

## BPJS Kesehatan's Interpersonal Communication Goals in Handling Participant Complaints

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DOI: <https://doi.org/10.46937/21202341327>

**Keywords:** interpersonal communication, public service, complaints handling, BPJS Kesehatan, communication development

PDF

PUBLISHED

2022-12-04

HOW TO CITE

SalimM., WahyuniN., MartaR. F., HariyantiN., & An NurF. (2022). BPJS Kesehatan's Interpersonal Communication Goals in Handling Participant Complaints. *Jurnal Komunikasi Pembangunan*, 21(01), 1-16. <https://doi.org/10.46937/21202341327>

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**KMP** Jurnal Komunikasi Pembangunan  
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### About the Journal

#### Indexing

Jurnal Komunikasi Pembangunan is accredited as a "Sinta 3" journal in the Science and Technology Index (SINTA) from Vol 19 No 1 2018 until Vol 20 No 2 2022 at Sep 26th 2019, an online scientific portal managed by the Ministry of Education, Culture, Research, and Technology, Republic of Indonesia

Jurnal Komunikasi Pembangunan is indexed and searchable in the following databases:

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Bahasa Indonesia

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## Aims and Scope

Jurnal Komunikasi Pembangunan (Jurnal KMP) is a peer-review journal that publishes original research and several literature reviews about development communication. Development communication involves the strategic use of communication for the alleviation of social problems in evolving societies through the development and /or social change agents/means. This journal focused on individual, small group, community, grass-roots organization, government, and private sector that works at local, national, and global levels for the sake of empowerment, development and social change.

This journal accepts articles that discuss:

- strategic communication and participatory communication includes ICT for development, communication campaign, corporate social responsibility communication, storytelling about development, consciousness-raising, advocacy, social entrepreneurship, entertainment education;
- crisis communication and risk communication includes environment communication;
- development journalism and international communication includes radio community, citizen journalism, transnational communication, public diplomacy;
- cultural communication includes indigenous communication, ritual communication;
- online media and internet;
- conflict and communication;
- health communication;
- communication within SMEs or household level business that focused on its capacity and capability.

## Publication Frequency

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PUBLISHED: 2022-12-04

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