

# Analysis of Factors Affecting the Quality of Service Toward Inpatient Patient Satisfaction BPJS DIRSU Bandung

Bella Lucinta Rillova Arif Lubis, Rapael Ginting, Crismis Novalinda, Ermi Girsang



**Abstract:** *Quality problems arise when there is a gap between the services provided and the expectations that the patient wants. In general, patients who feel dissatisfied with the service file complaints to the hospital, the complaints most often heard in hospitals are about uncertain doctor visit schedules, lack of responsiveness medical personnel in the hospital, lack of empathy, and uncomfortable waiting rooms. This study aims to determine the effect of service quality which includes reliability, responsiveness, assurance, empathy, facilities, and infrastructure on BPJS patient satisfaction in Bandung general hospital. This type of research is cross-sectional. The sample of this study was all BPJS patient who was hospitalized in class 1,2, and 3 rooms at the Bandung general hospital, totalling 60 people with a purposive sampling method with data analysis techniques using multiple linear regression. The results of this study indicate that the variable reliability ( $p=0.007$ ) has a statistically significant relationship to the satisfaction of BPJS inpatients at the Bandung general hospital, while the responsiveness variable ( $p=0.125$ ), the empathy variable ( $p=0.067$ ) and the infrastructure and facilities variable ( $p=0.235$ ) does not have a significant relationship with the satisfaction of BPJS participants at RSU Bandung.*

**Keywords:** *factors affecting, service, patient, BPJS, DIRSU*

## I. INTRODUCTION

The quality of service to the community is highly dependent on individual actors and the system used. Doctors, nurses and medical and non-medical support personnel on duty in the hospital must understand how to serve their customers well, especially to patients and their families, because patients and their families are the main consumers in the hospital [1-3]. Based on the initial survey conducted by the author, inpatient BPJS participant complained about the reliability aspect of the patient, saying that it was difficult to obtain information on the certainty of examinations by competent doctors and uncertain doctor visit schedules. In the hospital such as medical services go that patients wait a little longer while being treated, from the aspect of inpatient assurance that inpatients say that medical officers pay less attention to each patient, from the empathy aspect of inpatients say that a lack of empathy for patients makes

patients feel less enthusiastic, however, from the part of facilities and infrastructure, the patient said the hospital had not yet had a comfortable waiting room and facilities were not yet complete [4-7].

## II. THEORETICAL BASIS

According to [4, 8-10], a hospital is a health service institution that provides complete individual health services that provide inpatient, outpatient and emergency services. Services quality is determined by the company's ability to meet customer needs and wants by customer expectations. In other words, the main factors affecting service quality are expected service and [11] perception of service. If the perceived service is by the expected service, the quality of the service concerned will be assessed as good or positive. If perceived service exceeds expected service, service quality is perceived as ideal quality. Conversely, if the perceived service is worse than expected service, then the service quality is perceived as negative or bad. Therefore, whether or not the quality of service depends on the ability of the company and its staff to consistently meet customer expectations [12, 13]. According to [14-18], several factors that affect user satisfaction need to be understood, such as 1) Types of health service packages received; 2) Empathy shown by health workers. This attitude will touch the patient's emotions; 3) Cost. The high cost of health services can be considered a source of moral hazard for patients and their families; 4) Physical appearance of health workers, cleanliness conditions and room comfort (tangibility); Safety assurance showed by health workers (assurance). For example, the accuracy of the schedule of examinations and doctor visits; 6) Reliability and skill health workers caring for patients. This factor depends on the experience and competence; and 7) The speed at which officers respond to patient complaints (responsiveness). The speed of fulfilling a patient's call when needed is very much determined by the alertness of the on-duty officers (doctors and paramedics) as stated in the contract system between the doctor/paramedic and the hospital.

## III. METHODS

This research was conducted at the Bandung general hospital, which is located in the Mistar street No.39-43, Medan Petisah, North Sumatra. The population in this study were all patients at RSU Bandung who were counted during the implementation of the research the sample consisted of 60 inpatients at RSU Bandung.

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**Table – I: Independent variable and dependent variable measurement aspects**

Variable	Operational definition	Indicator	Scale
Service quality	Reliability Reliable service reliability Responsiveness Responsiveness in helping patients Assurance Friendliness and courtesy of employees Empathy Attitude to be attentive to the patient Tangibles Quality of service that can be seen in the form of physical facilities	Service quality reliability Accuracy Punctuality Help when problems Drug information Clear information Responsiveness service quality Respond to complaints Responsiveness to serve Responds well Take action quickly Quality assurance service Expertise in their field complete medicine Appreciate the patient the doctor is convincing empathy service Quality tangibles service cleanliness	Ordinal Bad : 0-55% Moderate : 56-75% Good: 76-100%
Patient satisfaction	Satisfaction is the patient's level of feeling after comparing the results he feels with his expectations	Doctor service satisfaction: 1. Reaction 2. Information 3. Visit on time 4. Neat appearance 5. Nurse service satisfaction 6. Fast reaction 7. Clear information 8. Courtesy 9. Neat appearance Pharmacy service satisfaction: 1. Quick recipe 2. Pharmacist's explanation 3. Medicinal conditions 4. Pour wait comfortably 5. Nutrition service satisfaction 6. Nutrition appropriate 7. Counsel well 8. Neat approach 9. Courtesy Laboratory service satisfaction: 1. Good blood sampling 2. Complete tool 3. Quickly submit results 4. Neat appearance Administrative service satisfaction : 1. Friendliness 2. Fast queue 3. Neat appearance 4. Describe details Public facility service satisfaction : 1. Canteen is adequate 2. Supporting facilities 3. Complete tool 4. Number of toilets Service satisfaction condition of facilities : 1. Clean 2. Ready for use 3. Comfortable 4. No broken chairs	Ordinal: Bad : 0-55% Moderate : 56-75% Good: 76-100%

**IV. RESULT AND DISCUSSION**

aims to find variables related to satisfaction.

**A. Bivariate Analysis**

Bivariate analysis is used with the chi-square test which

**Table- II: Cross-tabulation between reliability and satisfaction of BPJS inpatients at Bandung hospital in 2019**

No	Reliability	Patient satisfaction						Total		Sig
		Bad		Moderate		Good		F	%	
		F	%	F	%	F	%			
1	Bad	10	71,4	3	21,4	1	7,1	14	100%	0.005
2	Moderate	1	12,5	2	25	5	62,5	8	100%	
3	Good	8	21,1	12	31,6	18	47,4	38	100%	

Source: Primary data, 2019

Based on the table above shows that most patients say that good reliability is 38 and that the reliability is being obtained 8 and the poor reliability is obtained 14. Based on the table above, it shows that most patients say that there is a good

response as much as 27 and a response that is being obtained is 15 and a bad response is obtained 18.



Based on the table above, it shows that most patients say that good guarantees are 43 and the guarantees that are being obtained are 4 and bad guarantees are obtained 13. Based on the table above, it shows that most of the patients said that there was 40 good empathy and 5 moderate empathy and 15

bad empathy. Based on the table above, it shows that most of the patients said that there were 23 good facilities and infrastructure and 9 facilities and infrastructure that were being obtained and 28 bad infrastructure.

**Table- III: Cross-tabulation between responsiveness to inpatient satisfaction of BPJS Bandung hospital in 2019**

No	Response	Patient satisfaction						Total		Sig
		Bad		Moderate		Good		F	%	
		F	%	F	%	F	%			
1	Bad	7	38,9	5	27,8	6	33,3	18	100%	0.372
2	Moderate	7	46,7	3	20	5	33,3	15	100%	
3	Good	5	18,5	9	33,3	13	48,1	27	100%	

Source: Primary data, 2019

**Table- IV: Cross-tabulation between guarantees of inpatient satisfaction at BPJS Bandung hospital in 2019**

No	Guarantee	Patient satisfaction						Total		Sig
		Bad		Moderate		Good		F	%	
		F	%	F	%	F	%			
1	Bad	8	61,5	4	30,8	1	7,7	13	100%	0.034
2	Moderate	1	25	2	50	1	25	4	100%	
3	Good	10	23,3	11	25,6	22	51,2	43	100%	

Source: Primary data, 2019

**Table- V: Cross-tabulation between empathy on the satisfaction of BPJS inpatients at Bandung hospital in 2019**

No	Empathy	Patient satisfaction						Total		Sig
		Bad		Moderate		Good		F	%	
		F	%	F	%	F	%			
1	Bad	9	60	4	26,7	2	13,3	15	100%	0.019
2	Moderate	1	20	3	60	1	20	5	100%	
3	Good	69	22,5	10	25	21	52,5	40	100%	

Source: Primary data, 2019

**Table- VI: Cross-tabulation between facilities and infrastructure on the satisfaction of BPJS inpatients at Bandung hospital in 2019**

No	Infrastructure	Patient satisfaction						Total		Sig
		Bad		Moderate		Good		F	%	
		F	%	F	%	F	%			
1	Bad	9	32,1	11	39,3	8	28,6	28	100%	0,235
2	Moderate	4	44,4	2	22,2	3	33,3	9	100%	
3	Good	6	26,1	4	17,4	13	56,6	23	100%	

Source: Primary data, 2019

**B. Multivariate Analysis**

**Table- VII: The results of the independent variable test in research the effect of service quality on the satisfaction of BPJS inpatients at RSU Bandung**

Independent variable	Sig
Reliability	0.005
Responsiveness	0.372
Guarantee	0.034
Empathy	0.019
Infrastructure	0.235

Based on the results of the bivariate analysis, it was found that the variables that were statistically significant to patient satisfaction. were reliability, assurance and empathy, while the responsiveness and infrastructure factors did not have a statistically significant relationship. These variables were then analyzed multivariate with logistic regression analysis to see how much influence between several variables of service quality factors on patient satisfaction. The result of the logistic regression analysis showed that the variable reliability with a value of  $p=0.007$  was the most dominant variable affecting patient satisfaction in BPJS RSU Bandung.

**V. CONCLUSION**

From the results of research conducted at RSU Bandung regarding the analysis of the factors that affect the quality of service on the satisfaction of BPJS inpatients at Bandung Hospital in 2019, the following conclusion were drawn: 1) There is a significant relationship between reliability and satisfaction of BPJS inpatients ( $p=0.007 < 0.05$ ) at the Bandung general hospital; 2)



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There is no significant relationship between responsiveness (*responsiveness*) with the satisfaction of BPJS inpatients at RSU Bandung ( $p=0.372$ ); 3) There was no significant relationship between assurance (*assurance*) and satisfaction of inpatient BPJS RSU Bandung ( $p=0.125$ ); 4) There was no significant relationship between empathy (*empathy*) and satisfaction of BPJS inpatients at Bandung Hospital ( $p=0.067$ ); 5) There is no significant relationship between facilities and infrastructure (*tangibles*) with the satisfaction of inpatient BPJS RSU Bandung ( $p=0.235$ ); and 6) The most influencing factor of service quality on patient satisfaction is the reliability factor ( $p=0.007<0.05$ ).

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