

THE LEVEL OF SATISFACTION OF PATIENTS PARTICIPATING IN SOCIAL SECURITY ADMINISTRATION AGENCY (*BPJS KESEHATAN*) WITH THE QUALITY OF SERVICE

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ABSTRACT

Patient satisfaction is one of the indicators of the success of health services and the most important thing that must be achieved by every health facility. Service quality is a form of patient assessment of the services received. Some studies use satisfaction indicators to assess service quality. This study aims to determine the level of satisfaction of Social Security Administration Agency/*Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan* participants with the quality of health services at the Campurejo Health Center. This study uses a cross-sectional research design. The population in this study is all BPJS Kesehatan participants who receive outpatient services at the Campurejo Health Center, Kediri City. Sampling using *the purposive sampling* technique has the characteristics of inclusion and exclusion. The sample size with the Lemeshow formula so that 37 respondents were obtained. Data processing was carried out using *the Fisher Exact Test* statistical test. Based on the results of the study, most of the respondents and patients participating in *BPJS Kesehatan* assessed that the quality of the services provided was good and most of the respondents were satisfied with the services received, there were *BPJS Kesehatan* participating patients who assessed the quality of service in the fairly good category as many as 5 people (13.5%) and in the good category as many as 32 people (86.5%) and at the patient satisfaction level there were 10 people (27%) who stated that they were quite satisfied and 27 people (72.9%) who said they were satisfied with the services received. Based on the results of the study using the Fisher Exact Test, a value of $p = 0.014$ ($p > 0.05$) was obtained. This shows that there is a relationship between the quality of service and the level of patient satisfaction of of Social Security Administration Agency (*BPJS Kesehatan*) participants at the Campurejo Health Center in Kediri City.

Key word: patient; satisfaction; service quality

1. BACKGROUND

Improving service quality is one of the most important management issues for the government and the private sector (Samosir, 2023). On the one hand, the public's need to get quality services continues to increase every year, but on the other hand, the provision of services has not shown a significant increase (Asmin & Sabil, 2022). Health efforts are focused on improving the quality of services, equity, and coverage of health services. The initial milestone of change in health services was carried out by BPJS as the organizer of the National Health

Insurance. The National Health Insurance Program (JKN) organized by the Social Security Administration Agency/*Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan* is an effort by the Indonesia government to realize *Universal Health Coverage (UHC)* (Nuurjannah, 2021)

Health center (*Puskesmas*) as a first-level health facility is expected to improve and improve public health (Nazir & Darmawati, 2018). Where health officers or workers have a big role and responsibility regarding public health problems. Especially in terms of providing quality health services to the community

(Fitri Andriana, 2021). The provision of quality health services will provide satisfaction for patients which has an effect on the patient's desire to return to an institution that provides effective health services (Riyadi, 2015).

The Social Security Administration Agency/*Badan Penyelenggara Jaminan Sosial (BPJS)* is a legal entity formed to administer the health insurance program through Law No. 24 of 2011. All Indonesian residents are required to be participants in health insurance managed by *BPJS*, including foreigners who have worked for at least six months in Indonesia and have paid contributions (RI, 2013). The National Health Insurance Program organized by *BPJS Kesehatan* will certainly run optimally if it is accompanied by the good quality of health services by health service providers (Yunizar & Nasution, 2020).

Public awareness of the quality of health services is also influenced by the level of knowledge of the community itself, this is evident that since *BPJS Kesehatan* reaches all groups of people, many various inputs for improvement, criticism, and suggestions are directed to health services in Indonesia which aim to improve the quality of health services in Indonesia (SANDRA & WITCAHYO, 2017).

After there is a program of the social security administration agency/*Badan Penyelenggara Jaminan Sosial (BPJS)* from the government, people can more easily use health services, ranging from people with low economic status to high economic status. Quality health services are still far from public expectations. Recipients of health services at health centers demand quality services not only related to the recovery from physical illness but also regarding satisfaction with the attitude, knowledge and skills of officers in providing services as well as the availability of adequate facilities and

infrastructure that can provide comfort (Widiastuti, 2017).

It is not uncommon to find patients who complain of feeling dissatisfied both from the services provided and from the officers who serve them, because they are considered unkind or polite when talking to patients and officers who often arrive late (Asdiwinata & Wulandari, 2021). So it is not impossible that patients' interest in using services at the Health Center decreases and prefers other health services that can provide a guarantee of satisfaction with better services (Simanjuntak & Siallagan, 2017).

The results of the research on the Quality of Service of Public Health Insurance Participants in the Outpatient Section at the Summersari Health Center, Jember Regency prove that the quality or quality of service provided by the Summersari Health Center has not provided satisfaction in patients. Because patient expectations are higher than the perception of the quality of health services felt by patients participating in JAMKESMAS (Eka Pratiwi & Suryawati, 2013).

The results of another study on the Quality of Health Services of National Health Insurance Participants at the Kembangan District Health Center, West Jakarta, said that the quality of health services for National Health Insurance participants at the Kembangan District Health Center was relatively good, with a patient satisfaction percentage of 83.25% (Riyadi, 2015).

Measuring the quality of service can be used in the dimension of service quality, the five characteristics are: First, tangibles (direct evidence) include physical facilities, equipment, employees and communication facilities. Second, Reliability is the ability to provide the promised service promptly, accurately and satisfactorily. Third, Responsiveness is the desire of the staff to form

customers and provide responsive service. Fourth, Assurance (assurance that includes knowledge, ability, courtesy and trustworthy nature that the staff possesses is free from danger, risk or doubt) (Parasuraman et al., 1985). This study aims to determine the level of satisfaction of *BPJS Kesehatan* participants with the quality of health services at the Campurejo Health Center.

2. METHOD AND ANALYSIS

This study uses a research design with a crosssectional approach and is carried out to identify through the provision of questionnaires, then analyze to find out whether there is the relationship between service quality and the level of patient satisfaction of *BPJS Kesehatan* participants at the Campurejo Health Center, Kediri City. This research was carried out at the Campurejo Health Center, Kediri City. The population in this study is all *BPJS Kesehatan* participants who receive outpatient services at the Campurejo Health Center, Kediri City. Sampling used a *purposive sampling* technique based on the inclusion and exclusion characteristics of the Lemeshow formula so that 37 respondents were obtained. Data processing was carried out using the *Fisher Exact Test* statistical test.

3. RESULT AND DISCUSSION

Table 1. Distribution of Frequency of BPJS Kesehatan Participant Patients by Gender at the Campurejo Health Center, Kediri City

Age	Total	%
13 – 17 years old	3	8.1
18 – 35 years old	21	56.7
36 – 50 years old	9	24.3
51 – 70 years old	4	10.8
Sum	37	100

Table 1 above shows that most of the respondents are in the age range of 18 – 35 years (56.7%)

Table 2. Distribution of Frequency of BPJS Kesehatan Participant Patients based on Education Level at the Campurejo Health Center, Kediri City

Education	Total	%
No School	2	5.4
Elementary School	8	21.6
Junior High School	9	34.3
Senior High School	13	35.1
College	5	13.5
Sum	37	100

Table 2 above shows that of the 37 respondents who received the most education, 13 people (35.1%) were in high school.

Table 3. Distribution of Frequency of BPJS Kesehatan Participating Patients based on Work at the Campurejo Health Center, Kediri City

Work	Total	%
Civil servants	2	5.4
Construction	5	13.5
workers	2	5.4
Driver	7	18.9
Private	16	43.2
Housewives	2	5.4
Students/Students	3	8.1
Farmer		
Sum	37	100

Table 3 above shows that of the 37 respondents, housewives are the most employed, namely 16 people (43.2%).

Table 4. Distribution of Frequency BPJS Health Participant Patients based on Service Quality at the Campurejo Health Center, Kediri City

Quality of Service	Frequency	%
Pretty Good	5	13.5
Good	32	86.5
Sum	37	100

Table 4 above shows that of the 37 respondents, almost all patients received services with good service quality of 32 people (86.5%)

Table 5. Distribution of Frequency BPJS Kesehatan Participant Patients based on Patient Satisfaction at the Campurejo Health Center, Kediri City

Patient Satisfaction	Frequency	%
Quite satisfied	10	27
Satisfied	27	73
Sum	37	100

Table 5 above shows that out of 37 respondents, most of the patients were satisfied with the number of 27 people (73%).

Table 6. Analysis of Service Quality with BPJS Kesehatan Patient Satisfaction Level at Campurejo Health Center, Kediri City

Quality of Service	Patient Satisfaction				Sum		P
	Quite satisfied		Satisfied				
	Σ	%	Σ	%	Σ	%	
Pretty Good	3	8.1	2	5.4	5	13.5	0,0014
Good	7	18.9	25	67.5	32	86.5	
Total	10	27	27	73	37	100	

That there is a relationship between service quality and patient satisfaction of *BPJS Kesehatan* participants at the Campurejo Health Center in Kediri City, with the results of the Fisher Exact Test statistical test with a value of p Value = 0.014. Therefore, H_0 is rejected and H_a is accepted (p Value < 0.05).

DISCUSSION

From the results of the study, it is described that most of the patient respondents participating in *BPJS Kesehatan* assessed that the quality of the service provided was good and most of the respondents were satisfied with the service received, this is evidenced in table 6 there are *BPJS Kesehatan* participating patients who assess the quality of service in the fairly good category as many as 5 people (13.5%) and in the good category as many as 32 people (86.5%) and at the patient satisfaction level there are 10 people

(27%) who declare sufficient satisfied and 27 people (73%) who said they were satisfied with the services received.

These results show that none of the respondents rated the quality of service as poor or dissatisfied with the services provided. Based on the results of the study using the Fisher Exact Test, a value of p 0.014 ($p > 0.05$) was obtained. This shows that there is a relationship between the quality of service and the level of patient satisfaction of *BPJS Kesehatan* participants at the Campurejo Health Center in Kediri City.

The quality of health services is what points to the level of perfection of health services in causing a sense of satisfaction in each patient. The more perfect the satisfaction, the better the quality of health services (Nengsih, 2021). This has a great impact on every component contained in the health facility itself such as its good name, both in the health facility and the health workers who work in it. The results of other studies also conclude that good service quality of *BPJS Kesehatan* will result in good patient satisfaction, in other words the quality of service affects patient satisfaction Not only that, good service quality will bring loyalty or loyalty from every patient who is satisfied with the service received (Yuliani et al., 2022).

Satisfied patients will come again or need other services and will share their experience with those closest to them or recommend the health facility (Mukaromah et al., 2022). Good service quality will increase trust in health facilities and make health facilities the main goal in receiving health services in meeting their health needs. Poor service quality can cause many complaints from patients and will affect their satisfaction level (Lestari, 2023). Awareness of the importance of maintaining, maintaining and improving the quality of services must continue to be pursued in order to

provide satisfaction to patients and health workers. This research is in line with the nursing theory about Caring proposed by Jean Watson that there is a relationship between service quality and patient satisfaction. Nursing care that is part of health services must be healthgenic (healthy) not just curing (curing), nursing care is carried out by the existence of carrative factors that produce satisfaction with human needs. Creating a healing environment at all levels, both physical and non-physical, a complex environment of energy and consciousness, which has holisticness, beauty, comfort, dignity and peace (Salsabila et al., 2023). Patients should be seen as individuals who need help in meeting their overall health needs. The quality of the services provided will affect not only the healing process but also the satisfaction felt by the patient. If the patient feels that the provision of health services is appropriate or even exceeds what the patient expects to be cooperative and trust the health worker in the treatment process, this shows that the service has met his satisfaction. The better the service received, the more satisfied the patient feels

CONCLUSION

The quality of health services for *BPJS Kesehatan* participants at the Campurejo Health Center is in the good category. The level of satisfaction of *BPJS Kesehatan* participants at the Campurejo Health Center was satisfied with the services received. From the results of the statistical test, Fisher stated that there was a relationship between the quality of service and the level of satisfaction of *BPJS Kesehatan* participants.

SUGGESTION

It is hoped that this research can provide updates in the field of science, especially midwifery. Hopefully,

researchers who want to develop this research can multiply the research sample and use different research methods. It is also hoped that this research will be an input for health services and health workers in each Health Facility to further improve the quality of service for the community.

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