

## **The Relationship Of The Quality Of Administrative Services And Bpjs Patient Satisfaction In The Inpatient Room X Rumkit Tk II Dr. Soepraoen Kesdam V/Brawijaya Malang In Malang City**

**Sutarji<sup>1</sup>, Ratna Wardani<sup>2</sup>, Ardi Bastian<sup>3</sup>, Panca Radono<sup>4</sup>**

<sup>1</sup> Student Institut Ilmu Kesehatan Strada Indonesia

<sup>2,3,4</sup> Lecturer Institut Ilmu Kesehatan Strada Indonesia

**\*Corresponding author:** [tarji.casper@gmail.com](mailto:tarji.casper@gmail.com)

### **ABSTRACT**

Quality of service is one of the factors that people consider when choosing a health facility to use. Service quality is a measure to measure patient satisfaction. The aim of the research is to analyze the relationship between the quality of administrative services and BPJS patient satisfaction at Rumkit Tk.II dr. Soepraoen Kesdam V/Brawijaya Malang City Malang City. This research uses a quantitative research design with a cross-sectional approach. The population is all patients or BPJS patient waiters in Inpatient Room X Rumkit Tk.II dr. Soepraoen Kesdam V/Brawijaya Malang City with a sample of 78 respondents using a purposive sampling technique. The independent variable is the quality of administrative services and the dependent variable is BPJS patient satisfaction. Data were collected using a questionnaire and analyzed by the Spearman Rho test with the help of SPSS. The research results showed that the majority of respondents (56.41%) were good (44 people). the majority (65.3%) of respondents were satisfied (51 people). The cross tabulation results showed that the majority expressed satisfaction and good quality, namely 28 people (54.9%). The Spearman's rho statistical test obtained a P-value of  $0.000 < 0.05$  and a Correlation Coefficient of 0.340, which means there is a relationship between the quality of administrative services and patient satisfaction. At TK II Hospital, dr. Soepraoen Kesdam V/Brawijaya Malang City. The better the quality of administrative services, the more patient satisfaction will increase, so it is hoped that hospital bureaucracy can improve the quality of administrative services for patient satisfaction.

**Keywords :** BPJS Patients, Quality Of Administrative Services, Satisfaction

### **INTRODUCTION**

Quality of service is one of the factors that people consider when choosing a health facility to use. Manoppo and Gurning in their research explained that there are several factors that influence the quality of service in a hospital, these factors are timeliness in providing services, competence of staff, and cleanliness of the room.

One of the conditions that indicates a problem with the quality of service in a hospital is complaints from health service users who are targeted, namely the attitudes and actions of doctors, nurses, administrative staff, as well as slow service, drug supplies, inadequate infrastructure and medical equipment. Health services that do not meet patient expectations are expected to be an input for health service organizations to try to fulfill them. If the performance of health services received by patients at a health service facility matches their expectations, the patient will always come for treatment at that health service facility. Patients will always look for health services in facilities whose health service performance can meet expectations or not disappoint patients.



Hospitals are run on the basis of Pancasila and are based on human values, ethics, professionalism, justice, equal rights and anti-discrimination, equality, patient safety, and have a social function. The aim of hospitals as mandated by Law Number 44 of 2009, in Article 2 and Article 3, is that individual health services are provided in a comprehensive manner by health service institutions and must be able to provide curative and preventive health services, as well as providing outpatient and inpatient services.

Hospital services are a measure of patient satisfaction, whether from health services provided by hospital workers or administrative services carried out by the bureaucracy before running health services. Patient satisfaction as a service user is one indicator in assessing the quality of services in a hospital. High patient satisfaction will indicate the success of the hospital in providing health services. Providing quality services will influence patients in receiving treatment. Patients will tend to obey advice, be loyal and obedient to the agreed treatment plan.

According to the Indonesian Ministry of Health, one of the conditions that indicates a problem with the quality of service in hospitals is complaints from health service users who are targeted, namely the attitudes and actions of doctors, nurses, administrative staff as well as slowness in service, drug supplies, inadequate infrastructure and equipment. medical. According to the 2016 RI Minister of Health Regulation which was explained in a scientific journal by Bagus Zulfana regarding Minimum Service Standards for patient satisfaction, namely above 95%. According to WHO, patient satisfaction is above 98%, but in Indonesia the patient satisfaction level still reaches 42.8%. Based on the information from the Ministry of Health above, we can see that if health services are found with a patient satisfaction level below 95%, then it is considered that the health services provided do not meet minimum standards or are of low quality. And conversely, if a health service is found with a patient satisfaction level above 95%, it is considered that the service meets the standards and is of course of high quality.

Based on the background above, researchers are interested in conducting research related to the relationship between the quality of administrative services and BPJS patient satisfaction at Rumkit Tk.II dr. Soepraoen Kesdam V/Brawijaya Malang City Malang City.

## METHODS

This research uses a quantitative research design with a cross-sectional approach. The population is all patients or BPJS patient waiters in Inpatient Room X Rumkit Tk.II dr. Soepraoen Kesdam V/Brawijaya Malang City with a sample of 78 respondents using a purposive sampling technique. The independent variable is the quality of administrative services and the dependent variable is BPJS patient satisfaction. Data were collected using a questionnaire and analyzed by the Spearman Rho test with the help of SPSS.

## RESULT

### Respondent Characteristics

#### A. Age

Table 1. Frequency Distribution of Respondents Based on Age at TK.II Dr. Hospital. Soepraoen

No	Umur (Tahun)	Total	Presentase
1	20-30 Tahun	22	28.20
2	30-40 Tahun	26	33.33
3	40-50 Tahun	22	28.20
4	50-60 Tahun	8	10.25
	Total	78	100

Source: Primary Data 2023

Based on table 1, it can be seen that the distribution of respondents based on the age of inpatients at Tk Hospital. II dr. Soepraoen Kesdam V/Brawijaya, Malang city, is mostly aged 30 - 40 years, namely 26 people (33.33%).

#### B. Gender

Table 2. Frequency Distribution of Respondents Based on Gender at TK.II Dr. Hospital. Soepraoen

No	Jenis Kelamin	Jumlah	Presentase
1	Laki – Laki	22	20.20
2	Perempuan	56	71.80
	Total	78	100

Source: Primary Data 2023

In table 2, it can be seen that the distribution of respondents based on gender of inpatients at Rumkit Tk.II dr. The majority of Soepraoen Kesdam V/Brawijaya in Malang are women, 56 people (71.80%).

#### C. Education

Table 3. Frequency Distribution of Respondents Based on Education at TK.II Dr. Hospital. Soepraoen

No	Pendidikan	Jumlah	Presentase
1	Tidak Sekolah	8	10.25
2	SD	20	25.64
3	SMP	19	24.35
4	SMA	22	28.20
5	Perguruan Tinggi	9	11.53
	Total	78	100

Source: Primary Data 2023

Based on table 3, it can be seen that the distribution of respondents based on the last education of inpatients at Tk.II Dr. Hospital. Soepraoen Kesdam V/Brawijaya, Malang city, has the highest number of senior high school students with 22 people (28.20%).

### Univariate Analysis

#### A. Service quality

Table 4. Frequency Distribution of Respondents Based on Service Quality at TK.II Dr. Hospital. Soepraoen

No	Kualitas Pelayanan	Jumlah	Presentase
1	Kurang	6	7.69
2	Cukup	28	35.89
3	Baik	44	56.41
	Total	78	100

Source: Primary Data 2023

In table 4, it can be seen that the distribution of respondents based on the quality of service for inpatients at Tk.II Dr. Hospital. Soepraoen Kesdam V/Brawijaya Malang city showed that the majority perceived the quality of service as good, namely 44 people (56.41%).

## B. Patient Satisfaction

Table 5. Frequency Distribution of Respondents Based on Patient Satisfaction at TK.II Dr. Hospital. Soepraoen

No	Kepuasan Pasien	Jumlah	Presentase
1	Cukup	21	27
2	Puas	51	65.3
3	Kurang	6	7.69
	Total	78	100

Source: Primary Data 2023

In table 5, it can be seen that the distribution of respondents based on the satisfaction of inpatient patients at Tk.II Dr. Hospital. Soepraoen Kesdam V/Brawijaya Malang city showed that the most people expressed satisfaction, namely 51 people (65.3%)

### Bivariate Analysis

#### A. Cross Tabulation of Administrative Service Quality on BPJS Patient Satisfaction

Table 6. Frequency Distribution of Respondents Based on Service Quality and Patient Satisfaction at TK.II Dr. Hospital Soepraoen

	Kepuasan					
Kualitas	Kurang		Cukup		Puas	
Kurang	1	16,7%	2	9,6%	3	5,9%
Cukup	1	16,7%	7	33,3%	20	39,2%
Baik	4	66,6%	12	57,1%	28	54,9

Source: Primary Data 2023

In table 6, it can be concluded that BPJS patient satisfaction in Inpatient Room X Rumkit TK II dr. Soepraoen Kesdam V/Brawijaya Malang City expressed the most satisfaction and good quality, namely 28 people (54.9%).

#### B. Analysis results

Table 7. Results of Analysis of Administrative Service Quality with Patient Satisfaction At TK.II Hospital dr. Soepraoen

Hipotesis	<i>P-value</i>	<i>Correlation Coefficient</i>
There is a relationship between the quality of administrative services and patient satisfaction in Inpatient Room X Rumkit TK II dr. Soepraoen Kesdam V/ Brawijaya Malang City	0,000	0,340

Source: Primary Data 2023

Based on table 7, analysis of the quality of administrative services and patient satisfaction, the results of the Spearman's rho statistical test show a Pvalue (Sig. 2 tailed) of  $0.000 < 0.05$  Correlation Coefficient of 0.340, which means the relationship between the two variables is unidirectional (unidirectional type of relationship), or It can be interpreted that the better the quality of service, the better the patient satisfaction survey results.

## DISCUSSION

### **A. Quality of Administrative Services in Inpatient Room X Rumkit Tk.II dr. Soepraoen.**

Quality of Service for inpatients at Tk.II Dr. Hospital. Soepraoen Kesdam V/Brawijaya Malang city showed that the majority perceived the quality of service as good, namely 44 people (56.41%).

One of the factors that causes good service quality is being patient-centered, always providing responsive service, communicating well, and understanding & respecting the patient's wishes. Parasuraman, Zeithaml, and Berry in the *Andalas Dental Journal* stated that the quality of services can be measured using the Servqual method. The Servqual method has five main dimensions, namely tangibles (physical evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee), and empathy (empathy), where in these dimensions there are several indicators. A person will feel satisfied if the results they experience are the same/exceed their expectations and conversely, they will feel disappointed or dissatisfied if the results they experience do not match their expectations. Good service is service that can meet patient expectations and needs, one of which is administrative services in hospitals.

In line with Armiati's research, 2019 explains that service quality can improve all aspects of service quality together. This can increase patient satisfaction for BPJS Health users at Lubuk Basung Regional Hospital.

Another research is that administrative services are related to patient satisfaction (Herlini, 2022). This research concludes that good administrative services have a 3.273 times higher chance of patients feeling satisfied than poor administrative services. In conclusion, there is a significant relationship between administrative services and patient satisfaction at the ASRI Medical Center Palembang Dental Clinic.

Researchers are of the opinion that having qualified staff, providing promising, fast and excellent service in providing service can improve service quality. Someone will feel satisfied with the quality of service if the results they experience are the same/exceed their expectations.

### **B. Bpjs Patient Satisfaction in Inpatient Room X Rumkit Tk.II dr. Soepraoen**

Satisfaction of inpatients at Tk.II Dr. Hospital. Soepraoen Kesdam V/Brawijaya Malang city showed that the most people expressed satisfaction, namely 51 people (65.3%). This means that more respondents expressed satisfaction in inpatient room X Hospital Tk.II dr. Soepraoen Kesdam V/Brawijaya Malang City. Patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares it with what he expected.

According to Nurachmah, patient satisfaction is defined as a post-consumption evaluation that a selected product at least meets or exceeds expectations. Patient satisfaction is the level of satisfaction with patient services from the perception of the patient/closest family. Soedjadi explained that patient satisfaction will be achieved if optimal results are obtained for each patient and health services pay attention to the patient's or family's abilities, pay attention to complaints, physical environmental conditions and prioritize patient needs, so that the best possible balance is achieved between the level of satisfaction or results. and the suffering and toil that has been experienced to obtain these results.

Researchers are of the opinion that providing optimal service to patients and their families greatly influences the satisfaction of patients and their families. It is hoped that every health facility, including hospitals, health centers and clinics, can provide the best service in order to maintain the quality and quality of health facilities by upholding high patient satisfaction.

### **C. Analyzing Service Quality with Bpjs Patient Satisfaction in Inpatient Room X Rumkit Tk.II dr. Soepraoen**

Based on the analysis table for the quality of administrative services and patient satisfaction, the results of the Spearman's rho statistical test showed a P-value of  $0.000 < 0.05$  and a Correlation Coefficient of 0.340, which means there is a relationship between the quality of administrative services and patient satisfaction. At TK II Hospital, dr. Soepraoen Kesdam V/Brawijaya Malang City.

Tjiptono explained that quality has a close relationship with customer satisfaction. Quality provides an incentive for customers to establish strong relationships with the company. In the long term, this type of bond allows the company to thoroughly understand customer expectations and their needs. A hospital is considered good if it provides services that pay more attention to the needs of patients and other people who visit the hospital. Satisfaction arises from the patient's first impression of the nursing services provided, for example: fast service, responsiveness and friendliness in providing nursing services.

Kotler explained that patient satisfaction with service is a comparison between his perception of the service received and his expectations before receiving the service. If expectations are met, it means that the service has provided extraordinary quality and will also create high breadth.

### **CONCLUSION**

There is a relationship between the quality of administrative services and patient satisfaction at TK II Dr. Hospital. Soepraoen Kesdam V/Brawijaya Malang City. The better the quality of service provided, the greater patient satisfaction will increase. It is hoped that the hospital bureaucracy can improve the quality of service both in terms of administration and health workers to increase patient satisfaction at TK II Dr. Hospital. Soepraoen Kesdam V/Brawijaya Malang City.

### **REFERENCES**

- Febrian. 2018. *Hubungan Dimensi Kualitas Pelayanan Petugas Administrasi Bpjs Kesehatan Dengan Kepuasan Pasien Bpjs Kesehatan Terhadap Pelayanan Administrasi Di Poliklinik Rawat Jalan Rsud Dr. Rasidin Padang*. <http://scholar.unand.ac.id/33564/1/Abstrak.pdf>.
- Masrurroh, Vivianti. 2016. *Hubungan Kualitas Pelayanan Administrasi BPJS Dengan Kepuasan Pasien Di Rawat Jalan Rumah Sakit Petrokimia Gresik*. <https://repository.unair.ac.id/29625/>.
- Novita, Lestari. 2022. *Hubungan Kualitas Pelayanan Kesehatan dan Administrasi dengan Kepuasan Pasien BPJS Kelas III Rawat Inap*. <http://repository.radenintan.ac.id/19600/>.
- Sari, Rihdu. 2020. *Pengaruh Kualitas Pelayanan Administrasi Terhadap Kepuasan Pasien Pengguna BPJS Kesehatan di RSUD Lubuk Basung Kabupaten Agam*. <http://ejournal.unp.ac.id/students/index.php/pek/article/view/7409>.