



Literature Review: Differences in the Level of Satisfaction of BPJS Patients and General Patients on the Quality of Health Services

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ABSTRACT

Satisfaction is something that is used in a role model as a determinant of the success of a service program that involves patient expectations for officers to provide good and fair health services, not discriminating between patients, both BPJS users and general patients, must be treated equally. The method used in this study is the literature review method which in collecting journals uses Google Scholar published in the last 5 years. The database search used was Google School, and found 4 journal articles that matched the inclusion. The results of the literature review show that there are differences in satisfaction where BPJS patient satisfaction is lower than general patient satisfaction. The difference in satisfaction between BPJS patients and general patients can be used as evaluation material for health service providers so that there are no longer differences in patient satisfaction levels. Every patient has the right to get the same health services according to their medical needs

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1. INTRODUCTION

The hospital is a health service institution for the community with its own characteristics that are influenced by the development of health science, technological advances, and the socio-economic life of the community which must continue to be able to improve higher quality services. The purpose of hospital administrators is to improve the quality of health services and provide legal certainty to patients (Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals). The quality of health services is an overall picture of the nature of a health service related to the ability to provide patient satisfaction needs. According to Gerson (2004), patient satisfaction is the patient's perception that his expectations have been met. Based on the Regulation of the Minister of Health of the Republic of Indonesia number:

129/Menkes/Sk/II/2008 concerning minimum service standards for hospitals, the Minister of Health of the Republic of Indonesia regarding inpatient satisfaction has a standard of 90%. (1,2). Health services are rights that are obtained by every patient, as written in the Law of the Republic of Indonesia Number 36 of 2009 concerning Health, article 5 paragraph (2) that everyone has the right to obtain safe, quality, and affordable health services. Public complaints still often occur because of unsatisfactory services, the high cost of health services, health facilities and infrastructure are still very limited and other factors that affect patient satisfaction with the services provided.

The role of the government is very much needed in improving the quality of health services in order to meet customer satisfaction, one form of the government's role is the existence of the National Health Insurance (JKN) system. The National Health Insurance also has several problems, namely there are still many people who do not know the procedures for health insurance, the services of puskesmas and clinics appointed as JKN providers are inadequate, many facilities do not meet standards, the number of doctors to patients is still not ideal and there are still doubts about the safety of the system. BPJS participant data (3).

The research of Tirta Sari et al, (2018) showed that there was no difference in patient satisfaction between JKN patients and General Patients with respect to health services in hospitals. However, the opposite result is shown by the research of Odi et al, (2019) where there is a difference between the quality of service for JKN patients and the quality of service for general patients in the inpatient unit of a hospital in the city of Medan. Based on the differences in the results of the several studies mentioned above, this study aims to discuss how big the difference in the level of satisfaction of JKN patients and general patients with the quality of service.

2. RESEARCH METHODE

This study uses the Literature review method, literature searches using search strategies, such as searching for articles on the internet. This study uses the "Literature review" method with the aim of identifying, studying, analyzing and interpreting all previous findings to answer relevant research questions that have been previously determined.

The results of the identification of the search method with Google Scholar and Science Direct yielded 2681 search results data. After going through the filtration, 10 articles were collected and reviewed independently based on the inclusion criteria. The inclusion criteria include; the maximum period of issuance is 5 years; The language used is Indonesian or English; is an original research article and is available free full text. Furthermore, the article was reviewed further to obtain an accurate and comprehensive reference on the differences in satisfaction between BPJS patients and general patients with respect to service quality. In a Google Scholar search, researchers found 4 research journal articles.

3. RESULT AND ANALYSIS

From the results of the 4 journals obtained about the differences in the satisfaction of BPJS patients and general patients with respect to service quality, based on the articles that have been collected, the results of a study on the satisfaction of BPJS patients and general patients in obtaining health services while the patient is in the hospital can be seen.

According to research conducted by Odi Supandri, Otniel Ketaren, and Lia Rosa (2019) BPJS patients have lower satisfaction than general patients. This is due to ineffective and

efficient services. Based on the facts in the field, the problems of patient dissatisfaction that occur are delays in the services of doctors and nurses, doctors are difficult to find, length of inpatient admission process, limited drugs and equipment, availability of facilities such as toilets and trash cans, and hospital order and cleanliness. The number of complaints and poor assessments of BPJS participants on the quality of health services make consumers feel dissatisfied. Starting from a convoluted system, there are no clear financing limits, drug restrictions, even services that are considered long for BPJS participants.

The researcher assumes that patients who perceive the accuracy of the doctor's arrival and the expertise of doctors who treat patients' illnesses, as well as the reliability of nurses in providing good service, have the potential for patients to be interested in making return visits. This shows that the interest in repeat patient visits will increase if the quality of hospital services is reliable.

From research conducted by Angge Ayune, Elisabeth, and Peny (2020) it can be concluded that there are differences in service procedures, facilities and infrastructure, professionalism, reputation, attitude, reliability, service improvement and patient satisfaction for BPJS patients and general patients.

According to the research of Eka Nurcahyanti and Happy Setiawan (2017) there were no patients assessing the quality of health services in the categories of not good and not good. Satisfaction is an assessment of the characteristics or features of a product or service, or the product itself, which provides a level of consumer pleasure related to the fulfillment of consumption.

The patient's satisfaction at the hospital is in the very satisfied category. The two satisfaction perspectives are categorized as very satisfied, patient satisfaction is an evaluation or assessment after receiving a service, that the selected service at least meets or exceeds expectations. From the research of Tirta Sari, Diah, and Andi Nur (2018) there is no difference in patient satisfaction at government hospitals and private hospitals. Many patients are satisfied with the services provided by the hospital. However, there are still patients who are dissatisfied with the services provided, thus in the responsiveness dimension, both hospitals have provided services to patients. The hospital has provided good service to patients, with the result that patients are satisfied with the dimensions of empathy or attention. Quality service can provide a good experience for customers and will invite them to come back and become loyal customers.

4. CONCLUSION

Based on the results of a review of 4 articles conducted, it was found that there were differences in patient satisfaction with health services. BPJS patients have lower satisfaction than general patients. The difference in satisfaction between BPJS patients and general patients can be used as an evaluation for health service providers so that there is no difference in the level of patient satisfaction. Every patient has the right to get the same health services according to their medical needs.

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