NURSE PERFORMANCE TO PATIENTS OF BPJS AND NON BPJS WITH PATIENT SATISFACTION

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ABSTRACT

Introduction: The complexity of the health problems faced by the people demand the adoption of the National Social Security System in the health sector through the Social Security Agency (BPJS). Stricter regulation of BPJS is feared to impact on behavior change as well as performance degradation overall health workers. Therefore this research was done to explain the correlation between nurse performance for BPJS and Non BPJS patients with Patient satisfaction. **Method:** This study was cross sectional approach. Data was analyzed using Spearman Rank Correlation and Mann Whitney U-Test, includes 11 samples of nurses with total sampling as Independent variable and 58 samples of BPJS patients and 20 non BPJS patients with Pusposive sampling techniques as Dependent variable. Data were collected through questionnaires and observation. **Results:** The results of correlation between the performance of nurses with BPJS and Non BPJS patient satisfaction obtains significance level of p = 0.003 and p = 0.004 r = 0,791 and 0,800 respectively, so that H1 was accepted, meaning there was a strong correlations. While using Mann Whitney U-Test obtains significance level of p = 0.168 so that H1 was rejected, meaning there was no significant differences between the level of BPJS and Non BPJS patient satisfaction. **Discussion:** The nurses in Room Internal Disease II (Women's) of Semen Gresik Hospital is expected to retain its good performance in treating BPJS and non BPJS patients.

Keywords: BPJS, Non BPJS, Satisfaction, Nurses Performance

INTRODUCTION

In accordance with the mandate of Article 28, Paragraph (1) Amendment of the Constitution of the Republic of Indonesia Year 1945, itis affirmed that every person has the right to obtain medical care, then article 34 paragraph (3) it is declared that the State is responsible for the provision ofdecent health care facilities and public service facilities (MoH, 2007). Therefore hospital as a public health care facilityis required to provide health services that meet the standards of optimal service. It is as an accountability of a hospital in order to compete with other hospitals in terms of patient care that is comprehensive and plenary, including aspects of promotive, preventive, curative and rehabilitative services as well as public health referral center. When these elements are ignored, then in the not too distant future the hospital will lose patients, because the patients will switch to other hospitalswhich can provide more satisfactory service. This is important because the patient is a valuable asset in a hospital industry (Anjaryani, 2009). The complexity of the health problems faced by the people demands

enactment of a National Social Security System in the health sector through the Social Security Agency (BPJS). With the enactment of Act No. 24 of 2011, then on January 1, 2014 the public health insurance (JKN) is administered by Social Security Agency of Health Affairs(BPJS Kesehatan). Based on past experience and the experience of other countries, then the system is appropriate for managing health care subsystem parallel withhealth financing subsystem through BPJS Kesehatan. The national health insurance system will have an impact on fundamental changes to service standards,service rate standard based on the correct calculation, structuring the formulary and rational use of drugs that impact on quality and cost control (MoH, 2006). For private hospitals and doctors, BPJS concept makes such a crossroads. Concerns about the loss or decline in profit when serving BPJS patients, medical concerns against capitation, if they do not serve well they worry about losing patients because all the patients are participating in BPJS (Abshor, 2013).. This system is feared to

impact on behavior change or a decrease in overall performance of health workers (Amelia, 2014). Preliminary studies on the performance of nurses inRoom Adults II (Women's) of Semen GresikHospital, based on observations of data at Trimester I (September 2013 to February 2014) resulting in good performance during this time. But until now the performance of nurses to patients of BPJS and non BPJS in relation with patient satisfaction is still unknown.

Research conducted byQuality Agency of Yogjakarta(DIY) presents the results of a patient satisfaction survey on health insurance, especially *jamkesmas*that is subsidized by the government, of more than 600 patients of health insurance card holders (varieties include Jamkesda, Jamkesos, Jamkesmas), 44 hospitals (government, private, educational, non-educational), 121 public health centers (puskesmas) and 54 BPS in the province shows the results where 95% of respondents were satisfied with the service. If explored further, thelowest level of patient satisfaction is on the cost and administrative related (each less than 70%). Results ofWirawan research (2007) about the level of hospitalized patient satisfaction on the performance of nursing at a hospital in East Java showed that only 17% of all inpatients who say satisfied with the performance of nursing, while 83% are not satisfied. The main complaints of patients on the performance of nursing is the lack of communication of nurses (80%), lack of attention (66.7%) and less hospitable (33.3%). In Semen GresikHospital especially in Room Adults II (Women's) performance figures in 2014 during the first trimester are in the average between 77-80 and in the excellent category, while the rates of patient satisfaction decreased in the first quarter 2014 to 70.0% due to the attitude and lack of attention of nurses and the speed of arrival when needed, with each stated figure showed 67.5%, while in the Fourth Quarter 2013 was 72.26% (KMKP-RSSG, 2014).

The nurse gives big influence to determine the quality of service. The nurses act as a spearhead in terms of service to patients and their families at the hospital, because the frequency of encounters with patients is most often. In providing patients care, nurses are influenced by their characteristics. A nurse must consider the characteristics possessed by the patient in determining patient satisfaction, among others; age, sex, education, income or job that may be making the situation of services provided by different nurses, because the patient may have had different expectations. To the type of illness of patients, as a reference in the approach to treatment of patients (Anjaryani, 2007).. A service is considered good by the patient, defined by the fact whether the performance provided by nurses can meet the needs of the patient by using the patient's perception of the service received (satisfactory or disappointing). Satisfaction starting from the reception of patients from the first time ofarrival to the time the patient leaves the hospital. The impact of behavior change is perceived by the patient as a health care customer. As a result, some health insurance participants have to experience long waiting time, verbal abuse, are not examined physically and discrimination than rich patients or patients who are not participants of health insurance. In addition, due to the national health insurance scheme, the payment of claims is often delayed. As a result, providers prefer to serve patients who can pay cash immediately after treatment.

METHOD

This study uses cross sectional design conducted in Room Internal Disease II (Women's) Semen GresikHospital beginning from 1 to 31 October 2014. The population of this research was the respondents who underwent hospitalization which consist of 97 respondents.

The sampling technique is total sampling for nurse respondents and purposive sampling for patientsample respondents. The sample size in this study were 11 nurse respondents and 78 patients respondents, in accordance with the specified inclusion criteria. In this study, the independent variables include: the independent variable is the performance of nurses while the dependent variable isBPJS and Non BPJS patients' satisfaction.

Datacollection in this study is obtained through observations of nurses and patient satisfaction questionnaire. Data that has been shaped ordinal processed and analyzed using Spearman Rho test with significance value of$\rho<0.05$.
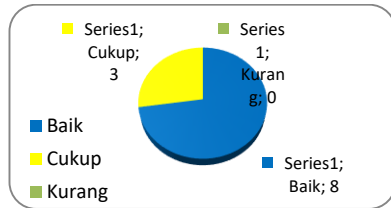
RESULT

Figure 1. Pie Diagram showing distribution of respondents by Performance of Nurses in Internal Disease II (Women's) Inpatient Care Unit Semen Gresik Hospital in October 2014

Table 1 Patient Satisfaction BPJS in Internal Disease II (Women's) Semen Gresik Hospital in October 2014

No	Value	BPJS patient satisfaction	
1	Very Satisfied	16	80%
2	Satisfied	4	20%
3	Less Satisfied	0	0%
4	Dissatisfied	0	0%
	Total	20	100%

Sig (2-tailed) : 0,003   *Correlation Coefficient* : 0,791

Table 2. Non BPJS Patient Satisfaction in Internal Disease II (Women's) Semen Gresik Hospital in October 2014.

No	Value	Non BPJS Patient Satisfaction	
1	Very Satisfied	40	69%
2	Satisfied	18	31%
3	Less Satisfied	0	0%
4	Dissatisfied	0	0%
	Total	58	100

Sig (2-tailed) : 0,004   *Correlation Coefficient* : 0,785

Table 3. BPJS and Non BPJS Patient Satisfaction inInternal Disease II (Women's) RS Semen Gresik in October 2014.

No	Value	BPJS Patient Satisfaction	Non BPJS Patient Satisfaction	Total
1	Very Satisfied	16 (80%)	40 (69%)	56 (72%)
2	Satisfied	4 (20%)	18 (31%)	22 (28%)
3	Less Satisfied	0	0	0
4	Dissatisfied	0	0	0
	Total	20 (100%)	58 (100%)	78 (100%)

Sig (2-tailed) : 0,168   Z : -1,379

DISCUSSION

Based on the analysis in Figure 3.1 it can be explained that the majority (73%) of nurses performance is good and none (0%) of nurses is lackingperformance.

According toMoeheriono (2009) in Anjaryani (2009) performance is an overview of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision, and mission of the organization which is poured through anorganization strategic planning.

From reality and theories above it can be concluded the higher the person's level of education the better the performance of nurses. Also, the employment status that the majority (55%) are permanent employees, wherefor a permanent employee, responsibility and a sense of belonging in a nursing service activities has become a strong determination. That makes the value of the performance of nurses in Internal Disease II (Women's) is good.For the performance of nurses who has lower value, a study is conducted by the researcher, and the results are lacking in terms of discipline and creativity by thenurses.

Based on the results of statistical analysis using the Spearman Rank Correlation indicates the level of significance p = 0.003 <α (0.05) which means that there is a relationship between nurse performance for BPJS patients with patient satisfaction in Internal Disease II (Women's) Semen Gresik Hospital. The degree of strength of the relationship is 0.791,meaning a strong correlation

Satisfaction according to Kotler (2000) defines satisfaction as *Satisfaction is the level of the person's felt state the resulting from Comparing a products perceived performance or out come in relation the person's expectation*,meaning that the level of feelings of someone after comparing the performance / product received or the results that are connected with one's expectations. From the theory above it can be concluded that the higher the performance achieved bynurses, it will be the better in providing care for

patients,and it could impact onincreasing patient satisfaction. To improve the performance of nurses, it should always instilled that work must be according to standards set by the management of the hospital,whetherfor non BPJS or BPJSpatients with no discrimination.

Based on the results of statistical analysis using the Spearman Rank Correlation indicates the level of significance p = 0.004 <α (0.05) which means that there is a relationship of nurse performance in patients with Non BPJS patient satisfaction in Internal Disease II (Women) Semen Gresik Hospital. The degree of strength of the relationship was 0.785,showing a strong correlation.

According toWirawan (2007) about the level of patient satisfaction on the performance of nursing at a hospital in East Java showed only a small proportion of all inpatients who say satisfied with the performance of nursing, while most states are not satisfied. The main complaints of patients on the performance of nursing are lack of communication of nurses, lack of attention and lack of personnel hospitality.

From the above theory it can be deduced that if the elements in a predetermined patient satisfaction has been achieved, it can be ascertained nurse performance is good, because the higher a person's education level, the demand for nurses performance is also higher. To further improve the performance of nurses in Semen Gresik Hospital, the management has decided if occupancy is always good and no patient complaints about nursing care is given, the management will give a good assessment andsupport for nurses' career development opportunities.

Based on the results of statistical analysis using the Mann Whitney test shows the level of significance p = 0168≥α (0.05) and Z = -1.379 so that H1 is rejected, meaning that there was no significant difference in the level of patient satisfaction betweenBPJS and Non BPJS on the performance of nurses in Internal Disease II (Women's).

To face the BPJS policy, an agency must prepare a strategy and policy to control costs while maintaining the principles of excellent service, namely welcoming and friendlyattitude, full attention to the patients, and the action that meet the needs of patients and capable of responding to patient complaints in a professional manner (Anjaryani, 2007). Efforts are made to maintain the quality of service at the Semen GresikHospital that in providing services to patients ofBPJS and non BPJS shall be the same and not discriminating (Dewantara, 2010) and must correspond with service standards which is serving patients whole-heartedly.

Research results for BPJS patients in hospital services is slightly different whichshow clearly that there is no differences in the performance of nurses serving patients in both BPJS and non BPJS, so the satisfaction of both are almost the same, because the expectations of management of the hospital, that all patients must be served according to the standards for both andBPJS non BPJSpatients. The highest level of patient satisfaction of BPJSpatients in the recapitulation of 5 Dimensions of Quality (Parasuraman) is satisfaction in Tangible (Appearance). While forNon BPJSpatients,the highest satisfaction score is for Responsiveness.

CONCLUSION

There was a strong relationship between the performance of nurses to BPJS and Non BPJS patients with patient satisfaction in Internal Disease II (Women's) Semen Gresik Hospital.

There was no significant difference between BPJS and Non BPJS patient satisfaction on the performance of nurses in Internal Disease II (Women's) Semen Gresik Hospital.

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