



The Influence of Health Service Quality Dimensions on BPJS Patient Satisfaction in Hospitals

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ABSTRACT

Patient satisfaction is a key metric for evaluating healthcare quality and is particularly important for BPJS patients in hospitals. This study aims to investigate how various aspects of healthcare quality affect BPJS patient satisfaction by utilizing a literature review methodology. This study reviews previous research published in journals through the google scholar database within a certain year, which are relevant to the topic of service quality dimensions (such as tangibles, reliability, responsiveness, assurance, and empathy) and patient satisfaction. The review results show that all dimensions of service quality have a significant contribution to patient satisfaction levels, with assurance and responsiveness often being the most dominant factors. These findings emphasize the importance of improving service quality in all aspects to support BPJS patient satisfaction in hospitals. This literature review aims to serve as a resource for policy makers and hospital administrators in formulating strategies to improve service quality.

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INTRODUCTION

The quality of health services plays a crucial role in increasing patient satisfaction, especially for BPJS Kesehatan patients in hospitals. Good service quality not just limited to aspects medical technical, but also includes administrative services, facilities, attitudes and expertise of health workers, and responsiveness to patient needs. In context The National Health Insurance Program (JKN) is under the management of BPJS Kesehatan. Improving service quality is very important to ensure safe, effective, and satisfactory access to services for all BPJS participants.

Some The results of the study indicated a positive correlation that showed a strong relationship between service quality and BPJS patient satisfaction in various health facilities. By (Yasin, 2022). There seems to be a correlation between the increased services offered by the hospital and the increased satisfaction rate among outpatient BPJS patients. Other research also emphasized that the quality of administrative services, the reliability of health workers, infrastructure, and the empathy of health workers play an important role in shaping BPJS patient satisfaction.(Purnomo et al., n.d.). In addition, research conducted at Undata Hospital shows that the quality of service has a great influence on the satisfaction of BPJS patients and patients as a whole, which is 83%, with empathy as the most important factor. (Hattab & Salingskat, 2024)

BPJS patient satisfaction is not only a benchmark for the success of health services, but also contributes to patient loyalty and compliance with the BPJS Kesehatan program. Thus, the hospital needs to adopt a strategy Quality of Service that play an optimal role in Achieving the patient's desired standards and improve the overall quality of service. The purpose of this study is to assess how the service quality strategy impacts patient satisfaction among BPJS users in hospitals, which serves as a means to improve the quality of health services and overall patient satisfaction during the JKN era. (Azis et al., n.d.)

RESEARCH METHODS

The approach used in this article is Literature Review, specifically adopting systematic literature review as a research methodology. The data taken came from the findings of journal articles through Google Scholar. The search for journals and scientific articles in the last five years (2020–2024) was carried out using the keyword "The Influence of Service Quality Analysis of BPJS Patient Satisfaction Based on the Quality of Service in Health Facilities". The articles used as a database in this study contain original article formats, full text, and open access that discuss according to the topic of this article "The Influence of Health Service Quality Dimensions on BPJS Patient Satisfaction in Hospitals". This study does not set specific locations as the focus of the region, but rather focuses on the use of quantitative research methods

RESULT

Yes	Author Name	Year	Types of Research	Research Location	Research Results
1.	Karlina Sari, Megawati and Haslinah Ahmad	2023	This study was conducted with an observational approach, namely examining the influence of service quality and patient trust on the satisfaction level of BPJS Class 1 inpatients at Karawang Hospital, with a cross sectional design at a certain point in time.	Health service installation owned by the local government of Padang Sidempuan City	The results of this study show that the Reliability dimension does not affect BPJS patient satisfaction, the Assurance, Tangibility, Empathy, and Responsiveness factors are proven to affect the satisfaction level of BPJS patients at the Internal Medicine Polyclinic of Padang Sidempuan City Hospital.
2.	Ria Romantir, Zakhariyas Giay, Agus Zainuri and Rosmin M, Tingginehe	2024	Quantitative research	Abepura Hospital Jayapura City	The quality of health services has been proven to have a significant influence on patient satisfaction of BPJS Kesehatan insurance users, shown by a p value of 0.000 ($p < \alpha 0.05$), with a Risk Prevalence (RP) of 15.529 and a 95% confidence interval (CI95%) between 2,326 and 103,686."
3.	Sarah, Basok Buhari and Rian Maylina Sari	2021	Quantitative research using the cross sectional method	Bhayangkara Jambi Hospital	The Servqual dimension and BPJS Kesehatan patient satisfaction at the Bhayangkara Jambi Hospital Care Installation in 2021 were significantly correlated as shown by a value of 0.00000.
4.	Andreas N. Siagian, Erni Girsang and Santy D. Siregar	2023	Quantitative descriptive research using the cross method Sectional	Royal Prima General Hospital Medan	The results of this study show that the factors of Tangibility (reality), Reliability (trust), Responsiveness (responsibility), Assurance (guarantee), and Empathy

					(understanding) partially affect the satisfaction of BPJS and Non-BPJS patients who receive services at the Inpatient Installation of Royal Prima Medan Hospital, as evidenced by the p value of each variable that is smaller than 0.05.
5.	Ina Ratnasari and Sri Darmayanti	2020	Descriptive and verifiable research	Karawang Hospital	Previous analyses and results show that there is a significant partial influence between service quality on the satisfaction level of inpatients enrolled in the BPJS participant class. The significance value of 0.000 is smaller than the alpha level of 0.05, and the calculated t-value of 10.605 exceeds the critical t-value of 1.960. As a result, the null hypothesis (H0) is rejected, while the alternative hypothesis (Ha) is accepted.
6.	Miftahurrizky Siregar, Zulham Andi Ritonga and Valentina	2023	This type of research is quantitative with a correlational analytical design using a cross sectional approach	Imelda Workers Indonesia Hospital located in Medan	The results showed a strong correlation. This study determined the relationship between the quality of BPJS Kesehatan services and the level of patient satisfaction in the class III inpatient ward of the Imelda Buruh Indonesia Hospital in Medan in 2023.

DISCUSSION

Table 1 shows that the trust component has no effect on the level of satisfaction of BPJS participants who receive treatment at the Internal Medicine Service Polyclinic of Padang Sidempuan City Hospital. Among the various dimensions of service, including Assurance, Real Evidence, Empathy, and Responsiveness, the Assurance aspect has shown the most significant impact on customer satisfaction levels. BPJS patients that require the active participation of all health workers. as well as stakeholders in hospitals (Karlina Sari et al., 2023).

In table number 2 The results of the study revealed that all dimensions of health service quality, including reliability, responsiveness, assurance, empathic attention, and material evidence, had a significant effect on the level of patient satisfaction of BPJS insurance participants. Recommendations for Abepura Hospital, in general Abepura Hospital has provided good service to patients. However, there are several suggestions that need to be made to maintain the quality of service so that patient satisfaction can still be maintained, such as optimizing the radiology installation process, evaluating and improving the work process in radiology to ensure that results can be provided quickly. Improve enrollment and scheduling wait times to minimize outpatient wait times. Optimize the doctor's visit schedule by designing a more effective schedule to ensure that each patient gets a doctor's visit on schedule. Consider using technology to remind patients of doctor visits. Repairing damaged hospital facilities such as VIP room door locks, TVs, and bathroom faucets and air vents. Renewing and repairing damaged medical equipment to ensure that all examinations that should be covered by BPJS can be done at the hospital (Romantir et al., 2024).

Table 3 illustrates that correlation. This study examines the relationship between the five dimensions of Servqual—reliability, responsiveness, certainty, and empathy—and the satisfaction level of BPJS Kesehatan patients who received treatment in the inpatient ward of Bhayangkara Jambi Hospital in 2021. To achieve patient satisfaction, especially BPJS users, good quality must be maintained. Performing nurses should be trained or trained regularly to improve patient satisfaction. Researchers found that the popularity of the Hospital would increase if the officers Improving the quality of service and friendly attitude towards patients and families by applying the 5S principles, namely Smile, Greeting, Greeting, Polite, and Polite). In addition, the 5S slogan must be installed in every room. (Buhari & Sari, 2022).

The findings presented in the table show a significant impact of the quality of health services, especially those assessed through the Tangibles dimension (physical evidence), on the level of satisfaction of BPJS patients in the inpatient room. Furthermore, the Reliability dimension also contributes to the satisfaction of BPJS patients in the inpatient room. Likewise, the dimensions of Responsiveness, Assurance, and Empathy each affect the satisfaction of BPJS patients in the inpatient room of Royal Prima Medan Hospital. The Reliability Dimension is the most significant factor that affects patient satisfaction among various quality variables in healthcare. (Siagian et al., 2023).

Table number 5 shows that the services provided and the level of patient trust have a significant effect on the satisfaction of class 1 inpatients of BPJS participants at Karawang Hospital. Improving the quality of service and patient trust will increase patient satisfaction, so hospitals must be able to maintain and increase patient satisfaction levels. Better quality will increase customer satisfaction and trust, which in turn will improve the reputation of Karawang Hospital. (Ratnasari & Damayanti, 2020)

In table number 6 The results of the study show that there is a relationship between the quality of BPJS Kesehatan services plays an important role in determining the level of patient satisfaction, especially in the Class III Inpatient Unit of Imelda Workers Indonesia Hospital Medan. The research findings show that the quality of service dimensions, including reliability, assurance, and empathy, play an important role in shaping patient perceptions and experiences during their treatment. The reliability of healthcare workers, which includes their ability to provide precise, consistent, and professional service, is proving to be a major factor in improving patient satisfaction. The higher the level of reliability that patients feel, the greater their level of trust and satisfaction with the services received. (Siregar & Ritonga, 2024).

CONCLUSION

A review of the existing literature shows that various dimensions of health service quality play an important role in influencing patient satisfaction among BPJS participants in hospitals. Key factors, including tangible elements, reliability, responsiveness, reassurance, and empathy, have been identified as significant contributors to improving patient satisfaction. Nonetheless, the impact of each dimension can differ from one hospital to another, depending on the implementation and state of the services offered. Factors such as service assurance and empathy of healthcare workers often emerge as dominant dimensions in improving patient satisfaction. Therefore, improving the quality of service as a whole, including technical and non-technical aspects, is an important step in supporting the success of the JKN program by BPJS Kesehatan.

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