

The Relationship between BPJS Patient Satisfaction Level and Service Quality in Hospitals

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Abstract

Hospital is a health service institution that provides comprehensive personal health services, including medical services, medical rehabilitation and maintenance services. These services are carried out through the emergency department, outpatient unit and inpatient unit. Specialists and subspecialist doctors in hospitals provide outpatient services. By reviewing published works in 10 journals from 2015 to 2022, we examine the relationship between BPJS patient satisfaction level and service quality with the keywords service satisfaction journal search, BPJS, and Hospitals. The analytical tool used was PICO. The results of the study found that based on satisfaction indicators, there were seven dissatisfied journals (66.7%) on all the hands described (Tangibility, Reliability, Responsiveness, Assurance and Empathy) from 9 journals (90%) dissatisfied with BPJS services in hospitals. Patient satisfaction will impact the quality of service in a hospital.

Keywords: Patient Satisfaction; Hospital; BPJS

Introduction

Hospitals are health service institutions that provide comprehensive personal health services, medical rehabilitation and services maintenance (Putro, Rahmanita, and Isnaniyah 2017). These services are carried out through the emergency department, outpatient unit and inpatient unit. (Andriani et al. 2018) Outpatient services are outpatient health services in hospitals organised by specialist and subspecialist doctors (Kementerian Kesehatan RI 2016).

The hospital, as a community service institution, must provide quality health services. In regulating health problems, a body is explicitly needed responsible for administering the guarantee of health, the agency must provide quality services to achieve patient satisfaction. (Meara et al. 2015).

According to Pohan (2007) in Toliasso et al. (2018), quality health services are health services that can meet patient expectations, so that patients will feel satisfied, comfortable and very grateful because everything expected is in accordance with what he wants (Sisilia Toliasso, K.F. Mandagi, and K. Kolibu 2018) (Nursalam, 2014) Research conducted by Suryawati et al. (2006) in Widadi Fretty (2020), (Fretty, 2020) the quality of hospital services can be assessed from three things, namely: 1) structure, which includes: physical facilities, equipment, funds, health workers, support and patients;

2) process, which includes hospital management both interpersonal and technical which is reflected in medical and non-medical actions to patients; 3) outcomes, which include services that can provide patient satisfaction. (5) With BPJS Kesehatan, the quality of service will improve given that patients have been determined, and there are differences in contributions that distinguish health services provided to BPJS participants by the membership. These factors can affect patient satisfaction among BPJS Health participants (Firwan Firdaus & Dewi, 2020). Quality health services are one aspect of health services and a factor that is important for achieving patient satisfaction. Patient satisfaction is a feeling of pleasure or disappointment for someone who appears after comparing the performance results on the product that is thought of as the performance of the expected results. Service quality cannot be separated from customer satisfaction. (Baan 2020). According to Nursalam (2014), factors affecting patient satisfaction are product or service quality, price, emotion, performance, aesthetics, product characteristics, service, location, facilities, communication, atmosphere and visual design (Nursalam, 2014).

Every patient wants good health services because healthcare is a basic need for everyone. Everyone wants to be treated fairly and receive quality healthcare services. In fact, in providing health services in Indonesia, there are often

differences between one patient and another (Wardani & Efendi, 2019). From the description above, this study aims to analyse the satisfaction of BPJS patients with services in hospitals.

satisfaction journals, BPJS, and Hospitals using Google Scholar and found ten journals out of 7,830—research analysis using PICO analysis to analyse patient satisfaction and patient satisfaction indicators.

Methods

The research method used a literature review. The journal population was ten journals from 2015 to 2022 with the keywords searching for service

Results

The results of the literature review conducted on ten articles are as follows:

Table 1. Analysis of Patient Satisfaction with BPJS Services in Hospitals

Journals	Result	Interpretation (Not Satisfied > 10 %)
Siti Kurnia Widi Hastuti, dkk (2017)	Tangibility = 57.1 % less good Reliability = 67.5 % less good Responsiveness = 65 % less good Assurance = 62.6 % less good Empathy = 58.6 % less good Quality of service = 59.6 % less good Patient Satisfaction = 63.1 % less satisfied	Disgruntled (on all indicators)
Nurul Amalina R, dkk (2021)	Tangibility = 56 % puas Reliability = 77 % puas Responsiveness = 65 % puas Assurance = 88 % puas Empathy = 78 % puas Kepuasan Pasien = 70% puas	Disgruntled (on all indicators)
Jihan Natassa, dkk (2019)	Tangibility = 72,9 % memadai Reliability = 81,3 % handal Responsiveness = 77,1 % tanggap Assurance = 57,3 % terjamin Empathy = 61,5 % berempati Kepuasan Pasien = 57,3% kurang puas	Disgruntled (on all indicators)
Diki Muhammad, dkk (2020)	Tangibility = 73,1 % puas Reliability = 71,3 % puas Responsiveness = 75,1 % puas Assurance = 72,3 % puas Empathy = 80,3 % puas Kepuasan Pasien = 74,4% puas	Disgruntled (on all indicators)
Niken Kusuma Astuti, dkk (2018)	Tangibility = 94,24 % puas Reliability = 94,80 % puas Responsiveness = 95,70 % puas Assurance = 91,11 % puas Empathy = 93,96 % puas Kepuasan Pasien = > 90 % puas	Satisfied
Prahena Yudanisa, dkk (2019)	Tangibility = 69,90 % puas Reliability = 76,15 % puas Responsiveness = 55,78 % puas Assurance = 73,61 % puas Empathy = 77,43 % puas Kepuasan Pasien = 78 % puas	Disgruntled (on all indicators)
Yusra (2020)	P = 41,9 % TP = 58,1 %	Unsatisfied
Romaji, Latifatun Nasihah (2018)	P = 80 % TP = 20 %	Unsatisfied
Rita Juniarni Gultom, dkk (2021)	Tangibility = 67,2 % baik	Disgruntled (on all indicators)

	Reliability = 67,2 % baik Responsiveness = 76,1 % baik Assurance = 62,7 % baik Empathy = 65,7 % baik Kepuasan Pasien = 65,7 % baik	
Deden Nurjaman, Dede Rukasa (2019)	P = 50,6 % TP = 49,4 %	Unsatisfied

Table 1 Based on satisfaction indicators, there are seven dissatisfied journals (66.7%) on all indicators outlined from 9 journals (90%) dissatisfied with BPJS services in hospitals.

Discussion

The results of the analysis of 10 journals showed there were nine journals (90%) of patients dissatisfied with BPJS services in hospitals. This was found in the journals of Siti Kurnia Widi Hastuti et al. (2017), Nurul Amalina R et al. (2021), Jihan Natassa et al. (2019), Diki Muhammad et al. (2020), Niken Kusuma Astuti et al. (2018), Prahena Yudanisa, et al. (2019), Yusra (2020), Romaji, Latifatun Nasihah (2018), Rita Juniarni Gultom, et al. (2021), Deden Nurjaman, Dede Rukasa (2019). (Romaji and Nasihah 2018; Yusra 2020)

Patient satisfaction is evidence of the patient's expression towards health services by comparing what is expected according to the reality received in a hospital health order (Kotler et al., 2009). There is a concept of service quality related to patient satisfaction where using this concept can know how satisfied patients are with health services. The concept is determined by five elements known as "SERVQUAL" service quality which consists of the dimensions of responsiveness, assurance, tangible, empathy and reliability (Nursalam, 2014).

The results of the analysis of 7 journals dissatisfied with satisfaction indicators obtained all dissatisfied indicators, namely Tangibility, Reliability, Responsiveness, Assurance and Empathy. This is found in the journals of Siti Kurnia Widi Hastuti et al. (2017), Nurul Amalina R et al. (2021), Jihan Natassa et al. (2019), Diki Muhammad et al. (2020), Prahena Yudanisa, et al. (2019), Rita Juniarni Gultom, et al. (2021). (Gultom et al. 2021; Rifai et al. 2022)

Patient satisfaction indicators are those that can be used to determine the quality of service, according to Parasuraman Theory, namely as actual dimensions (physical evidence), including physical facilities, equipment, employees, and communication facilities, reliability, namely the ability to provide the promised service immediately, accurately, and satisfactorily, responsiveness namely the desire of staff to help customers and provide services responsively, assurance

includes knowledge, ability, decency, and trustworthiness, free from harm, risk or doubt, and empathy includes ease of relationships, good communication, personal attention, and understanding the needs of customers (Zeithaml, and Berry in Tjiptono (2011:174-175).

Measuring service quality According to Tjiptono (2006), determining what you want to measure is the first step to assessing quality. Then you are asked how to measure it, according to several experts who put forward the dimensions of service quality to be measured from the aspects of output, process and company image (result and process-oriented).

In the journal Diki Muhammad et al. (2020), reliability is the lowest result among other indicators because patients feel satisfied with service, officer skills, and service procedures. However, at the speed of drug service, patients feel pretty satisfied. Thus, the patient is delighted with this dimension because an average percentage score of 71.3% is obtained (Muhammad, Almasyhuri, and Setiani, 2020). Categorized with a Likert scale, patients are satisfied with pharmaceutical services on the dimension of reliability obtained at Sekarwangi Hospital, in contrast to the journal Jihan Natassa et al. (2019), which is precisely the highest result because this reliability is a benchmark for the success of a service provided and must be paid more attention to by the Tengku Rafi'an Hospital, Siak Regency, the reliability of officers who provide satisfaction to patients can make the quality of service at Tengku Rafi'an Hospital, especially in the inpatient unit in the eyes of suitable patients and has high quality (Natassa & Dwijayanti, 2019). Similarly, the journal Siti Kurnia Widi Hastuti et al. (2017) consider that services in the reliability dimension are not good, so consumers feel dissatisfied with the services provided because the services provided are not fast and convoluted, and doctors arrive not time. A good level of hospital service can provide services immediately, precisely (accurately) and satisfactorily, reflecting consistency and reliability (Kurnia Widi Hastuti et al. 2017).

According to the journal by Nurul Amalina R et al. (2021) that assurance indicators are the main ones because officers are friendly and polite to all patients are very important even in line with the vision and mission of the hospital, one of which is customer satisfaction by

striving for professional, quality services and a family approach (Amalina et al., 2021). The head of the unit evaluates the officer is kind of on the services provided. In contrast to the journal, Jihan Natassa et al (2019) showed assurance indicators with low results because there were still patients who felt insecure with the services provided by health workers; moreover, there were cases at that time there were patients who were given services, infuses paired by officers did not enter so that patients experienced a lack of fluids which was fatal (Natassa & Dwijayanti, 2019). Therefore, the researcher concluded that health workers, while providing services with knowledge, skills and guarantees, will impact patient trust in health workers and return to treatment at Tengku Rafi'an Hospital, Siak Regency.

Intangible indicators, patients assessed that they were satisfied with the clean condition of the dispensary environment, good room arrangement, and could make respondents feel comfortable while waiting for drugs, which led to satisfaction with this dimension in the journal Prahena Yudanisa et al. (2019), different in the journal Siti Kurnia Widi Hastuti, et al. (2017) which obtained fewer results because most patients were not satisfied with the quality of services related to the environment and waiting rooms that had not yet comfortable.

Journal of Prahena Yudanisa et al. (2019) On the indicator of Responsiveness, officers provide fast and precise service. However, there are still dissatisfied because the number of officers is not proportional to the number of patient visits (Yudanisa et al., 2019). In the journal Siti Kurnia Widi Hastuti et al. (2017), Responsiveness obtained poor results because patients were dissatisfied with the services provided; this was because the officers were not quick in responding to the patient's wishes. The responsiveness in this study is the perception of respondents' or patients' assessment of service satisfaction.

In the Empathy Indicator, there are three indicators with the highest proportion of satisfaction, namely officers providing services as needed, using good Indonesian and not distinguished from each other when providing services. Always conduct periodic evaluations, provide a suggestion box, how to resolve complaints, perform services according to standard operating procedures that the hospital already has in the journal Nurul Amalina R et al. (2021) and even patient complaints are accommodated properly in order to continue to improve the quality of service based on these suggestions.

Recommendations

Conducting training and simulation of excellent

services, socialising BPJS Kesehatan related to tiered referral systems, equipping medical and non-medical equipment, improving infrastructure, and standardising according to the assessment of accreditation guidelines.

Conclusion

In the Empathy Indicator, there are three indicators with the highest proportion of satisfaction, namely officers providing services as needed, using good Indonesian and not distinguished from each other when providing services. Always conduct periodic evaluations, provide a suggestion box, how to resolve complaints, perform services according to standard operating procedures that the hospital already has in the journal Nurul Amalina R et al. (2021) and even patient complaints are accommodated properly in order to continue to improve the quality of service based on these suggestions.

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Author Contribution and Competing Interest

Contributing authors for this research are interested in collecting and analysing data and compiling the manuscript.

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