The Analysis Quality of Service and Patient Satisfaction Participants of Health BPJS in Interior Services in Hospital X of Kediri City

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A B S T R A C T

Government through the Health Insurance Provider Board (BPJS Kesehatan) which is the incarnation of PT. ASKES, strives to realize a healthy Indonesia program. All walks of life are entitled to receive health insurance from the government through programs from the BPJS Health. Regional General Hospital X Kota Kediri is a hospital belonging to the Government of Kediri. Therefore, the Hospital of X Kota Kediri must open themselves to receive and serve all patients both BPJS patients and general patients with the best. In this research, the object of research is Hospital X of Kediri City. And carried out in March 2017 to May 2015. Samples taken were inpatients treated at Flamboyan room, Dahlia room, Anggrek room, Teratai room, Bougenville room, Melati room and Mawar room. 200 respondents. Based on the analysis of research results can be concluded that the existence of service quality relationship with patient satisfaction BPJS in service inpatient at HOSPITAL X Kediri. Given that patient visits at Hospital X are heavily influenced by patient satisfaction, the steps that should be taken by the hospital management is how to improve the quality of service.

I. Introduction

This BPJS Health service program should be supported and acted upon by all health care providers, including both primary and secondary health services. Included in advanced health care is Hospital. Regional General Hospital X Kota Kediri is a hospital belonging to the Government of Kediri. As a government-owned hospital it is supposed to provide the best service to the community. Therefore, HOSPITAL X Kota Kediri must open themselves to receive and serve all patients both patients BPJS and general patients with the best.

According to Subekti (2009) in his research entitled "Analysis of Perceptions Quality of Service With Patient Satisfaction Level of Medicine Center (BP) General Puskesmas In Tasik Malaya Regency Year 2009" it can be concluded that administrative services, servicing doctors, nursing services, infrastructure impact on patient satisfaction. The relationship between service quality and satisfaction is broadly documented in the marketing literature, theoretically and

empirically as positive as Wijayanti (2008) has examined. Theoretically, when the given service is able to meet or exceed customer expectations or expectations, the customer is satisfied (Parasuraman et al., 1988).

With the demands, HOSPITAL X Kota Kediri is now required to be able to provide quality health services, healthy living behaviors and a healthy environment. HOSPITAL X Kota Kediri as organizational unit of health service provider, faced with increasingly competitive environment with increasing number of clinic / private clinic. Changes that occur in the external environment and internal hospitals cause the hospital must change the paradigm that is not merely a social organization.

Efforts made by HOSPITAL X Kota Kediri to keep growing is to increase the revenue from patient charges. To be able to increase the number of patients, HOSPITAL X Kota Kediri is expected to provide quality services. Good service quality will provide satisfaction to customers and customers will reuse and recommend health services to people around him. consumers can also be interpreted as a consumer attitude in terms of likes or dislikes to service ever felt. However patient satisfaction and loyalty as an end-user of healthcare is a key element of satisfaction and loyalty. Consumer satisfaction is a behavioral reaction after purchase. It affects the repeat decision making on the purchase of the same services and will affect the utterance of consumers on the outside / other about the resulting production.

HOSPITAL X Kota Kediri as the leading health care facility is responsible for the provision of public health services with good quality and at affordable cost by the community. In order to increase patient visit to HOSPITAL X of Kediri City must be able to display and provide quality health service and quality so as to provide patient satisfaction. The level of customer satisfaction is highly dependent on the quality of service HOSPITAL X Kota Kediri. Measuring the level of customer satisfaction is closely related to the quality of service. Measurement of quality aspect is beneficial for HOSPITAL X of Kediri City for:

1. Knowing well how the process / service
2. Knowing where to make changes in an effort to make continuous improvement to satisfy customers especially for things that are considered important by the customer
3. Determine whether changes made lead to improvement.

During the trip RUMAH SAKIT X Kota Kediri has received a bad predicate in the eyes of health care users, especially patients BPJS Health participants, when compared with health services provided by the private sector (Sodik, Suprapto & Pangesti, 2013). So it makes the public perception that the quality of service available in HOSPITAL X Kota Kediri less. This challenge should be a whip for the hospital to improve itself, so that it can compete with the private sector (Dwianggimawati, Yudhana, & Siyoto, 2017). With the increase in the quality of health services in hospitals will certainly increase the satisfaction of health care users in their work areas and increase

visits. With the increase in traffic, the impact of increased hospital revenue, which ultimately contribute to increased local government revenue (Trarintya, 2006).

Therefore, the authors are interested to know whether the HOSPITAL X Kota Kediri as Kediri City Government hospitals that organize health services, can satisfy customers (patients), especially patients participating BPJS Health through research with the theme "Analysis of Service Quality and Patient Satisfaction Participants BPJS Health in Inpatient Service at HOSPITAL X Kota Kediri ".

II.   Method

The research design used in this research is the method of observation with the analytic survey using cross sectional approach that is the researcher study the relationship between the independent variable (risk factor) with the dependent variable (effect) by doing the measurement moment or at the same time and done one time only (Notoatmodjo , 2010; Siyoto & Sodik, 2015). And use the inclusion criteria that have been established by the researcher is inpatient patients in HOSPITAL X Kediri. The number of samples in this study were 70 respondents.

III.   Results

From the results of research that has been obtained, can be done as follows:

1. **Relationship Quality of Service and Patient Satisfaction in terms of Tangible variables**

   From the result of the research, 161 respondents (80,5%) agree with the condition of the facilities and the adequate human resources. The data show that the facilities and human resources qualities in inpatient service of RUMAH SAKIT X Kediri are adequate and good but there are 5 respondents (2.5%) agree, Because the problem of waiting room facilities on the pendant is considered less. Several other respondents also considered that health equipment is lacking. And for patient satisfaction shows that most respondents stated very satisfied with 166 respondents (83%), it can be said that the respondents are satisfied with the services provided.

Table I.1. Distribution of inpatient services at HOSPITAL X Kediri according to tangible variables

No	DPP Services	Frequency	Percentage (%)
1	The condition of facilities and human resources is very inadequate	-	-
2	Condition of facilities and human resources is inadequate	5	2,5
3	Condition of facilities and human resources is adequate	161	80,5
4	The condition of facilities and human resources is very adequate	34	17
	Total	200	100,0

(Source: Primary data processed June 2017)

Table. I.2 Distribution of tangible variable satisfaction of inpatient services at HOSPITAL X Kediri

No	Satisfaction	Frequency	Percentage (%)
1	Very dissatisfied	-	-
2	Not satisfied	5	2,5
3	Satisfied	166	83
4	Very satisfied	29	14,5
	Total	200	100,0

(Source: Primary data processed June 2017)

Spearman rank test results obtained sig 0.01, $\alpha = 0.005$, $r = 0.460$. This means that H0 is rejected and H1 is accepted because the value of $r = 0,460$ with positive correlation direction and show there is correlation between service quality of hospitalization of HOSPITAL X of Kediri with patient satisfaction level from tangible variable. The results of this study are not in accordance with research conducted by Solichah (2017) which concluded there is no relationship between service quality and patient satisfaction on tangible aspects.

2. **Relation of Service Quality and Patient Satisfaction evaluated from Reliability variable**
   From the results of the study 164 respondents (83.5%) agree with reliable service. These data indicate that the quality of service in the aspect of reliability of health personnel in providing services in RUD X Kediri very. 3 respondents (1.5%) feel that their reliability is still lacking because doctors are often late visite / less timely and uncertain visite schedules. And for patient satisfaction data shows that 185 respondents (92.5%) stated satisfied, it can be said that respondents are satisfied with the services provided.

Table II.1. Distribution of inpatient services at HOSPITAL X Kediri according to Reliability variable

No	DPP Services	Frequency	Percentage (%)
1	Very unreliable service	-	-
2	Unreliable service	3	1,5
3	Reliable service	164	83,5
4	Very reliable service	33	16,5
	Total	200	100,0

(Source: Primary data processed June 2017)

Table. II.2 Distribution of variable satisfaction Reliability of inpatient service at HOSPITAL X Kediri

No	Satisfaction	Frequency	Percentage (%)
1	Very dissatisfied	-	-
2	Not satisfied	1	0,5
3	Satisfied	185	92,5
4	Very satisfied	14	7
	Total	200	100,0

(Source: Primary data processed June 2017)

The result of spearman rank test obtained sig 0,01, $\alpha = 0,005$, r = 0,462. This means H0 is rejected and H1 is accepted because the value of r = 0.462 with positive correlation direction and show there is correlation between quality of service of inpatient of HOSPITAL X of Kediri with level of patient satisfaction from raliability variable. The results of this study in accordance with research conducted by Solichah (2017) which concluded there is a relationship between service quality and patient satisfaction on the aspect of reliability.

3. **Relation of Service Quality and Patient Satisfaction evaluated from Responsiveness variable**

From the research, it was found that most of the 187 respondents (93.5%) agreed with the response service. These data indicate the quality of in-service responsiveness of HOSPITAL X Kdiri. Patient satisfaction data showed that most respondents expressed satisfaction with 178 respondents (89%), it can be said that respondents are satisfied with the services provided.

Table III.1. Distribution of inpatient services at HOSPITAL X Kediri according to Responsiveness variable

No	DPP Services	Frequency	Percentage (%)
1	Very unreliable service	-	-
2	Unreliable service	-	-
3	Reliable service	187	93,5
4	Very reliable service	13	6,5
	Total	200	100,0

(Source: Primary data processed June 2017)

Table. III.2 Distribution of variable satisfaction Responsiveness inpatient services at HOSPITAL X Kediri

No	Satisfaction	Frequency	Percentage (%)
1	Very dissatisfied	-	-
2	Not satisfied	-	-
3	Satisfied	178	89
4	Very satisfied	22	11
	Total	200	100,0

(Source: Primary data processed June 2017)

The result of spearman rank test obtained sig 0,01, $\alpha = 0,005$, r = 0,545. This means that H0 is rejected and H1 is accepted because the value of r = 0,545 with positive correlation direction and show there is relation between service quality of hospitalization of HOSPITAL X Kediri with patient satisfaction level from Responsiveness variable. The results of this study are not in accordance with research conducted by Solichah (2017) which concluded there is no relationship antarakualitas service with patient satisfaction on aspects Responsiveness.

4. **Quality of Service and Patient Satisfaction in terms of Assurance variables**

From the research data obtained that most respondents agreed with the service is guaranteed with 186 respondents (93%). The data shows the quality of service from the

responsiveness at HOSPITAL X Kediri guaranteed. Patient satisfaction data showed that most respondents expressed satisfaction with 181 respondents (90.5%), it can be said that the respondents are satisfied with the services provided.

Table IV.1. Distribution of inpatient care service at HOSPITAL X Kediri according to Assurance variable

No	DPP Services	Frequency	Percentage (%)
1	Very unreliable service	-	-
2	Unreliable service	-	-
3	Reliable service	186	93
4	Very reliable service	14	7
	Total	200	100,0

(Source: Primary data processed June 2017)

Table. IV.2 Distribution of variable satisfaction Assurance inpatient services at HOSPITAL X Kediri

No	Satisfaction	Frequency	Percentage (%)
1	Very dissatisfied	-	-
2	Not satisfied	3	1,5
3	Satisfied	181	90,5
4	Very satisfied	16	8
	Total	200	100,0

(Source: Primary data processed June 2017)

The result of spearman rank test obtained sig 0,01, $\alpha = 0,005$, r = 0,441. This means that H0 is rejected and H1 is accepted because the value of r = 0.441 with positive correlation direction and indicate there is correlation between service quality care of HOSPITAL X Kediri with patient satisfaction level from assurance variable. The results of this study in accordance with research conducted by Solichah (2017) which concluded there is a relationship between service quality and patient satisfaction on the aspect of assurance.

5. **Quality of Service and Patient Satisfaction in terms of Empathy variables**

From the research, it is found that most respondents agree with the service with 181 respondents (90.5%) and 4 respondents (2%) who feel the service is less noticed due to lack of consultation time with the doctor, the data shows the quality of the service hospitalization at HOSPITAL X Kediri in the category of note. Patient satisfaction data shows that most respondents stated that they are very satisfied with 186 respondents (93%), it can be said that respondents have been very satisfied with the services provided.

Table V.1. Distribution of inpatient services at HOSPITAL X Kediri according to Empathy variables

No	DPP Services	Frequency	Percentage (%)
1	Very unreliable service	-	-
2	Unreliable service	4	2
3	Reliable service	181	90,5
4	Very reliable service	15	7,5
	Total	200	100,0

(Source: Primary data processed June 2017)

Table. V.2 Distribution of satisfaction of Empathy variable of inpatient service at HOSPITAL X of Kediri

No	Satisfaction	Frequency	Percentage (%)
1	Very dissatisfied	-	-
2	Not satisfied	-	-
3	Satisfied	186	93
4	Very satisfied	14	7
	Total	200	100,0

((*Source: Primary data processed June 2017)*

The result of spearman rank test obtained sig 0,01, α = 0,005, r = 0,527. This means H0 is rejected and H1 is accepted because the value of r = 0.527 with positive correlation direction and show there is correlation between quality of service of inpatient at HOSPITAL X of Kediri with level of patient satisfaction from empathy variable. The results of this study are not in accordance with research conducted by Solichah (2017) which concluded there is no relationship antarakualitas service with patient satisfaction on the aspect of Emphaty.

6. **Relationship of Service Quality and Satisfaction of Inpatient Hospital Gambian Kediri HOSPITAL**

This analysis is an analysis of the overall between service and satisfaction of HOSPITAL X Kediri by using all the available variables are tangible, reliablity responsiveness, assurance, empathy. From the data obtained, most respondents agree with good service with 176 respondents (88%), the data shows the quality of inpatient service at HOSPITAL X Kediri as a whole is good.

Table VII.1. Distribution of inpatient services at HOSPITAL X Kediri as a whole

No	Services	Frequency	Percentage (%)
1	Very unreliable service	-	-
2	Unreliable service	2	1
3	Reliable service	176	88
4	Very reliable service	22	11
	Total	200	100,0

(Source: Primary data processed June 2017)

Table. VII.2 Distribution of satisfaction of all inpatient service variables at HOSPITAL X Kediri

No	Satisfaction	Frequency	Percentage(%)
1	Very dissatisfied	-	-
2	Not satisfied	2	1
3	Satisfied	179	89,5
4	Very satisfied	19	9,5
	Total	200	100,0

(Source: Primary data processed June 2017)

IV. Conclusion

Based on the result of the research, the relationship of patient satisfaction of BPJS health with the quality of inpatient service at HOSPITAL X Kediri can be concluded as, Inpatient service at RUMAH SAKIT X Kediri based on tangible service can be categorized well. Patient Satisfaction BPJS hospitalized at HOSPITAL X Kediri based on tangible categorized as satisfied. Based on correlation test of rank spearman known relationship of patient satisfaction with service of inpatient at HOSPITAL X Kediri from tangible variable have relation with medium category and positive correlation direction.

Inpatient at HOSPITAL X Kediri based on reliability service indicator can be categorized well. Patient Satisfaction BPJS hospitalized at HOSPITAL X Kediri based on reliability indicate that satisfaction of patient satisfied. Based on correlation test of spearman rank known relationship of patient satisfaction with service of inpatient at HOSPITAL X of Kediri from variable of reliability have relation with medium category and positive correlation direction.

Inpatient services at HOSPITAL X Kediri based on responsiveness service indicators can be categorized well. Patient Satisfaction BPJS hospitalized at HOSPITAL X Kediri based on responsiveness can be categorized as satisfied. Based on Spearman rank correlation test known to the relationship of patient satisfaction with inpatient service at HOSPITAL X Kediri from responsiveness variable have relationship with medium category and positive correlation direction.

Inpatient services at HOSPITAL X Kediri based on assurance service indicators can be categorized well. Patient Satisfaction BPJS hospitalized at HOSPITAL X Kediri based on assurance can be categorized as satisfied. Based on Spearman rank correlation test known to the relationship of patient satisfaction with inpatient service at HOSPITAL X Kediri from assurance variable have relationship with medium category and positive correlation direction.

Inpatient at HOSPITAL X Kediri based on indicator of empathy service can be categorized well. Patient Satisfaction BPJS hospitalized at HOSPITAL X Kediri based on empathy can be categorized as satisfied. Based on Spearman rank correlation test known to the relationship of patient satisfaction with inpatient service at HOSPITAL X Kediri from variable empathy have relationship with medium category and direction of positive correlation.

Hospitalization at HOSPITAL X Kediri based on service indicators can be categorized well. Patient Satisfaction can be categorized as satisfied. Based on correlation test of spearman rank known relationship of patient satisfaction of BPJS hospitalized at HOSPITAL X Kediri have relationship with medium category and direction of positive correlation.

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