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## HEALTHBPJSPATIENT SATISFACTION DESCRIPTION ATX HOSPITAL'S OUTPATIENT REGISTRATION

Jerhi Wahyu Fernanda<sup>1</sup>, Wisnaningsih Surjoseputro<sup>2</sup>, Reni Trianing Tyas<sup>3</sup>  
<sup>1,2,3</sup>Health Science Faculty, Institut Ilmu Kesehatan Bhakti Wiyata, Kediri  
fernanda.jerhi@gmail.com

### ABSTRACT

Patient satisfaction is one indicator of the quality of service provided and the capital to get a loyal patient. Patient who are faithful will reuse the same health services when needed back.<sup>[10]</sup> The purpose of this study was to inquire the level of Health BPJS Patient Satisfaction at X Hospital's Outpatient Registration. This research used a descriptive study. Sample size in this research are 96 patients BPJS outpatients. The sampling technique is simple random sampling. The results of this study indicate that here liability dimension majority of respondents said they quite satisfied (65,6%), the assurance dimension majority of respondent said they quite satisfied (59,4%), the tangible dimension majority of respondents said they quite satisfied (53,1%), the empathy dimension majority of respondents said they quite satisfied (58,3%), and there sponsiveness dimension majority of respondents said they quite satisfied (72,9%). Respondents said they are satisfied with the services appropriate sequence number, polite officers, the waiting room neat and clean, officers serving with friendly and patient, and provide an explanation of their requirements for registration of outpatients. Officers said the hospital need to improve the quality of service in attention to the patient.

**Keywords:** Satisfaction, Health BPJS, Outpatient Registration

### 1. INTRODUCTION

National development covered development in various sectors. Synergies between all sectors must be done to obtain optimal results.<sup>[10]</sup> Health development is one of the sectors of national development.<sup>[12]</sup> Health development have purpose to increase awareness, willingness and ability of healthy life for everyone to realize the degree of public health as high.<sup>[1]</sup>

Health development is supported by UUD 1945 Constitution that every person has the right to get prosperous live in physical and spiritual, living place, good and healthy living environment, and receive medical care.

Embodies the commitment of the constitution, the government is responsible for the implementation of public health insurance through a national social security system through BPJS.

Government has been created a National social security system to realize health development. This system is a state program that aims to provide protection and social welfare for all citizens. National social security system is named Social Security Agency (BPJS) which legitimated on January 1, 2014. BPJS consists of two types that is Employment BPJS and Health BPJS. Health BPJS is legal entity for conducting health security program.<sup>2</sup> Participants of Health BPJS consists of PBI (Penerima Bantuan Iuran) participants and non PBI participants. Non PBI participants consists of wage workers, workers not wage earners, and not workers either for families or citizens worked in Indonesia for a minimum of 6 months and . PBI participants consisted of people classified as poor.<sup>[3]</sup>

Customer satisfaction occurs when what they needs and wishes matched with customer expectations. In Health care service, patient satisfaction is one indicator of the quality of service. Patient satisfaction significant factor to build loyalty.<sup>[4]</sup> Patients who will be loyal to reuse the same health services when needed longer. In fact it is known that patients will be loyal to invite other people to use the same health care facilities.<sup>[5]</sup>

Outpatient registration is a gateway for a patient to receive health care service in health care facility. Patients decided to visit health facility by considering comfortable Outpatient registration, Outpatient registration officer services. In addition to supporting healthcare service, officers should be understand the workflow and procedure of acceptance patient, medical record so that can provide the right information and services quickly.<sup>6</sup> From the results of a preliminary survey, obtained the results of 16 respondents are satisfied with the percentage of 53.3% and 14 respondents are not satisfied with a percentage of 46.7% of the 30 respondents whereas Health Ministry Regulatory about Minimum Standards Hospital Service, at least 90% must be satisfied. From the background, researcher wants to do a research about Health BPJS patient satisfaction at X Hospital's outpatient registration

## 2. METHOD

This research uses descriptive survey. This method is used to describe an event at a community health BPJS outpatient with sampling technique simple random sampling. Sample size; 96 respondents with criteria is having age between 17 until 70 years old. Variables that are used in this research are five dimensions of patient satisfaction that are reliability, assurance, tangible, empathy, and responsiveness. Research instrument is questionnaire with patient satisfaction is measured by Likert scale with interval 1 to 4.

## 3. RESULT AND DISCUSSION

The respondents in this research contain 46 men and 50 women. Characteristics of respondents based on age and level of education are explained in Figure 1. There are 53% or 51 respondents aged between 31 years until 50 years old. While respondents having aged above 50 years about 30% or 29 respondents, and respondents aged under 30 years old is 17% or 16 respondents. For respondent level of education, most of respondents or about 51% have senior high school level education. The respondent that has no level of education only one respondent.

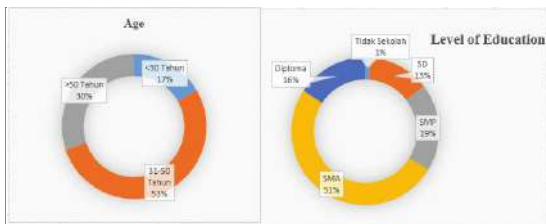


Figure 2. Doughnut chart for age and level of education

Overall, outpatient satisfaction is satisfied to outpatient registration in X hospital reviewed by 5 dimensions. 46% Outpatient provided assessment about outpatient registration is quite satisfied and only 1 outpatient provide assessment that outpatient registration is not satisfied. To improve healthcare service to be optimal, it should be evaluated outpatient satisfaction every dimension. Figure 4 gives explanation about patient satisfaction every dimension.

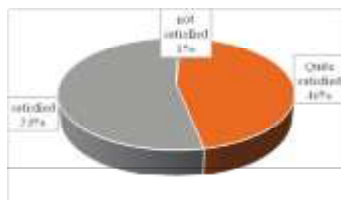


Figure 3. Pie chart Overall Outpatient Satisfaction

Dimensions of responsiveness which includes the service registration officer always asks the complaints, registration officers give the patient an opportunity to ask questions, the registration officers provide an explanation, provide a solution immediately, and provide assistance when the patient is distressed immediately. There were two respondents who are not satisfied with the service in place Outpatient Registration in X Hospital. The respondents strongly disagreed on the statement of the registration officers always ask the complaints or the patient required, and give the patient an opportunity to ask questions.

Assurance dimension which includes services that provide a sense of security, carefulness, the guarantee will be information about the registration procedure on the patient, good manner in serving patients, when talking with the patient positioning officers facing patients and looking into the eyes of patients, and when speaking registration officer not folding his arms across his chest. Two respondents were not satisfied because they strongly disagreed on the statement of the registrar meticulous in registering patients, when speaking registration officer not folded his arms across his chest, and give assurances of information about the registration procedure on the patient.

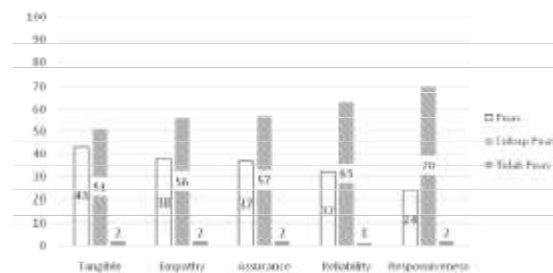


Figure 4 Detail of Outpatient Satisfaction every dimension.

Dimensions of empathy the service with a friendly and patient, the officer give a smile and a greeting, asks the patient condition, listen to patient complaints, showed interest and concern, did not scold or yell, alerting security will store valuables and did not leave the room. 2 respondents were not satisfied on the statement officer give a smile and a greeting when you start to register, the asked about the patient condition, registrar refuses to listen to patient complaints, when talking with patients officers showed interest and attention, and will always remind store valuables patients and their families.

Physical evidence (Tangible) dimensions which includes the reception area tidy and clean, comfortable waiting room registration, the registration officer neat appearance, availability of wheelchairs,

groove drawing board BPJS information easy to read and understand, the availability of AC, availability of medical support, and access to the place of registration. There were two respondents are not satisfied. These respondents strongly disagreed on the statement registration waiting room outpatient neat and clean appearance of the registrar tidy, the availability of a wheelchair for patients with special needs, the drawing board flow of information on how to register patients BPJS easy to read and understand, and access from the entrance Hospital toward the easy registration.

Dimensions of reliability which includes the service being served quickly and not beating around the bush, the waiting time, the readiness of the registrar serving patients act fast, patient care in accordance with the serial number, and the registration officer came right on time. 1 respondent was not satisfied on the service in place Admission Outpatient in X Hospital. The respondents strongly disagreed on the statement of the registrar to act fast and patient care in accordance with the sequence number. According to the result patient satisfaction in five dimension, majority problem is at outpatient registration officer skill when serving patient. Officers should increase their skill to communicate with patient. Good communication will increase patient satisfaction. Beside that, outpatient registration officer should serve outpatient with sequence number.

#### 4. CONCLUSIONS

Health BPJS patient satisfaction at Outpatient Registration at X Hospital amounted to 1% of respondents said not satisfied, 46% of respondents reported being quite satisfied, and 53% of respondents

said satisfied. Patient satisfaction reviewed by five indicators give result for reliability dimension there are 63 responden (65,6%) is quite satisfied. For assurance dimension majority of respondents (about 57 respondents or 59,4%) said they quite satisfied, tangible dimension 51 respondents (53,1%) said they quite satisfied, empathy dimension majority of respondents said they quite satisfied (58,3% or 56 respondents), and the responsiveness dimension majority of respondents said they quite satisfied (72,9% or 70 respondents). For next study, researcher should use analytic study to determine factor that have significant effect to patient satisfaction.

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