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PATIENT SATISFACTION: THE HEALTH CARE QUALITY OF SOCIAL SECURITY MANAGEMENT AGENCY FOR THE HEALTH SECTOR (BPJS KESEHATAN) UNDER NATIONAL HEALTH INSURANCE PROGRAM (JKN), INDONESIA, 2015

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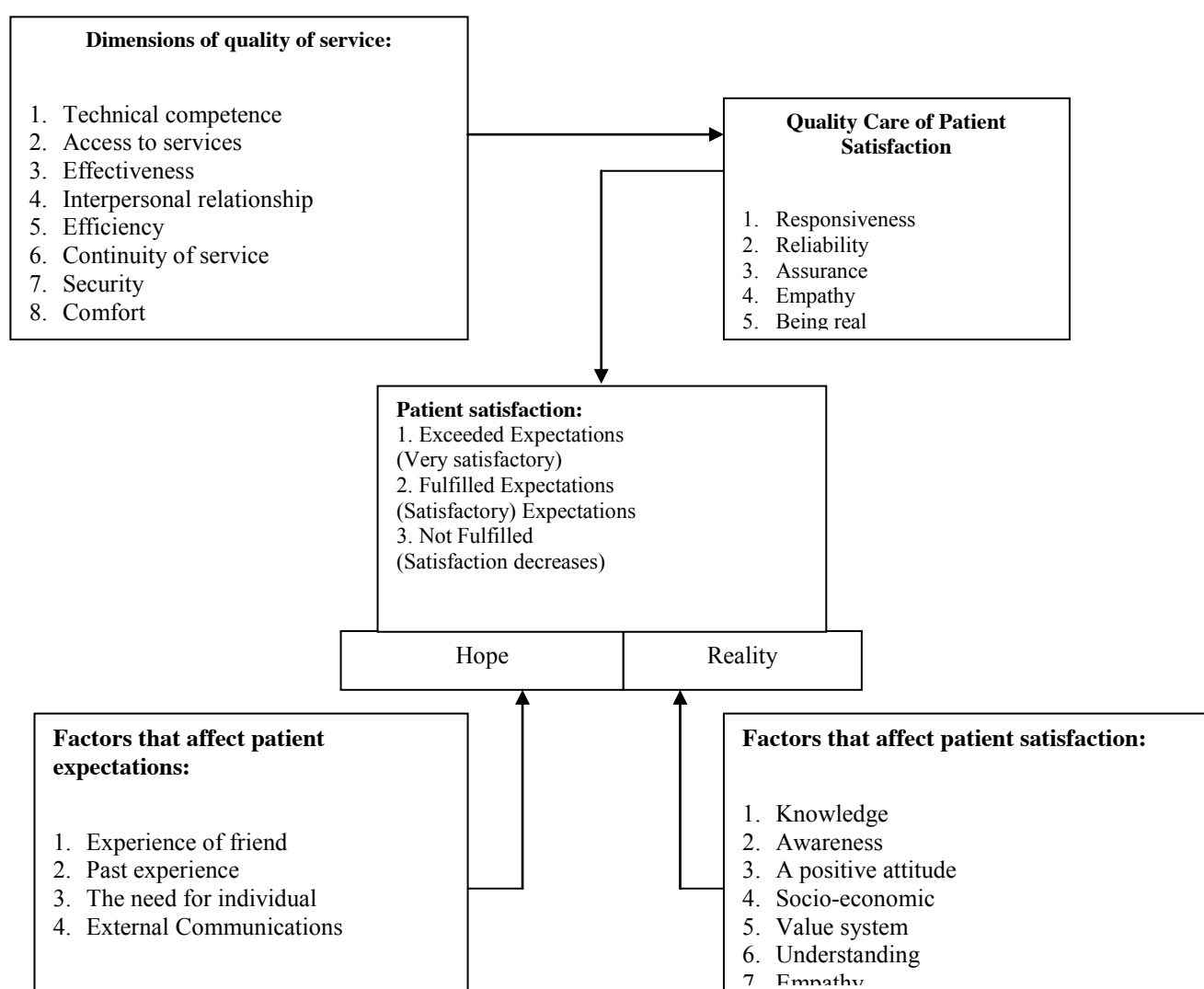
Quality of health care is the degree of fulfillment the needs of the community or individuals to health care in accordance with professional standards. Patient satisfaction was influenced by various factors like the competence of health officer, accessibility, effectiveness, efficiency, continuity, safety, interpersonal relations, and amenities. This study has analyzed the relationship between the quality of health care of Social Security Management Agency for the Health Sector (BPJS Kesehatan) under national health insurance program (JKN) and the 1st class patients hospitalized satisfaction. Cross-sectional data were collected from 87 patients hospitalized who become the member of Social Security Management Agency for the Health Sector (BPJS Kesehatan) in 1st class of Gunung Jati Hospital, Cirebon, Indonesia. Respondents were taken by using accidental sampling. The BPSJ healthcare quality upon 1st class hospitalized was good enough (55.2%), whereas, patients satisfaction exceeded expectations (48.3%). The results of statistical test of Spearman's Rho Correlation with value ($\rho = 0,000$) and r value = 0,689. Significant association has been found between BPSJ healthcare quality and patient satisfaction. The result suggested the BPJS healthcare quality in 1st class hospitalized as well as all class of hospitalized must be maintained and improved to enhance better healthcare service in term of equity, equality, efficiency and social accountability in order to solve health problem of community.

Keywords: Patients, BPJS (National Health Insurance), Healthcare Quality, Satisfaction

1. INTRODUCTION

The current health care has evolved into a service industry that needs to be managed efficiently, effectively, and quality. The hospital is a health institution that is engaged in the health service of medical services. The hospital plays an important role in the provision of health services to the community. According to Muninjaya (2013; 13) the level of patient satisfaction is the added value for health care providers, thus patient satisfaction is an integral part of improving the quality of health services. Level satisfaction consist of three category; 1) Exceeded Expectations (Very satisfactory), 2) Fulfilled Expectations (Satisfactory) Expectations, 3) Not Fulfilled (Satisfaction decreases). Level satisfaction can be affected by several factors (Figure 1). Besides, Parasuraman, et al (1988) show up there were five (5) dimensions for measuring customer satisfaction, known as ServQual, including tangibles, reliability, responsiveness, assurance, and empathy (Muninjaya, 2013; 10). Whereas, according to Lori de Prete Brown, et al (1990) there are eight dimensions of health care quality among which the technical competence, access to services, effectiveness, efficiency, continuity, safety (security), interpersonal relationship, amenities and comfort (Widjono,

1999; 35) (Figure 1). The high cost of health service in Indonesia is important problem because it will be burden for user of health services, particularly vulnerability people. Before Indonesia achieving universal health coverage (UHC), out-of pocket (OOP) % of total health expenditure is 47 % in 2011. At that time, the government has not covered yet for all of the Indonesian people. Afterwards, according to constitution No.24/2011 about Social Security Management Agency (BPJS), Indonesia has established the national health insurance (JKN) which is managed by Social Security Management Agency for the Health Sector (BPJS Kesehatan) in order to achieving equity, equality, efficiency, social accountability of health service delivery. The single-payer UHC model was officially rolled out within Indonesia by the BPJS in the form of the JKN which has been implemented since January 1st 2014, and aims to provide health insurance to the entire country's population of 250 million people within five years (by 2019).



Source: Widjono (1999;35), Muninjaya (2010;10-13), Hartono (2010;46), Notoadmodjo (2003;161) by modified.

Figure 1. Theoretical framework

Upon 26 June 2015, BPJS's participant of Indonesia is 147.268.467. In 24 April 2014, participant's BPJS are 23.257.622 in West Java. Whereas, in Cirebon, 255.836 participant (Mei,

2015). Regarding to Gunung Jati hospital report, number of patient hospitalized of BPJS 18.027 in 2014, with average 1.502 patients per month. Thus, patients hospitalized per Mei 2015 are 7.438 with average 1.487 people per month. The number of hospitalized patients is fluctuating because of during January-May was increased and decreased.

As a user of BPJS health service, the patients are often complaining because not satisfied towards of health services which were received. They assume that the BPJS's patients getting differ of health services than others general patients in some hospital either inpatients or outpatients. On the other hand, there some hospital was reject the BPJS's patient. Consequently, health providers have to attempt to enhance their performance by improving the service quality of various aspects and dimensions in order to get patients satisfaction. Previous study (Ningrum et. all, 2014) said that quality service of BPJS has association with patient satisfaction. Level of patient satisfaction was analyzed by comparing the hope and experience of getting service delivery with the evidence aspects such as reliability, responsiveness, assurance, and empathy. This research to investigate effectively and efficiency of quality service upon the highest class of BPJS membership to patients satisfaction. Hopefully, result research can be evidence to improve and maintain the service quality.

2. METHOD

2.1. Sample

The study design was a patients hospitalized or inpatients survey. Inpatients data were obtained during 3 past months on May-July, 2015. Inpatients were enrolled upon 1st Class of BPJS's inpatients in Gunung Jati Hospital Cirebon, West Java. Sampling technique that has been used is incidental sampling and purposive sampling by choosing the sample according to the inclusion criteria. Respondents in this study were planned for all inpatients 1st class at Gunung Jati Hospital who met the criteria for a sample of inpatients in August 2015, as many as 87 samples. Inclusion criteria consist of such as inpatients at least for 48 hours, family representative for inpatients with coma history, dementia patients, as well as < 12 years of age patients.

2.2. Measures

The questionnaire was adapted from health district institution to measuring the quality of health service and level of patient satisfaction. The health service quality is focused at performance of 1st class inpatient services. It consisted seven parts: 1) technical competence, 2) access to service, 3) effectiveness, 4) interpersonal relations, 5) efficiency, 6) continuity, 7) security, 8) amenities. Whereas, patients satisfaction is consisted some question: 1) reliability, 2) assurance, 3) responsiveness, 4) tangibles, 5) empathy.

2.3. Procedure

The survey instruments was used to collect data from hospitalized patients, it was self-administered by entering the patient room one by one. In advance, the patients were given an informed consent as an averment that patients were ready to become respondents. Thus, researcher gave explanation how to fill questionnaire, and ask respondents to fill out a questionnaire that has been available.

2.4. Data analyses

All statistical tests were analyzed using computer software. The scale of this research on the manifold ordinal independent variables and the dependent, then the analysis using statistical test Spearman's Coefficient of Rank, non-parametric statistic due to categorical data as well as has been

seen the correlation coefficient of the variable. Data analysis was 2 steps univariate and bivariate test.

3. RESULTS AND DISCUSSION

A total of 87 questionnaires were distributed to patients hospitalized. The response rate was 87 % and 100 % of them completed the answers. Entirety 87 questionnaires were included for analysis. Regarding to respondents characteristic (Table 1), most of the inpatients' age is between 33-40 years old (33,3%), whereas the lowest is 3,4 % on 57-64 and ≥ 65 years of age, respectively. Over half (59,8 %) inpatients is female. Nearly half (49,4 %) are Government officer/Private employees/professional. Moreover, most of inpatients have got higher education (51.7 %), as for the lowest were primary and secondary school of education (18.4 %).

Table 1. Respondent's characteristics of inpatients 1st class of BPJS membership, Gunung Jati Hospital, Cirebon, 2015

Variables	Frequency (<i>f</i>)	Percentage (%)
Age		
18-25	18	20,7
26-32	12	13,8
33-40	29	33,3
41-48	15	17,2
49-56	7	8,0
57-64	3	3,4
≥ 65	3	3,4
Sex		
Male	35	40,2
Female	52	59,8
Occupation		
No work/ Retirement	19	21,8
Govt. Officer/Private/Professional	43	49,4
Entrepreneur/Private	25	28,7
Education		
Primary school- Secondary school	16	18,4
High School	26	29,9
Higher education	45	51,7

Table 2. Frequency distribution of health service quality and patients satisfaction at 1st Class Gunung Jati Hospital, Cirebon, 2015

Variables	Frequency (<i>f</i>)	Percentage (%)
Health service quality		
Good	48	55,2
Moderate	38	44,8
Mild	0	0
Patients satisfaction		
Exceeded Expectations	42	48,3
Fulfilled Expectations	45	51,7
Not Fulfilled Expectations	0	0

Over half (55.2 %) of the inpatients assessed that health service quality of 1st class Gunung Jati hospital was good and 44,8 % assessed moderate of health service quality. There is no patients who assessed mild of health service quality. Furthermore, approximately 48.3 % patients

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satisfaction was exceeded expectations, and 51.7 % of patients were fulfilled expectations. There is no patients satisfaction who were feeling not fulfilled expectations (Table 2).

The association between respondents characteristic (socio-demographic) factors and patients satisfaction in bivariate analysis is described in Table 3. There are no significantly respondents' characteristic factors associated with patients' satisfaction. The most patients satisfaction in exceeded expectations and fulfilled expectation within 33-40 years old, 18.4 % and 14, 9 %, respectively. Among female patients, mostly high patients satisfaction upon exceeded expectations and fulfilled expectations, 27,6 % and 32, 2 %, respectively. As for government officer/ private employees/ professional the most said that they were exceeded expectations and fulfilled expectations, 21,8 % and 27, 6 %, respectively. Whereas, upon the patients with higher education who have patients satisfaction on exceeded expectations category is 23.7 %, and patients satisfaction on fulfilled expectations category is 28.7 %.

Table 3. Number and proportions of patients satisfaction at 1st Class according to respondents characteristic, Gunung Jati Hospital, Cirebon, 2015

Respondents characteristic	Patients Satisfaction						p -Value
	Exceeded Expectations		Fulfilled Expectations		Not Fulfilled Expectations		
	n	%	n	%	n	%	
Age							0,127
18-25	7	8,0	11	12,6	0	0	
26-32	8	9,2	4	4,6	0	0	
33-40	16	18,4	13	14,9	0	0	
41-48	6	6,9	9	10,3	0	0	
49-56	1	1,1	6	6,9	0	0	
57-64	3	3,4	0	0	0	0	
≥ 65	1	1,1	2	2,3	0	0	
Sex							0,629
Male	18	20,7	17	19,5	0	0	
Female	24	27,6	28	32,2	0	0	
Occupation							0,340
No work/ Retirement	12	13,8	7	8,0	0	0	
Govt. Officer/ Private/ Professional	19	21,8	24	27,6	0	0	
Entrepreneur/Private	11	12,6	14	16,1	0	0	
Education							0,242
Primary school- Secondary school	6	6,9	10	11,5	0	0	

High School	16	18,4	10	11,5	0	0
Higher education	20	23,0	25	28,7	0	0

The association between health quality services and patients satisfaction in bivariate analysis is described in Table 4. The health service quality was found to be significantly associated with patients' satisfaction (p-value 0.000). In addition, the value of rank spearman is 0,689 (rs = 0,689). According to the rs result the correlation coefficient was strong enough between health service quality and patient satisfaction at 1st class of BPJS.

Table 4. Number and proportions of patients satisfaction at 1st Class according to health service quality, Gunung Jati Hospital, Cirebon, 2015

Health service quality	Patients Satisfaction						p -Value	Rank Spearman
	Exceeded Expectations		Fulfilled Expectations		Not Fulfilled Expectations			
	n	%	n	%	n	%		
Good	41	85,4	7	14,6	0	0	0,000	rs (0,689)
Moderate	1	2,6	38	97,4	0	0		
Mild	0	0	0	0	0	0		
Total	42	48,3	45	51,7	0	0		

Respondents who assessed that health service quality was good, most of their satisfaction is exceeded expectations (85.4%). While, respondents who assessed that health service quality were moderate, most of their satisfaction is fulfilled expectations (97.4%). There is no respondents assessed that health service quality was mild and not fulfilled expectations satisfaction. The result of Spearman rank correlation test showed that p- value (0.000) and (rs=0.689). In addition, it's showed that the relationship between the health service quality and patient satisfaction upon rs=0.689 of value was included in the strong category of relationship. Nevertheless, there was a relationship between the health service quality with the inpatient satisfaction of 1st Class BPJS membership (p <0.05). The correlation coefficient is positive; it means there is a positive relationship between the health service qualities with patient satisfaction.

This study showed that the majority of respondents rated the quality of health care in Gunung Jati General Hospital by category good as many as 48 respondents (55,2%). These results explain that the general implementation of healthcare programs to patients 1st class of BPJS inpatient at the hospital has been implemented properly. The results also explained that indicators of health services which include technical competence, access to services, the effectiveness, human relations, efficiency, continuity, security and amenities has been found that those are component of health service quality was good enough. This evidenced showed that the increasing in the quality

and quantity of facilities and infrastructure services of Gunung Jati General Hospital and various achievement was obtained, one of them were as first ranked in the competition of mother and child care hospital in West Java Provincial level. Besides that, this study showed that most of respondents in Gunung Jati General Hospital by category exceeded expectations as many as 45 respondents (51.7 %). The results also explained that the indicators measuring patient satisfaction that includes reliability, assurance, responsiveness, physical evidence and empathy assessed both by the respondent. Muninjaya (2013; 13) explained that the health service user satisfaction can be summarized as the difference in the performance of health care institution with customer expectations (patient or group of people). The results showed that hospital performance in line with expectations so that patients can be stated performance > expectation. It is described by Muninjaya (2013: 13) that the performance of institutional healthcare providers exceed the expectations of the users, users of health care services will receive services with better performance. Services received in accordance with the expected users. As a result, the service users are very satisfied with the service received. These results suggest that 1st class inpatients were satisfied with the health care of JKN program conducted at the hospital. The results also explained that the indicators of measuring patient satisfaction which consist of includes reliability, assurance, responsiveness, tangibles and empathy has been assessed which impact to the good satisfaction for the patients. This is because the Gunung Jati General Hospital was always conducted performance improvement services and improved the quality of human resources.

In the other hand, this study showed that there is correlation between quality health care and the satisfaction of 1st class inpatients of BPJS (p -value < 0.05). Spearman rank correlation analysis results obtained value of $r_s = 0.689$, which means the correlation between the quality health care and patient satisfaction at 0.689 included in the strong category (0.60 to 0.799). The correlation coefficient was positive; it shows occurred a positive correlation between the quality health care and patient satisfaction. The better of quality health care will impact to the value patient satisfaction may higher. In fact, patients satisfaction were perceived by the patients directly beyond the expectation before receiving services. This finding is the same as Utama (2003) result that the satisfaction of the customers of the Hospital is affected by the perceived of service quality that consists of five dimensions, namely: reliability, responsiveness, assurance, empathy, and tangibles. According Muninjaya (2013; 13) the level of patient satisfaction is the added value for health care providers, thus patient satisfaction is an integral part of improving the quality of health services. Health services will be perceived quality by customers if the delivery is felt to exceed the expectations of the users of health services. Service providers strive to produce the best possible performance with improved service quality of various aspects and dimensions. The level of patient satisfaction obtained from the comparison of the real services that they receive the services actually expected or desired by the patient. If the reality is more than expected, the patients were very satisfied with the service received. Whereas if the fact the same as expected, the patients were satisfied with the service received. And if the reality was less than expected, then the patient feel less satisfied with the service received. In this case, the researchers assume there were several factors that influence both the hospital and from the respondent's own experience. From the hospital, namely an increase in the field of quality care, rapid infrastructure development, as well as the improvement of facilities in each unit. Factors affecting the satisfaction of the respondents one of which is a comparison between past experiences while hospitalized at Gunung Jati Hospital with experience gained at this time. Therefore, previous study said the variable of health services quality covered 8 dimensions; correlate quite closely with customer satisfaction (Sosilawati, 2012. and Safrudin et, al., 2012). This study only examines 1st class patient satisfaction. It's better if assessed satisfaction in others class such as 2nd and 3th classes of patients satisfaction. Time limit affect short term study, otherwise, the researchers can do observation more deeply.

4. CONCLUSION

There 55.2% of in-patients said that quality of health services in 1st Class of JKN program at Gunung Jati Hospital was good and their satisfaction was included exceeded expectations category (51.7%). Significantly association between health service quality and patients satisfaction. According to the result suggests that the BPJS health care quality in 1st class hospitalized as well as all class of hospitalized must be maintained and improved to enhance better healthcare service in term of equity, equality, efficiency and social accountability in order to solve health problem of community. Moreover, the hospital have to provide a suggestion box or a phone number in order to know the real needs and demands of patient health care services, as well as feedback on the services provided by health workers.

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