Analysis of Health Service Quality in BPJS Patient Satisfaction at the Inpatient Installation of RSU Sundari Medan

Chairunnisyah Nurma Difhanny 1, Dewi Agustina 2
Fakultas Kesehatan Masyarakat, Universitas Islam Negeri Sumatera Utara

ABSTRACT
Research on the Sundari General Hospital in Medan was carried out in 2023 to get a picture of the quality of health services in terms of BPJS patient satisfaction. The method used is a descriptive method with qualitative research. The number of informants in the study was sixteen (16), namely 7 main informants and 9 triangulation informants who were BPJS patients, patient family, and health workers, in depth interviews were conducted in the form of an open questionnaire. The results of the research carried out stated that health services at RSU Sundari Medan were not running optimally. Of the five aspects of patient satisfaction, two aspects of patient satisfaction are not optimal in supporting this. These two things are the condition of toilets that smell, the use of bed sheets that are rarely changed making patients uncomfortable, and doctors who are often late. Suggestions for related agencies to pay more attention to cleanliness, especially in toilets and the use of bed linen, and to improve performance, especially for doctors who will visit patients.

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INTRODUCTION
According to WHO (World Health Organization), Good health services provide effective, safe, and high-quality services to those who need them supported by adequate resources. Health development efforts can be effective and successful if the needs of health resources can be met. Health resources include resources, manpower, facilities, and financing (WHO, 2019).

Increasing public understanding of the quality of health services increases their attention to the health service industry. The demand to get quality and comfortable services is increasing, to the increasing awareness of the meaning of healthy living. Hospital is one of the service businesses in the health sector that is widely found, where the Hospital is a means of providing health services and also as a health service company for the community (Pratiwi, 2020).

Patient satisfaction depends on the quality of services provided. Hospital service users in this case patients demand quality services not only regarding healing from physical illness or improving their health status but also regarding satisfaction with attitudes, always the availability of adequate infrastructure and a physical environment that can provide comfort (Jacobis in Wahyuni et al., 2021).

Based on Article 5 paragraph (1) and Article 52 of Law Number 40 of 2004 concerning the National Social Security System, a Social Security Organizing Agency (BPJS) must be established with a Law which is the fourth transformation of State-Owned Enterprises to accelerate the implementation of the national social
security system for all Indonesian people. BPJS Kesehatan is an agency formed to organize health programs so that the State of Indonesia can achieve UHC (Universal Health Coverage). With the establishment of BPJS by the government, it makes it easier for people to access health services regardless of economic status (Satira, 2018).

A hospital is a health service institution that provides plenary individual health services that provide inpatient, outpatient, and emergency services. Hospitals as one of the individual health service facilities are part of health resources that are indispensable in supporting the implementation of health efforts (Apriani, 2019).

Data from the Ministry of Health of the Republic of Indonesia in 2018 around 60% of hospitals in Indonesia have not met the needs for efficient services and have not implemented service standards that can be accepted and reached by every community. The Director General of Medical Services Development of the Ministry of Health said approximately 20% to 40% of more than 1,000 hospitals have not been adequate in improving service quality or have not implemented minimum service standards (Siregar et al., 2023).

Important issues related to patient satisfaction that need to be considered by hospitals are the quality of service with indicators of physical evidence, reliability, responsiveness, assurance, and care provided by health workers to patients to create patient satisfaction. At this time, the hospital service user community is not only concerned with the final result, in the form of healing themselves or their families alone, but they have already assessed what they saw and felt while hospitalized.

Many studies have been conducted related to the analysis of BPJS patient satisfaction with health services in inpatient installations in hospitals. The previous research study from Gisa in 2021 based on the results of research conducted at RSU Laras, Simalungun Regency by interviewing patients can be said to be good. Convenience is said to be enough because there is one facet which is cleanliness of the toilet which is still uncomfortable for patients. It was found that some patients complained of smelly toilet conditions and slightly slippery floors. For the aspect of responsiveness in serving patient complaints, friendliness and politeness are said to be good, because no complaints were found related to this. But for the aspect of patient registration and admission, it was found that some patients were dissatisfied because the registration was a little long plus they had to wait for the arrival of the doctor to provide action. In terms of time and service and helping complaints, there were several complaints from patients, although only a small part. In the aspect of accuracy, the schedule of drug administration by nurses, and a professional attitude in the opinion of patients are good. However, there was one patient who was not satisfied with the service that was considered less thorough. For the aspect of the doctor's visit schedule, several complaints from patients were found. Doctors who enter are often late or the admission schedule is not on time.

Based on information and initial observations made by the author, BPJS services at RSU Sundari Medan have tried to serve well in all care needs including treatment, prevention efforts, health improvement, and health recovery with the hope that patients who get health services feel satisfied. However, in health service activities at RSU Sundari Medan, it is still necessary to improve the quality of health services. The problems that the author saw during the initial observations such as the difficulty of control in the system that it often happens to make warnings that the NIK is not appropriate, the difference in payment is agreed upon at the beginning by the patient, at the end there is always miscommunication between the officer and the patient and fingerprint BPJS is often constrained because the system often errors, this makes patients who seek treatment at RSU Sundari Medan feel that the services provided are still slow. Patients' views on BPJS services are still not good. People who use BPJS still complain about administrative services, nurses, doctors, facilities and infrastructure, down payments, medicines, fees, and other hospital services. The problem of patient satisfaction as a benchmark for the level of quality of health services is complex and is not easy to limit. In this case, satisfaction will be achieved if the hospital meets the needs and desires of the patient which will ultimately increase trust in the hospital and lead to loyalty. Therefore, hospitals need to improve the quality of their services to increase patient satisfaction.

Based on the description above, the author is interested in studying more deeply and conducting research with the title of research "Analysis of Health Service Quality in BPJS Patient Satisfaction at the Inpatient Installation of RSU Sundari Medan".

**METHOD**

This type of research is qualitative research with a descriptive method, which is a research method carried out with the main aim of making a picture or description of a situation objectively, with an in-depth interview method.
RESULT

1. Aspects of Physical Evidence

Results of in-depth interviews with several informants at RSU Sundari Medan. The following is an excerpt from an interview with an informant regarding aspects of physical evidence at RSU Sundari Medan:

<table>
<thead>
<tr>
<th>Informant</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The building is beautiful and neat. Clean, if the room or bed is dirty immediately handle and replace the bed linen. The waiting room is comfortable.</td>
</tr>
<tr>
<td>2</td>
<td>Good, the room is clean. If you want to change the bed sheet, it is given, but we are the ones who ask for it and must be exposed directly to the bed sheet, just changed brother. The toilet smells a bit pesing, and fishy too, maybe because of the blood.</td>
</tr>
<tr>
<td>3</td>
<td>Clean and comfortable, Mom feels. If the bed sheet is still clean, it won't be changed. The toilet is clean, here every 3 hours the officer cleans.</td>
</tr>
<tr>
<td>4</td>
<td>The place is clean, if the inpatient room has fewer facilities because the air conditioner dies so the deck heats, the waiting room is clean. I want to change the bed sheet 1 time a day, this is if we ask to change it first and then we want to change the deck. The toilet is pretty clean.</td>
</tr>
<tr>
<td>5</td>
<td>The cleanliness is good. The bed linen is changed if we ask for a deck. The toilet is clean, and every day the deck officer cleans.</td>
</tr>
<tr>
<td>6</td>
<td>The cleanliness is good. The bed linen is changed if we ask for a deck. The toilet is clean, and every day the deck officer cleans.</td>
</tr>
<tr>
<td>7</td>
<td>The cleanliness is good, sis. If we ask for a bed sheet to change it first and then we want to change it, brother. The toilet is pretty clean.</td>
</tr>
</tbody>
</table>

Based on the results of the interview, it is known that in the aspect of physical evidence according to informant 1,3,5,6,7 the cleanliness of buildings, waiting rooms, toilets, and the use of clean bed linen but according to informants 2 and 4, toilet hygiene is still lacking because smelly toilets are found and the use of bed linen is rarely changed.

2. Reliability Aspect

Some questions about reliability are about providing services carefully and precisely, patient admission procedures, whether doctor visits are on time, whether officers are ready to serve at any time, disease information, and actions given to patient complaints. Here are the answers from respondents:

<table>
<thead>
<tr>
<th>Informant</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The officer is careful, brother, the procedure is also easy, not complicated.</td>
</tr>
<tr>
<td>2</td>
<td>Hurry up, sis, the officer is dexterous to him. It's easy, it's not complicated.</td>
</tr>
<tr>
<td>3</td>
<td>It's not complicated anyway deck I think.</td>
</tr>
<tr>
<td>4</td>
<td>Hurry up, not complicated either.</td>
</tr>
<tr>
<td>5</td>
<td>It's easy, also be careful with the officers.</td>
</tr>
</tbody>
</table>
6 Ooo examine the deck if it has to be because of the danger if you are not careful, the procedure is also fast.

7 I think it's not bad, brother.

The results of the interview are related to the thoroughness and procedure of admission of patients. From the interview results, it was found that the accuracy and procedure for receiving patients at RSU Sundari Medan was good because there were no complaints to informants.

The ability to place oneself or understanding related to duties and responsibilities towards work is defined as professional. The right doctor's visit schedule and drug administration schedule for patients is one part of this professional attitude. Here are the respondents' answers regarding doctor visits.

<table>
<thead>
<tr>
<th>Informant</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>No, sometimes we hope that the doctor comes in the morning so that we know quickly, right, this is the afternoon we are waiting for. This will be if we want to go out, afraid because the doctor hasn't come yet, don't know anything. Not necessarily the arrival of the deck.</td>
</tr>
<tr>
<td>6</td>
<td>No, sometimes in the morning and sometimes in the afternoon we wait for the new magrib to come to the doctor.</td>
</tr>
<tr>
<td>7</td>
<td>Not right, too late in the afternoon I saw the doctor coming.</td>
</tr>
</tbody>
</table>

From the results of the interview above related to doctor visits, there were complaints from several informants who said doctor visits were often not on time.

3. Caring Aspect

As for questions related to empathy, That is, the time of service provided to patients, listening to complaints submitted by patients, calming patients when anxious, giving special attention to each patient caring for the needs and desires of patients. Based on in-depth interviews that have been conducted, here are the answers from respondents:

<table>
<thead>
<tr>
<th>Information</th>
<th>Statement</th>
</tr>
</thead>
</table>
| 1           | Enough, it looks like, sis.  
Iyaa listened.  
Yes, the nurse used to be the one who was winding.  
Maybe yes, sis. |
| 2           | That's enough.  
Listen for sure, sis.  
Also, worry if I'm anxious.  
It looks like yes, sis. |
| 3           | Paslah enough.  
Yes, it's not in a hurry either, the deck, well, the service, they also provide support so that they can recover quickly.  
Yes, listen to our complaints.  
Soothe, entertain us. |
| 4           | I think that's enough.  
Maybe listen to Yaa.  
There's nothing like that. |
| 5           | That's enough.  
When checked, ask for it, if there is a need, what is immediately given.  
Maybe this time, sis.  
Yes, be soothed. |
| 6           | Simply deck.  
No hurry, how come the deck?  
Listened to my complaints well, and the officer also responded well. |
Yes, it was calmed when I was anxious.
7
That’s it.
It depends on the nurse.
So far, there is no sis.

From the results of the interview above, it can be seen that the time of service provided to patients, listening to complaints submitted by patients, calming patients when anxious, giving special attention to each patient caring for the needs and desires of patients can be said to be good because there are no complaints from informants.

4. Responsiveness Aspect

As for the question of service quality in aspects of responsiveness that is, patient admission or registration procedures, the readiness of health workers to help patients, doctors, and nurses provide quick reactions and responses to patient complaints. The results of in-depth interviews conducted by the respondents' answers are as follows:

<table>
<thead>
<tr>
<th>Informant</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Well, hurry up too. Medical personnel serve well, be alert. The registration process also doesn't wait a long time and also according to our wishes. So I was immediately given the action of the husband who took care of the registration.</td>
</tr>
<tr>
<td>2</td>
<td>It's good, it's good to serve him. I think it's fast, the listing process doesn't take long. It won't take long to wait to be examined.</td>
</tr>
<tr>
<td>3</td>
<td>Well, great. Quickly, I arrived at the hospital directly handled by my husband who took care of the registration.</td>
</tr>
<tr>
<td>4</td>
<td>Hurry up. Including fast here.</td>
</tr>
<tr>
<td>5</td>
<td>Good anyway, I think. Hurry up the service, then the inspection time also does not need to wait long.</td>
</tr>
<tr>
<td>7</td>
<td>Registration is fast, sis, only those who wait for a long time are waiting for their room. If it's checked during the inspection, brother.</td>
</tr>
</tbody>
</table>

From the results of the interview, it can be seen that all respondents said good to procedures for admission or registration of patients, the readiness of health workers to help patients, doctors, and nurses provide quick reactions and responses to patient complaints.

5. Warranty Aspect

As for the question of service quality in aspects of assurance that is, the feeling of security when examined by a doctor, the attitude of officers explaining administrative procedures, costs that must be incurred, the existence of security guarantees, and trust in services. Here are the answers from respondents:

<table>
<thead>
<tr>
<th>Informant</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, I feel safe. Well, yes I understand what is explained. I don't use BPJS.</td>
</tr>
<tr>
<td>2</td>
<td>Well, it's safe. I feel comfortable, yes, I want to be comfortable no matter what.</td>
</tr>
</tbody>
</table>
DISCUSSION

1. Overview of the Quality of Health Services in Patient Satisfaction from the Aspect of Physical Evidence (Tangibles)

Tangibles (Physical Evidence) is the quality of service in the form of physical hospital facilities, inpatient rooms, nursing rooms, information places, etc. Physical evidence in the sense that the health services provided by the health care provider have been reasonably received by the patient and are well served.

Physical evidence (Tangibles) at RSU Sundari Medan in this study has aspects, namely the cleanliness of the inpatient room and waiting room, the cleanliness of toilets/toilets, the availability of signs, the cleanliness of eating and drinking utensils, and the availability of trash cans.

Based on the results of a patient satisfaction survey conducted with in-depth interviews with respondents, it can be seen that the main informant and triangulation stated that comfort is quite starting from cleanliness, and the condition of the toilet is quite good, but sometimes there are still toilets that smell a little passing or fishy. Starting from the cleanliness of the inpatient room and clean waiting room which is cleaned every day by officers as stated by all respondents. It is said to be quite comfortable because there are complaints related to the toilet, where there is a toilet that smells a little passing and fishy. Some respondents are not comfortable regarding bed linen, and some respondents state that sheets are rarely changed for several days, if not asked not to be replaced the bedsheet. The completeness of equipment such as signage is said to be good because there are no complaints, eating and drinking utensils and the provision of trash cans are said to be sufficient because the collection of cutlery from hospitals that are a little irregular and the provision of trash cans that are only outside the inpatient room.

A room with comfortable conditions facilitates service to patients. This should be owned by the hospital as a means of satisfying patients. Moreover, if the hospital has provided complete equipment to carry out the treatment and examination process as needed. With that, patients will feel satisfied with the services obtained.

2. Overview of the quality of health services in patient satisfaction from the aspect of reliability

According to Parasuraman experts in Gisa (2021), reliability is service in terms of being trustworthy, on time, and schedule compliance without errors in providing services. Attendant preparedness at all times to patients. To meet the needs of accuracy aspects can be described as time, cost, doctor visits, and timeliness in providing services to patients.

Based on the results of the study, reliability aspects at RSU Sundari Medan in this study include accuracy and accuracy in carrying out services, visit schedules with Doctors, and drug administration schedules
to patients, and showing a professional attitude in carrying out duties and responsibilities. The services provided are what has been promised and satisfy patients. Based on the patient satisfaction survey in the aspect of reliability, starting from accuracy and thoroughness in performing services, there are no complaints related to this, by what is felt by the main informant and triangulation. Professionalism is defined as the ability to place oneself or understanding related to duties and responsibilities to work and focus and be consistent with the targets and goals of the organization. The right schedule of doctor visits and the schedule of drug administration to patients is one of these professional attitudes.

Reliability aspect (Reliability) is the ability to provide appropriate and reliable service. Reliable service is consistent and competent service. This is also felt by BPJS patients at RSU Sundari Medan where health workers regularly give medicines to patients. There are no complaints from patients related to the schedule of drug administration every day according to the schedule.

In carrying out tasks according to a predetermined schedule, it must greatly affect the level of patient satisfaction. The same is the case with the schedule of doctor visits every day at RSU Sundari Medan. There were several complaints related to inappropriate visit schedules, where doctors were often found arriving late to examine patients. An undisciplined attitude toward duties and responsibilities will cause dissatisfaction for service recipients.

3. Overview of Health Service Quality in Patient Satisfaction from the Aspect of Concern (Empathy)

According to Lupiyodi in Alfina (2019), patients will be satisfied if the results of their evaluation show that the products or services they use are of high quality and patients will feel satisfied if they get good service to expectations. With this, if officers understand what patients feel and can respond to what patients need and exceed their expectations, it will cause satisfaction and result in loyalty to the use of health services.

Based on the results of research on aspects of care at RSU Sundari Medan in this study in the form of time given in service, giving attention by listening and helping patient complaints. Unhurried service time makes patients comfortable in the examination process. Good attention from staff has a good impact and satisfies patients.

The care given by health workers to patients is a special satisfaction felt by patients. The sincerity of the officer in providing service or attention in understanding the feelings and emotional level of the patient will affect patient satisfaction. In giving a service must have a sincere and sincere attitude.

4. Overview of the quality of health services in patient satisfaction from the aspect of responsiveness

Responsiveness (Responsiveness) is the ability to help and provide services appropriately, and be responsive to the wishes of patients. Responsiveness is the responsiveness of health service providers in providing services quickly and received by patients appropriately according to patient expectations. The speed of service provided is a responsive attitude by health service providers needed by patients, thus it can be said to be quality service.

Based on the results of the study, the responsiveness aspect at RSU Sundari Medan in this study was addressed by the attitude of officers in serving, the time of registration and examination of patients, the response of officers in listening to patient complaints, and a friendly and polite attitude. From the survey carried out, it was found that the attitude of officers in serving patients was good because there were no complaints about the officer's attitude, both in terms of politeness and friendliness.

The procedure for registering and accepting BPJS patients at RSU Sundari Medan can be said to be not too complicated as stated by health workers simply by bringing a BPJS card, photocopy of KK and KTP, and if a referral patient brings a referral letter. The registration process does not let patients wait too long in the queue room to maintain patient satisfaction levels.

Based on the results of the study interviewing patients, it appears that the response of officers at RSU Sundari Medan is said to be good because there are no complaints from patients and families.

5. Overview of the quality of health services in patient satisfaction from the aspect of assurance

According to Purwoastuti and Walyani, assurance is that the behavior of officers can foster patient trust in the hospital and can create a sense of comfort for patients. Reassurance also means officers are courteous and master the knowledge and skills needed to handle any patient questions and concerns.

Assurance is a form of health service that can be accounted for, in this case, health service providers can provide and convince patient trust. Sundari Medan Hospital has a form of health services that can give confidence and trust to patients so that patients do not doubt the patient's desire to seek treatment at Sundari Medan Hospital and want to return to the same place if they have an illness in the future.
Based on the patient satisfaction survey in this aspect, all patients and their families have a sense of trust and security in Sundari Medan Hospital, because there are no complaints related to security while in the hospital. The completeness of medicines and equipment in the hospital is also good according to the statement given by the patient. Because there are no complaints from patients and their families. BPJS administration procedures explained to patients make it easier for patients to obtain more complete information. Because most BPJS patients are referral patients from puskesmas, during the patient admission process, it is enough to provide a referral letter so that health workers do not provide services in the form of explanations related to BPJS patient admission procedures. The requirements for upgrading treatment classes are allowed by RSU Sundari Medan with several conditions.

In this aspect, it can be concluded that the results of in-depth interviews with patients are that patients feel safe related to the statement of trust and security from patients for the completeness of equipment and medicines, explanations by health workers regarding BPJS procedures, and upgrading treatment classes at the beginning of patient admission, and affordable costs that must be incurred by patients.

CONCLUSION
1. In Physical Evidence (Tangibles) on this aspect of nursing room cleanliness, the waiting room is said to be good because there are no complaints from respondents’ answers, as well as clear and easy-to-understand signs. For comfort, it is said to be sufficient because there are two aspects, namely the cleanliness of the toilet which is still uncomfortable for patients, and the use of bed sheets. It was found that patients complained about the condition of the toilet that smelled pesing and fishy and also the use of bed linen that was rarely changed made patients less comfortable.
2. Reliability in this aspect, the accuracy, schedule of drug administration of health workers, and professional attitude according to patients are good. For the doctor’s visit schedule, there were several complaints from patients because doctors who entered were often late or the admission schedule was not on time.
3. In Concern (Empathy) in this aspect providing care or attention such as health workers who always listen to complaints from patients are said to be good because there are no complaints from respondents’ answers.
4. Responsiveness in this aspect, responsiveness in serving patient complaints, friendliness, and the process of patient registration and acceptance are said to be good because there are no complaints from patient answers.
5. In the assurance in this aspect, all patients feel safe with services at RSU Sundari Medan, no complaints were found related to this aspect. The costs that must be incurred are also affordable according to statements from patients. This aspect is said to be good from all aspects.

REFERENCES


