & Bachtiar, 2022).

This also in line with research in privat hospitals stated that patients agreed with the implementation of the JKN KRIS policy because the JKN KRIS standard provides comfort and improves patient safety, and if they need inpatient services, they will choose a hospital that implements JKN KRIS as a place to be treated (Mundzir et al., 2024)(Desria et al., 2025)

4. Actor of KRIS rejection

This research shows that concepts in actor of KRIS rejection were 15 quotes (14%)

“...Penolakan itu datang di antaranya dari Serikat Pekerja Nasional (SPN) Brebes, Serikat Pekerja Seluruh Indonesia (SPSI) Brebes, dan Aliansi Serikat Pekerja Brebes...” (Kompas.com, 2025)

“...Buruh yang tergabung dalam Forum Jaminan Sosial (Jamsos) menolak kebijakan Kamar Rawat Inap Standar (KRIS) yang merupakan pengganti sistem kelas BPJS Kesehatan...” (DetikNews, 2025)

This findings is in line with a research on the response of the community of Bandar Selamat village, Medan city stated that many respondents object to the standard class and prefer classes 1, 2 and 3 (Putri et al., 2022). This also in line with research about the readiness implementation of KRIS policy with total 520 JKN-KIS participants from 13 BPJS Kesehatan regional divisions. The results showed that as many as 32% or around 166 respondents who rejected the KRIS policy. In general, the reason is the

ability to pay different JKN-KIS contributions (Kurniawati et al., 2021).

5. Unreadiness of KRIS implementation

This research shows that concepts in unreadiness of KRIS implementation were 12 quotes (11%)

“...keterbatasan anggaran masih menjadi kendala utama dalam implementasi program ini” (TribunNews, 2025)

“...masih banyak rumah sakit maupun tenaga kesehatan yang tidak siap dengan kebijakan KRIS Satu Kelas Perawatan ” (Liputan6.com, 2025)

“...lebih banyak RS yang masih belum menyanggupi kriteria KRIS. Totalnya mencapai 949 rumah sakit atau 34,3 persen ...” (DetikNews, 2025)

This finding is in line with a research conducted in Makassar city stated that although the 12 criteria set have been met, there are several criteria that have not met the standards, including bathrooms with accessibility standards and inpatient room temperatures that have not stabilized between 20-26 °C (Natsir et al., 2024). Another research stated that RSUD Kota Bandung as one of the government-owned hospitals is obliged to support the KRIS-JKN policy, but the update as of July 2024 the percentage of indoor beds that have fulfil 12 KRIS criteria is only 15.87% (Sudrajat & Rahayu, 2025). This finding is also in line with a research showed that Wava Husada Hospital has fulfilled the minimum criteria of 10 criteria, but there are 2 criteria that are still an obstacle, including the criteria for bathrooms with accessibility standards and the density of inpatient rooms (As’ady et al., 2025)

6. Offer Solutions

This research shows that concepts in offer solutions were 5 quotes (5%)

“...Forum Jamsos meminta agar implementasi KRIS dikaji ulang oleh

pemerintah karena kebijakan tersebut berpotensi merugikan buruh dan pekerja)." (Liputan6.com, 2025)

"Menunda implementasi KRIS dengan konsep satu kelas per Juli 2025 adalah opsi yang paling adil dan rasional" (Kompas.com, 2025)

This research is in line with another research that related to the readiness implementation of KRIS policy in Tangerang district. It suggests that phasing can be done in advance in the next 2-4 years, especially in terms of the readiness of intensive rooms and isolation rooms, namely the fulfilment of facilities and infrastructure according to standards (Afni & Bachtiar, 2022). Another recommendation from previous research stated that it is recommended that the National Health Insurance Roadmap be revised, especially regarding the target time for implementing standard class benefits in the JKN-KIS Programme (Kurniawati et al., 2021)

7. Impact of KRIS Rejection

This research showed that the least dominant concepts in national online media was impact of KRIS rejection with 4 quotes (4%).

"Bahkan kita ada rencana aksi demo menolak," (Kompas.com, 2025)

"...Pihaknya pun akan turun ke jalan apabila pemerintah tetap menjalankan kebijakan KRIS" (DetikNews, 2025)

This finding shows that the labour wanted to take the streets to express aspirations through demonstrations about the KRIS policy. This finding is in line with a research about demonstrations during the pandemic stated that demonstrations is freedom of expression to opinion. The state must still provide space for the creation of a democratic atmosphere that is considered for the community

can be done through the mechanism of demonstration (Rohman, 2023).

CONCLUSION

This research has found the dominant topics in KRIS policy coverage in Indonesia. The online media include Kompas.com, DetikNews, Liputan6.com and TribunNews. The dominant topics that emerged include challenges of KRIS policy, KRIS rejection, readiness of KRIS implementation, actor of KRIS rejection, unreadiness of KRIS implementation, offer solutions and impact of KRIS rejection.

The government should develop a more robust, multi-channel communication strategy that proactively addresses concerns before they escalate about KRIS implementation. Consider adopting a phased implementation approach that allows for real-time adjustments based on feedback and readiness assessments across different regions or sectors. This would demonstrate responsive governance while maintaining policy momentum.

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