

ANALYSIS OF BPJS PATIENT SATISFACTION IN INPATIENT OF REGIONAL GENERAL HOSPITAL TANI DAN NELAYAN OF BOALEMO REGENCY

Jufri Yusup¹⁾, Arifin Tahir²⁾, and Firdausi Ramadhani³⁾

^{1,2)} Program Pascasarjana STIA Bina Taruna Gorontalo

³⁾ Universitas Gorontalo

Email: jufri_yusup08@yahoo.com

ABSTRACT

The purpose of this research are: 1) to find out and analyze the level of patient satisfaction from the aspect of BPJS Health service quality in the Inpatient Unit of the RSUD Tani dan Nelayan, Boalemo Regency seen from Service Requirements, Systems, Mechanisms and Service Procedures, Time of Completion, Service Costs, Product Specifications, Service Types, Competence Service Executor, Service Implementer Behavior, Complaint Handling Suggestions and Inputs, Facilities and Infrastructure; 2) to find out the factors that determine the satisfaction level of BPJS Healthcare patients in the Inpatient Unit of the RSUD Tani dan Nelayan, Boalemo Regency.

The research method applied in this research is qualitative research with descriptive approach. This research was conducted at Tani and Nelayan Hospital Boalemo Regency. Primary data is obtained through direct interviews to competent parties in the patient's Family service to the satisfaction of BPJS patients at Tani and Nelayan Hospital Boalemo Regency. Secondary data of this research was obtained from documents at Tani and Nelayan Hospital boalemo regency. There are three flow of activities in analyzing it, namely data reduction, data presentation, and withdrawal of conclusions/verification.

The results showed that: 1) satisfaction of BPJS healthcare patient at the Inpatient Unit of the Tani dan Nelayan Hospital of Boalemo Regency that the requirements, system of service mechanisms and procedures, time of completion, are in an orderly manner according to the provisions. Meanwhile, in terms of costs/rates, product specifications for the type of service, executive competence, implementation behavior, handling of complaints and suggestions, facilities, and infrastructure, the level of patient satisfaction is still low; 2) The factors that determine the satisfaction of BPJS Kesehatan patients at the Inpatient Unit of the Regional General Hospital of Farmers and Fishermen, Boalemo District, conclude that the quality of products/services, quality of service, emotional, price and cost determine patient satisfaction.

Keyword: service quality, patient satisfaction.

INTRODUCTION

Customer satisfaction is very important for every organization, whether in the service sector or the goods sector, therefore not every time a manufacturer

can satisfy customers because there are so many customers who use the product and each customer uses it differently, has different attitudes, and speaks differently. Companies that fail to satisfy their

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services will face complex problems. Generally, a dissatisfied customer will share his bad experience with others and you can imagine how much it costs to fail to satisfy the customer.

Based on preliminary observations made at the Regional General Hospital of Tani and Nelayan in Boalemo Regency, patient satisfaction, especially for BPJS Healthcare patients in the Inpatient Unit still low. This is because the quality of service provided by the hospital is not optimal. The problem of service quality at the RSUD Tani dan Nelayan of Boalemo Regency is seen from service procedures, completion time, service costs, service products, facilities, and infrastructure, and competence of service personnel are not being carried out properly. This is caused by several problems, namely unclear service procedures provided by service officers at the RSUD Tani dan Nelayan of Boalemo Regency. In both Administrative Services and Health Services, this research focuses on patient satisfaction in administrative services. The lack of maximum admission officers at inpatient registration places that are not equipped with the ability how to convey information to patients or the patient's family results in disconnection of information from service providers and service recipients, the admission room lacks a strategy in delivering information to the patient's family only through the small hole below windows, this has an impact on customer satisfaction.

Public policy

Policy should be distinguished from wisdom because the policy is the embodiment of rules that have been set according to the local situation and conditions by an authorized official. For this reason, public policy is a kind of the answer to a problem because it will be an effort to solve, reduce, and prevent badness and on the contrary become an advocate, in-

novation, and leader of the occurrence of good in the best way and directed action.

Quality of Service

Quality is a dynamic condition related to products, services, people, processes, and the environment that meet or exceed expectations. In contrast, the definitions of quality vary from controversial to more strategic [13].

Definition of service quality which is often referred to as service mutu is how far the difference between the reality and expectations of customers for the services they receive [3]. Expectations are the desires of customers from services that may be provided by the company. so, the quality of service is the mutu of a service that distinguishes between reality and expectations.

Customer satisfaction

Consumer satisfaction is the level of consumers' feelings of pleasure or disappointment resulting from comparing the product's perceived performance (or results) with their expectations [1].

Satisfaction is a person's feelings of pleasure or disappointment that result from comparing a product's perceived performance or outcome to expectations [7]. If the performance falls short of expectations, the outcome is dissatisfied. If it matches expectations, the customer is satisfied or delighted". This means satisfaction is a feeling of satisfaction or disappointment for someone resulting from a comparison of product performance or results with expectations. If the performance is less than the expectation, the customer will be disappointed and if it is following the expectation the customer will feel satisfied. So, satisfaction is the feeling that a person feels after comparing product performance with expectations.

Determining the level of public satisfaction, five factors must be considered by service organizations [2], namely:

- a. Quality of products/services, the public will feel satisfied if the results of their evaluation show that the products/services they use are of quality.
- b. Quality of service, the public will feel satisfied if they get good service or what is expected.
- c. Emotional, the public will feel proud and get the belief that other people will be amazed by it when using a product/service with a brand
- d. Price, a product that has the same quality but has a lower price will give a higher value.
- e. Cost, the public does not need to pay additional costs so that they do not have to waste time getting the desired goods or services.

According to the Regulation of the Ministry of Administrative and Bureaucratic Reform of the Republic Indonesia No. 14 of 2017 concerning Guidelines for Community Satisfaction Survey of Public Service Provider Units. The SKM elements in this regulation include:

- a. Requirements, that must be met in administering a type of service, both technical and administrative requirements.
- b. Systems, Mechanisms, and Procedures, are standardized service procedures for service providers and recipients, including complaints.
- c. Completion Time is the period required to complete the entire service process of each type of service.
- d. Fees are fees charged to service recipients in managing and/or obtaining services from the operator, the amount of which is determined based on an agreement between the organizer and the community.
- e. Product Specifications Type of Service is the results of services provided and received the following predetermined provisions. This service product is the result of each type of service specification.

- f. Implementer Competence, are abilities that must be possessed by executors including knowledge, expertise, skills, and experience.
- g. Implementing Behavior, is the attitude of officers in providing services. Handling of complaints, suggestions, and input is the procedure for handling complaints and follow up.
- h. Facilities and infrastructure, Facilities are anything that can be used as a means to achieve goals and objectives. Infrastructure is anything that is the main support for the implementation of a process (business, development, and project). Means are used for moving objects (computers, machines) and infrastructure for immovable objects (buildings).

RESEARCH METHOD

Approach and Type of Research

The research method applied in this research is qualitative research with a descriptive approach in which the researcher looks for information about existing symptoms, and is clearly defined based on the objectives to be achieved, then approach, then collects data and materials for making reports. In this research, "the researchers want to analyze the satisfaction of BPJS Healthcare patients based on the Regulation of the Ministry of Administrative and Bureaucratic Reform of the Republic Indonesia No. 14 of 2017 concerning Guidelines for Community Satisfaction Survey of Public Service Provider Units. The elements of the Community Satisfaction Survey in this regulation include Requirements, Systems, Mechanisms and Procedures, Time of Completion, Fees / Rates, Product Specifications for Service Types, Implementer Competencies, Implementing Behavior, Complaint Handling, Suggestions, and Inputs as well as Facilities and Infrastructure.

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Location and Time of Research

This research was conducted at the RSUD Tani and Nelayan of Boalemo Regency, for 2 months.

Research Focus and Sub-focus

In this research, the researchers focused on the BPJS Health Patient Satisfaction Analysis in the Inpatient Unit of the RSUD Tani dan Nelayan of Boalemo Regency based on:

1. The Regulation of the Ministry of Administrative and Bureaucratic Reform of the Republic Indonesia No. 14 of 2017 Regarding Guidelines for Community Satisfaction Survey of Public Service Provider Units. The SKM elements in this regulation are:
 - a. Requirements
 - b. Systems, Mechanisms, and Procedures
 - c. Completion Time
 - d. Fees
 - e. Product Specifications Type of Service
 - f. Implementer Competence
 - g. Implementing Behavior
 - h. Facilities and infrastructure
2. In determining the level of public satisfaction, five factors must be considered by service organizations [2], namely:
 - a. Quality of products/services
 - b. Quality of service
 - c. Emotional
 - d. Price
 - e. Costs

Types and sources of data

1. Primary Data

Primary Data is the first data recorded and collected by researchers [11]. Researchers can control the quality of the data, can overcome the time gap between when the data is needed and what is available, and researchers have more flexibility in relating their research problems to the possible availability of data in the field. In this study, primary data were obtained

through direct interviews with a person who is competent in patient family services on the satisfaction of BPJS patients at the Tani and Nelayan Hospital, Boalemo Regency.

2. Secondary Data

Secondary data is data that is already available and collected by other parties [11]. Researchers just need to use the data according to their needs. Secondary data of this research were obtained from documents at the Tani and Nelayan Hospital, Boalemo Regency.

Data Collection Technique

a. Observation

Observation is the basis of all science, scientists can only work based on data, namely facts about the real world obtained through observation [10].

b. Interview

To collect valid and accurate data and information, the main data collection (to obtain primary data) researchers will conduct in-depth direct interviews with competent informants in the self-help housing stimulant assistance program, and record incidents and information from informants which are then used as material writing research reports.

c. Documentation

Documentation is a record of events that have passed. So a document is a written material that is related to a certain event or activity [10].

Data Analysis Techniques

There are three flows of activities in qualitative data analysis, namely data reduction, data presentation, and conclusion/verification [10].

Data Validity Checking

Data validity test can be done in various ways. Researchers in the study on Quality of Service to Patient Satisfaction BPJS in Tani and Nelayan Hospital

Boalemo regency using triangulation techniques and Member Check.

RESULT OF THE RESEARCH

Satisfaction Analysis

Requirements

From the results of interviews with several informants and observations of researchers, it can be concluded that the administrative service requirements for BPJS Patients in the Inpatient Unit of the RSUD Tani dan Nelayan of Boalemo Regency are quite easy to fulfill while the community has clear identities, namely Identity Cards. Besides, the inconsistencies in the existing data on the National Identity Card and BPJS Card are also usually an obstacle for patients who have to readjust, by making a certificate of different names in the village. Then for patients who undergo labor surgeries, the requirements are quite difficult and take a long time, because the patient has to take care of the administration of the newborn.

Systems, Mechanisms, and Procedures

From the results of interviews with several informants and observations of researchers, it can be concluded that the system of administrative service mechanisms and procedures at the RSUD Tani dan Nelayan of Boalemo Regency has been implemented according to what has been determined. But, it has not optimally, this is due to administrative officers who do not explain from the start what requirements and files must be prepared.

Completion Time

From the results of interviews with several informants and observations of researchers, it can be concluded that the time for completing administrative services at the RSUD Tani dan Nelayan of Boalemo Regency is following the cooperation agreement with BPJS Kesehatan, which is 3 x 24 hours. In practice, it is quite good.

Fees

From the results of interviews with several informants, it can be concluded that the patients of BPJS healthcare inpatient do not incur any costs, except for independent class patients, civil servants, military, and police who want to get services above the actual service rights. The availability of medicines at the RSUD Tani dan Nelayan of Boalemo Regency is still limited so that usually patients have to buy medicines outside the hospital. Where the hospital should have made a refund of the purchase of drugs, but there was no return and statement from the hospital.

Product Specifications Type of Service

From the results of interviews with several informants and researchers' observations, it can be concluded that the product specifications for the type of service still need to be improved and improved, especially in providing clear and accurate information. Where there are still some patients who are often constrained in making insurance arrangements, especially patients who go to-night. Clarity of information for pregnant women and babies born should be conveyed at the beginning of admission so that the family has prepared it. The clarity of this information needs to be made on the hospital information board.

Implementer Competence

From the results of interviews with several informants and observations of researchers, it can be concluded that the competence of administering services at the RSUD Tani dan Nelayan is still lacking and needs to be improved, especially in terms of skills and communication in providing information, empathy and friendliness in providing services. Competency problems are also caused by frequent changes in administrative staff and are only carried out by nurses or midwives who do not have STR.

Implementing Behavior

From the results of interviews with several informants and researchers' observations, it can be concluded that the behavior of the implementer in providing administrative services is quite good and needs to be improved. Where the officers in delivering information sometimes are in a hurry so that the patient does not clearly understand what is being said. For this reason, in managing administrative requirements, patients should be given notes or lists that must be prepared so that patients can easily fulfill all their requirements.

Handling of Complaints, Suggestions, and Inputs

From the results of interviews with several informants and observations of researchers, it can be concluded that the handling of complaints and suggestions at the RSUD Tani dan Nelayan has not been going well, which can be seen from the frequent occurrence of the same problems, namely there is no delivery of information from the start of entry regarding insurance management and BPJS Health card activity. And there is no clarity regarding the refund of drug purchase costs outside the hospital. Where the patient has submitted a complaint to the hospital but has not received clarity, and these problems continue to recur to other patients. The RSUD Tani dan Nelayan should improve it more to make it easier and provide clarity to patients.

Facilities and infrastructure

From the results of interviews with several informants and researchers' observations, it can be concluded that the facilities and infrastructure for administrative services at the RSUD Tani dan Nelayan have not met the standards. Where the administrative service room still uses the emergency room, internet services are not yet supportive, this can

hamper service to patients, then also the absence of a seat provided when taking care of the requirements makes the patient have a wife and of course makes the patient feel uncomfortable. Besides, in the administrative room, there is no information regarding the flow of guarantee management, which because of the absence of information makes patients feel confused.

Determining factors Satisfaction Quality of products/services

From the results of interviews with several informants and observations of researchers, it can be concluded that the quality of product/service administration at the RSUD Tani dan Nelayan of Boalemo Regency still needs to be improved and further improved. This is because there are still patients who do not understand all the mechanisms and procedures that exist during the treatment process. Where this happens because of unclear information provided by administrative officers. For this reason, administrative officers must improve their skills and expertise in speaking skills, be friendly to patients, and promote empathy. Besides, the absence of administrative officers at night makes it difficult for patients who are admitted to the hospital at night to deal with insurance requirements.

Quality of service

From the results of interviews with several informants and observations of researchers, it can be concluded that the quality of administrative services at the RSUD Tani dan Nelayan of Boalemo Regency needs to be improved, meaning that it has not reached the quality desired by the patient. This is due to inadequate facilities, unclear information provided by service officers, no information on the announcement/information board at the RSUD Tani dan Nelayan of Boalemo regarding the requirements for collateral

processing. Therefore, it is necessary to make improvements made by the hospital by paying attention to all the wishes of the patient, so that it can satisfy all patients and their families.

Emotional

From the results of interviews with several informants and observations of researchers, it can be concluded that there are still some patients who are not satisfied with the administrative services provided by administrative officers at the RSUD Tani dan Nelayan, Boalemo Regency. Where the problem that often occurs is that the administrative officer does not provide information from the beginning of admission to the hospital regarding checking the active card, resulting in the patient having to pay for the cost of treatment because the card is no longer active. Then there is no information from the start about the flow of insurance coverage for babies born through surgery

Price

From the results of interviews with several informants and researchers' observations, it can be concluded that the services provided by the RSUD Tani dan Nelayan are by the predetermined price and following the rights of each patient. Where the patient does not know about the nominal price to be paid because it has been borne by BPJS Healthcare. To further improve the service quality of the Farmers and Fishermen Hospital, it should pay attention to the existing facilities in each treatment room.

Costs

From the results of interviews with several informants and observations of researchers, it can be concluded that during the administrative service and patient care process, it does not incur costs because it has been borne by BPJS Healthcare. However, in managing the required files, patients have to spend ad-

ditional costs for photocopying files; this is because patients have to make photocopies outside the hospital. Then the limited availability of drugs makes patients have to buy drugs outside the hospital, where the hospital should pay compensation from the purchase of these drugs, but some patients are not refunded by the hospital.

DISCUSSION

Satisfaction Analysis

Requirements

Requirements are something that must be met in administering a type of service, both technical and administrative requirements. Where the requirements referred to in this research are the requirements that must be met by BPJS healthcare Inpatients in managing the flow of care guarantees at the Regional General Hospital of Tani dan Nelayan of Boalemo Regency in the BPJS Center section. Where the hospital determines its requirements following statutory regulations. As for the requirements, it should not be burdensome or make it complicated for the patient to take care of. Therefore, patients can easily and quickly take care of all guarantees.

Based on the results of research and observations made by researchers related to the requirements in administrative services for BPJS Patients in the Inpatient Unit of the RSUD Tani dan Nelayan of Boalemo Regency is quite easy to fulfill while the community has a clear identity, namely the National Identity Card and the BPJS Card. Besides, the inconsistencies in the existing data on the National Identity Card and BPJS Card are also usually an obstacle for patients who of course have to readjust, by making a certificate of different names for families. Then for patients who undergo labor surgeries, the requirements are quite difficult and take a long time,

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because the patient has to take care of the administration of the newborn.

Systems, Mechanism and Procedures

The system is a network of procedures made according to an integrated pattern to carry out the company's main activities [4]. Procedures are standardized service procedures for service providers and recipients, including complaints. The system of mechanisms and procedures referred to in this study are procedures applied in administrative services at the RSUD Tani dan Nelayan of Boalemo Regency.

Based on the results of research and observations made by researchers related to the system of administrative service mechanisms and procedures at the RSUD Tani dan Nelayan of Boalemo Regency, it has been carried out according to what has been determined but has not run optimally. This was due to administrative officers who did not explain from the start what requirements and files had to be prepared.

Procedure is a sequence of clerical activities, usually involving several people in one or more departments, which are designed to ensure uniform handling of corporate transactions that occur repeatedly [4].

Completion Time

The implementation of the service time must be completed within a predetermined time. The time for completion is determined from the time the application is submitted to the completion of services, including complaints. The completion time referred to in this research is the completion time for administrative services at the RSUD Tani dan Nelayan of Boalemo Regency. Administrative service officers are supposed to provide administrative services to patients according to the predetermined time.

Based on the results of research and observations made by researchers related to the completion time, it can be concluded that the administrative services at the RSUD Tani dan Nelayan of Boalemo Regency are following the cooperation agreement with BPJS Healthcare, namely 3 x 24 hours. In practice it is quite good, it's just that it is usually constrained by the completeness of data from the patient. This causes the completion time often takes a long time because the patient has to complete the required documents in advance.

Fees

Fees that charged to service recipients in managing and/or obtaining services from the operator, the amount of which is determined based on an agreement between the organizer and the community. The fees/rates referred to in this study are the costs incurred by patients in managing administration at the RSUD Tani dan Nelayan of Boalemo Regency.

Based on the results of research and observations made by researchers related to costs/rates, it can be concluded that patients of BPJS Healthcare Inpatient do not incur any costs, except for independent class patients, civil servants, military, and police who want to get services above the actual service rights. However, due to the limited availability of medicines at the RSUD Tani dan Nelayan of Boalemo Regency, this means that patients usually have to buy medicines outside the hospital. Related to this, the hospital should have returned the money from the purchase of drugs, but there was no return and no statement from the hospital.

Product Specifications Type of Service

Service type specification products are the results of services provided and received by predetermined provisions. This service product is the result of each

type of service specification. The product specification for the type of service referred to in this study is the result of administrative services at the RSUD Tani dan Nelayan of Boalemo Regency.

Based on the results of research and observations of researchers related to product specifications for the type of service at the RSUD Tani dan Nelayan of Boalemo Regency, it still needs to be improved and improved, especially in providing clear and accurate information. Where there are still some patients who are often constrained in making insurance arrangements, especially patients who go tonight. Besides, clarity of information for patients with pregnant women and babies born should be conveyed at the beginning of entry so that the family has prepared it. The clarity of this information needs to be made on the hospital information board so that patients who enter the hospital at night are not confused about finding information, this is because administrative officers are not on duty at night. Existing facilities in the form of a photocopy area in the hospital need to be provided to make it easier for patients to manage files.

Service quality is the level of excellence expected and control over that level of excellence is to meet consumers [8]. The quality of service in this definition explains that what is highly valued by consumers is assessed by how the company provides the best service to its customers because with this service a consumer can assess and provide satisfaction to survive or look for a better one.

Implementer Competence

Implementing competence is the ability to work by integrating knowledge, skills, expertise, abilities, and personal values based on experience and learning to carry out their duties professionally, effectively, and efficiently. The implementing competence referred

to in this research is the competence possessed by administrative officers in providing services to patients at the RSUD Tani dan Nelayan, Boalemo Regency.

Based on the results of research and observations of researchers related to the competence of administering services in the RSUD Tani dan Nelayan of Boalemo Regency, it is lacking and needs to be improved, especially in terms of skills and communication in providing information, empathy, and friendliness in providing services. Competency problems are also caused by frequent changes in administrative staff and are only carried out by nurses or midwives who do not have STR. This results in less than optimal service and of course has an impact on patients in managing insurance. Providing unclear and accurate information usually results in misunderstandings between patients and nursing staff.

Competence is the ability to carry out or perform a job or task that is based on skills and knowledge and is supported by the work attitude demanded by the job [14]. Thus, competence shows skills or knowledge characterized by professionalism in a particular field as the most important thing.

Implementing Behavior

Behavior is the action or activity of the human being itself which has a very broad range of meanings, including walking, talking, crying, laughing, working, studying, writing, reading, and so on. From this description, it can be concluded that human behavior is all human activities or activities, both those that are directly observed and those that cannot be observed by outsiders [5]. Implementing behavior referred to in this research is the behavior of administrative service officers at the RSUD Tani dan Nelayan in providing services to a patient of BPJS Healthcare.

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Based on the results of research and observations related to the behavior of administrative service implementers at the RSUD Tani dan Nelayan of Boalemo Regency in providing administrative services, it is quite good and needs to be improved. Officers in conveying information sometimes are in a hurry, therefore, the patient does not understand what is being conveyed. For this reason, in managing administrative requirements, patients should be given notes or lists that must be prepared, so that patients can easily fulfill all their requirements.

Handling of Complaints, Suggestions, and Inputs

In every service provided by public and private organizations, in its implementation, some problems will directly cause complaints from customers or the public. For this reason, these complaints should be handled properly, to give confidence to customers and the community that the organization is responsible. Customer complaints about the company itself serve as a form of self-evaluation of the company's performance. With customer complaints, the company can find out the weaknesses that exist in the company and improve these weaknesses.

From the results of research and observations of researchers, it can be concluded that the handling of complaints and suggestions at the RSUD Tani dan Nelayan has not been going well, where this can be seen from the frequent occurrence of the same problems, there is no delivery of information from the start of entry regarding collateral management and BPJS Health card activity. And there is no clarity regarding the refund of drug purchase costs outside the hospital. Where the patient has submitted a complaint to the hospital but has not received clarity, and these problems continue to recur to other patients. The hospital

should improve it more to make it easier and provide clarity to patients.

An effective complaint handling process starts from identifying and determining the source of the problem that causes customers to be dissatisfied and complaining [9].

Facilities and infrastructure

Facilities are anything that can be used as a means to achieve goals and objectives. Infrastructure is anything that is the main support for the implementation of a process (business, development, and project). The Facilities are used for moving objects (computers, machines) and infrastructure for immovable objects (buildings). The facilities and infrastructure referred to in this research are the facilities and infrastructure owned by the RSUD Tani dan Nelayan of Boalemo Regency.

Based on the results of research and observations of researchers related to the facilities and infrastructure for administrative services at the RSUD Tani dan Nelayan have not met the standards. Where the administrative service room still uses the emergency room, internet services are not yet supportive, this can hamper service to patients, then also the absence of a seat provided when taking care of the requirements makes the patient have a wife and of course makes the patient feel uncomfortable. Besides, in the administration room, there is no information regarding the flow of guarantee management, which in the absence of information makes patients feel confused.

Public service agencies of the RSUD Tani dan Nelayan of Boalemo Regency should have seen the problem regarding these facilities and infrastructure and must be held to improve administrative services and to provide satisfaction to patients.

Factors determine the Satisfaction Quality of Products/Services

The quality of products/services, the public will feel satisfied if the results of their evaluation show that the products/services they use are of quality [2]. The quality of the products/services referred to in the research on the results of administrative services provided by administrative service officers at the RSUD Tani dan Nelayan. Where from these results it is seen whether the patient is satisfied with the services provided or vice versa.

Based on research and observations of researchers, it can be concluded that the quality of administrative services/products at the RSUD Tani dan Nelayan of

Boalemo Regency needs to be improved and further improved. Where this happens because of unclear information provided by administrative officers. For this reason, administrative officers must improve their skills and expertise in speaking skills, be friendly to patients, and promote empathy. Besides, the absence of administrative officers at night makes it difficult for patients who are admitted to the hospital at night to deal with insurance requirements. It is necessary to change the working hours in the hospital where administrative officers should be on duty for 1 x 24 hours. And it is necessary to have clear information about the flow of guarantee management on the information board or in the administrative service room.

Therefore, the quality of this product/service greatly affects the satisfaction of inpatient BPJS Healthcare in terms of administrative services at the Tan dan Nelayan hospital of Boalemo Regency.

Quality of service

The quality of public services will be satisfied if they get good service or what is expected [2]. The quality of ser-

vice is referred to in the research on the quality of administrative services provided by administrative service officers at the RSUD Tani dan Nelayan of Boalemo Regency. Where the results of this service can be seen whether the patient is satisfied with the services provided or vice versa.

From the results of research and observations of researchers, it can be concluded that the quality of administrative services at the Regional General Hospital of Tani dan Nelayan in Boalemo Regency needs to be improved, which means that it has not reached the quality desired by the patient. This is due to inadequate facilities, unclear information provided by service officers, no information on the announcement/ information board at the Tani dan Nelayan Hospital regarding the requirements for collateral processing. It is necessary to make improvements made by the hospital by paying attention to all the wishes of the patient so that it can satisfy all patients and their families. So the need for the fulfillment of supporting facilities to achieve maximum service because the quality of service has a big influence on patient satisfaction.

Emotional

Emotional, the public will feel proud and get the belief that other people will be amazed at it if they use products/services with certain brands that tend to have higher levels of satisfaction [2]. Emotional what is meant in this research is the feeling of BPJS Healthcare patients after completing administration management at the Regional General Hospital of Tani dan Nelayan in Boalemo Regency.

From the results of the research and observations of researchers, it can be concluded that some patients are not satisfied with the administrative services provided by administrative officers at the

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RSUD Tani dan Nelayan, Boalemo Regency.

Price

Price, products that have the same quality but have a cheaper price will provide a higher value [2]. The price referred to in the research is the price that must be paid by patients of BPJS healthcare in the service process at the RSUD Tani dan Nelayan in Boalemo Regency.

From the research results and observations of researchers, it can be concluded that the services provided by the Tani dan Nelayan Hospital are following the predetermined price and following the rights of each patient. Where the patient does not know about the nominal price to be paid because it has been borne by BPJS Healthcare. To further improve the service quality of the Tani dan Nelayan Hospital, it should pay attention to the existing facilities in each treatment room.

Costs

Costs, the public does not need to pay additional costs so that they do not have to waste time getting the desired goods or services [2]. The cost referred to in the research is the price that must be paid by patients of BPJS health in the service process at the RSUD Tani dan Nelayan in Boalemo Regency.

From the results of research and observations of researchers, it can be concluded that during the process of administrative services and patient care, it does not incur costs because it has been borne by BPJS Healthcare. However, in processing the required files, some patients have to spend additional costs for photocopying files, this is because patients have to make photocopies outside the hospital. Then the limited availability of drugs makes patients have to buy drugs outside the hospital, where the hospital should pay compensation from the pur-

chase of these drugs, but some patients are not refunded by the hospital.

For patients who are hospitalized, expenses outside of the provisions are undesirable, if there are additional costs for healing the patient is willing to pay, but this causes dissatisfaction from patients with the services provided because the patient thinks that all costs have been borne by the BPJS Health.

CONCLUSION

Based on the results of the research and discussion that has been stated in the previous chapter, the researcher draws the following conclusions:

1. The satisfaction of BPJS healthcare Patient at the Inpatient Unit of the RSUD Tani dan Nelayan of Boalemo Regency that the requirements, system of service mechanisms and procedures, time of completion, are in order and run according to the provisions. Meanwhile, in terms of costs/rates, product specifications for the type of service, executive competence, implementation behavior, handling of complaints and suggestions, facilities and infrastructure, the level of patient satisfaction is still low.
2. The factors that determine the Satisfaction of BPJS Health Patient in the Inpatient Unit of the RSUD Tani dan Nelayan, Boalemo Regency, conclude that the quality of the product/service, quality of service, emotional, price and cost determine patient satisfaction. The assessment and monitoring are carried out.

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