The Influence of Services on Patient Satisfaction Inpatient BPJS Mitra Sehat Tanjung Morawa General Hospital

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ABSTRACT

This study aims to determine the effect of service on inpatient satisfaction at Mitra Sehat Tanjung Morawa General Hospital. Data collection techniques were carried out through observation, questionnaires, interviews. The research method used by the author is a quantitative descriptive method. This research was conducted in the city of Medan, Tanjung Morawa. There is also a population of 1149 and the sample used by the author is 100 patients as a test. This disclosure with the result that the Influence of Services on Inpatient Satisfaction in Mitra Sehat Tanjung Morawa General Hospital partially affects inpatient satisfaction.

Keywords: *BPJS, Hospitalization, Services, Patient Satisfaction*

Introduction

Health services are the most important thing in one of the overall national development. The goal of health development is to achieve the ability to live a healthy life in the community so that the degree of quality and equitable health services can be realized, which is able to realize optimal health (Akbar et al., n.d.; Azwar, 1996; Octavia & Anwar, 2012; Yuliarmi & Riyasa, 2007). While the goal of health development is the establishment of healthy, creative and productive people. In achieving this, the vision of health development is the realization of all people who are healthy and have the ability to reach quality, fair and equitable health services and have a high degree of health throughout Indonesia (Margono & Wardani, 2018; Purwanto, 2007; Subowo, 2020). The mission of health development is promotive, preventive, curative and rehabilitative efforts. Barata argued that that "Service is an activity or sequence of activities that occurs in direct interaction between a person and another person or machine physically, and provides customer satisfaction (Ibrahim, 2008).

Service quality is a dynamic state that is closely related to products, services, human resources, processes and the environment that can at least meet or even exceed the expected service quality. Health is the most basic need for all human beings both physically and mentally, it is a right for every Indonesian citizen (1945 Constitution Article 28 H paragraph 1) and (UU No. 36 of 2009). Health workers are everyone who serves in the health sector and has knowledge or skills through education in the health sector and requires authority to carry out health efforts (Law Number 36 of 2014) (Agus et al., 2007; Rhee & Rha, 2009).

Mitra Sehat Tanjung Morawa General Hospital in the health sector is one of the public health services which has the main task of providing public health development and basic services. Mitra Sehat Tanjung Morawa General Hospital continues to strive to improve equity in health, however, the appearance and quality of health services is not optimal. Weak management, unfulfilled human resources, unavailability of adequate facilities and infrastructure will determine the quality of service to be provided to the public (Buckley, 2003).

In 2021 the Mitra Sehat Tanjung Morawa General Hospital has not yet collaborated with BPJS, then in early 2022 it will start working with BPJS. But even so, service indicators are still being improved (Mwita, 2000). For the first year, namely 2022 until the end of the year, the number of hospitalized patients is quite stable and good. Then in early 2023 there was a decrease in the number of inpatients. In this analysis the author will conduct an inpatient satisfaction survey visiting the Mitra Sehat Tanjung Morawa General Hospital, to find out what the level of inpatient satisfaction is with the Mitra Sehat Tanjung Morawa General Hospital (Al-Ibrahim, 2014; Rowley, 1998).

From the survey results it will be known that there is dissatisfaction that arises with inpatients at the BPJS Mitra Sehat Tanjung Morawa General Hospital, which causes a decrease in the number of inpatient visits at the BPJS Mitra Sehat Tanjung Morawa General Hospital. So the survey results also show the causes and effects of the decline in BPJS inpatient care. That way the Management of the Mitra Sehat Tanjung Morawa General Hospital must pay close attention to the results of the survey, because if you ignore this it will lead to an increase in the dissatisfaction of inpatients at the BPJS Mitra Sehat Tanjung Morawa General Hospital continuously, which will lead to a decrease in patient visits at Mitra Sehat Tanjung Morawa General Hospital.

Research Methods

The research was carried out at Mitra Sehat Tanjung Morawa Public Hospital. The time of the research was conducted from May 1 to May 31, 2023. The type of data used was primary data, which was obtained directly from data collection taken from Mitra Sehat Tanjung Morawa General Hospital, namely by conducting interviews and questionnaires to patients who had receiving inpatient services.

The data source used is internal data, namely field studies obtained directly from the Tanjung Morawa Mitra Sehat General Hospital through physical observations of the Tanjung Morawa Mitra Sehat General Hospital environment. The population of this study were all BPJS patients who had been hospitalized at Mitra Sehat Hospital with a population of 1,149 patients in 2022. The research sample was selected using the Slovin formula. In the Slovin formula to determine the minimum sample (n) if the known population (N) is at the significant level e is:
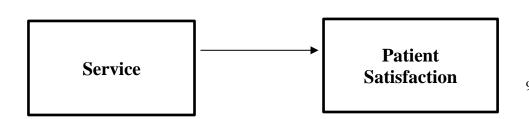
$$n = \frac{N}{1 + Ne^2}$$

Where: n = Number of Samples
N = Total Population
E = Error Limit (10%)
So that a sample of 100 respondents was obtained in this study.

In addition, a validity test will be carried out, namely measuring or knowing the extent to which the determination and correctness of an instrument is valid in measuring whether or not a questionnaire will be given to respondents, and reliability, namely to see the stability and consistency of operational definitions. The data analysis method used in this research is descriptive quantitative research, namely research that uses numbers as a tool to measure certain research objects. In conducting this research, a frame of mind was created, in which to make it easier to understand the whole series of this research. The framework of thinking that will be used is as follows:

| **Service** | → | **Patient Satisfaction** |

The hypothesis used by researchers is as follows:

$H_0 : \mu = 0$ (no influence)

$H_a : \mu \neq 0$ (there is influence)

Kriteria pengujian Hipotesis :

If $t_{hitung} \leq t_{tabel}$ so H_0 accepted, H_1 rejected (no effect)

If $t_{hitung} > t_{tabel}$ so H_0 rejected, H_1 accepted (influenced)

Results and Discussion

Brief Company History

Mitra Sehat General Hospital is located on Jln Sei Merah No 300, Hamlet II, Dagang Kerawan Village, Tanjung Morawa District, Deli Serdang Regency, North Sumatra. Initially, it was a private clinic which was built on August 8, 2001. The Mitra Sehat Clinic previously had an area of 750 m2. . with a capacity of 3 levels continues to grow from year to year, this is due to the increasing number of patients seeking outpatient treatment and the large number of requests for patients who wish to be hospitalized at the Mitra Sehat Clinic on the grounds that the cost of treatment at the Mitra Sehat Clinic is quite affordable compared to if they have to seek treatment at home big pain. But inpatient facilities at the Mitra Sehat Clinic were limited, so the owner of the Mitra Sehat Clinic expanded the development which was built on an additional land located behind the old building with an area of 3500 m2. So Mitra Sehat Clinic, which previously only had 6 bed capacity, has now grown to 50 bed capacity. And on May 15 2012 Mitra Sehat Clinic officially became a General Hospital.

With the progress of the times in this era of globalization, Indonesian people are increasingly concerned about and aware of the importance of health and the level of utilization of health service units is also increasing. The people in this area are also aware of the importance of health, so they need a place for health services. Mitra Sehat General Hospital as a health service center serves General Patients, Health BPJS Patients, Inhealth Patients, Insurance Patients and Company Patients which are equipped with various facilities such as Emergency Treatment Facilities, Inpatient Facilities, General and Specialist Clinic Facilities, Special Facilities, and Supporting Facilities. Improving service activities at RSU.Mitra Sehat continues, with the addition of professional medical and paramedical personnel and adequate facilities, committed, and all of these improvements are aimed at providing patient satisfaction with effective and efficient services.

In 2014 the national health insurance system has switched to BPJS Health services to anticipate this development the Mitra Sehat General Hospital has added a new building with a total capacity of 121 beds which already has an ICU room and the addition of 2 operating rooms.

Results of Respondent Data

Table 1. Recapitulation Tabulation of services and patient satisfaction levels

Num.	Service Variables	Score	Percentage of Satisfaction Level
1	Doctor service	9000	90%
2	Pharmacy services	8990	90%
3	Nurse service	8870	89%
4	Patient admission process services	8890	89%
5	Poly waiting room service	8980	90%
6	Specialist doctor services	9140	91%
7	Physician service	9100	91%
8	Nurse service	8590	86%
9	Pain services	8660	87%
10	Medical support services	8780	88%
11	Administrative services for inpatient registration	8890	89%
12	Inpatient cashier administrative services	8950	90%
13	General service	8540	85%
14	Food service	8840	88%
15	Facility services	9050	91%

Hypothesis Test

Keofisien Determinasi (R2)
Regression

Table 2. Test results for the efficiency of determination (R2)

Notes

Output Created		09-JUN-2023 15:47:46
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.

Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Layanan /METHOD=ENTER Berwujud Tanggapan Empati Keandalan Jaminan.	
Resources	Processor Time		00:00:00,00
	Elapsed Time		00:00:00,06
	Memory Required	2692 bytes	
	Additional Memory Required for Residual Plots	0 bytes	

Table 3. Service variable test results (X)

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Jaminan, Keandalan, Empati, Berwujud, Tanggapan[b]	.	Enter

a. Dependent Variable: Layanan

b. All requested variables entered.

Table 4. Table 3. Service variable test results (X)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.129[a]	.017	-.036	1.950

a. Predictors: (Constant), Assurance, Reliability, Empathy, Tangible, Feedback

Table 5. Table 3. Service variable test results (X)

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.067	5	1.213	.319	.900[b]
	Residual	357.373	94	3.802		
	Total	363.440	99			

a. Dependent Variable: Service

b. Predictors: (Constant), Assurance, Reliability, Empathy, Tangible, Feedback

Table 6. Service variable test results (X)

Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	66.752	30.309		2.202	.030
Tangible	-.028	.259	-.050	-.108	.914
Response	.203	.340	.361	.595	.553
Empathy	-.097	.203	-.173	-.477	.634
Reliability	.113	.172	.203	.658	.512
Guarantee	.054	.069	.081	.787	.433

a. Dependent Variable: Service

From the output table above, the Adjusted R Square value is 0.03 which has the influence of service satisfaction, both guarantees, reliability, empathy, tangibles and responses. So that we can draw conclusions that there is an influence of service on patient satisfaction inpatients at Mitra Sehat Tanjung Morawa General Hospital.

Partial Test (t)

Regression

Table 7. Partial Test (t)
Notes

Output Created		09-JUN-2023 16:12:54
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.

Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Kepuasan_Pasien /METHOD=ENTER Puas Tidak_Puas.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,02
	Memory Required	1652 bytes
	Additional Memory Required for Residual Plots	0 bytes

Table 8. Results of patient satisfaction variable testing (Y)

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Not Satisfied, Satisfied[b]	.	Enter

a. Dependent Variable: Patient Satisfaction

b. All requested variables entered.

Table 9. Results of patient satisfaction variable testing (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.167[a]	.028	.008	1.119

a. Predictors: (Constant), Not Satisfied, Satisfied

Table 10. Results of patient satisfaction variable testing (Y)

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.484	2	1.742	1.391	.254[b]
	Residual	121.516	97	1.253		
	Total	125.000	99			

a. Dependent Variable: Patient Satisfaction

b. Predictors: (Constant), Not Satisfied, Satisfied

Table 11. Results of patient satisfaction variable testing (Y)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	88.673	5.383		16.471	.000
	Satisfied	.026	.039	.068	2.676	.001
	Not Satisfied	.097	.066	.148	1.475	.043

a. Dependent Variable: Patient Satisfaction

From the t-test output table above, it can be seen that the Sig value of 0.001 is satisfied, which is smaller than the Sig value of 0.54, so we can draw conclusions from the t-test if it is below the Sig value of 0.05, then there is an influence. So the conclusion is that there is an influence of service on patient satisfaction inpatients at the Mitra Sehat Tanjung Morawa General Hospital.

The results of testing the hypothesis show that partially the service variable has an effect on patient satisfaction in Tanjung Morawa inpatients. The results of this study are in accordance with the results of research conducted by Rahmawati Nur'aeni, Aisyah Simanjorang, Jamaluddin (2020) with the title The Effect of Service on Inpatient Satisfaction at Izza Karawang Hospital.

Conclusion

Based on the results of the research and discussion, it can be concluded that partially the service has an effect on patient satisfaction at Mitra Sehat Tanjung Morawa General Hospital, with a satisfied Sig value of 0.001 which is smaller than the dissatisfied Sig value of 0.54 so that we can draw conclusions from the test if the t value is below the Sig value of 0.05 then there is influence. So the conclusion is that there is an influence of service on patient satisfaction inpatients at the Mitra Sehat Tanjung Morawa General Hospital.

Meanwhile, based on the test results of the Coefficient of Determination (R2) with an Adjusted R Square value of 0.03, the effect of service satisfaction on both assurance, reliability, empathy, tangibles and responses. So that we can draw conclusions that there is an influence of service on patient satisfaction inpatients at Mitra Sehat Tanjung Morawa General Hospital.

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