

THESIS

THE INFLUENCE OF HEALTH SERVICE QUALITY ON THE SATISFACTION OF INPATIENTS PARTICIPATING OF BPJS LABUANG BAJI REGIONAL GENERAL HOSPITAL MAKASSAR

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MAKASSAR**

2024

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as one of the requirements for obtaining

drafted and submitted by

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To

**MANAGEMENT DEPARTMENT
FACULTY OF ECONOMICS AND BUSINESS
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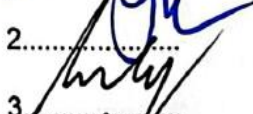

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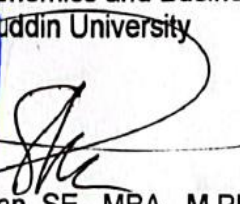
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is my own work and to the best of my knowledge in this thesis manuscript there are no scientific works that have ever been submitted by others to obtain an academic degree at a university, and no work or opinion has ever been written or published by others, except those that are written quoted in this manuscript and mentioned in citation sources and bibliography.

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Makassar, 4 Januari 2024

Who makes the statement



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PREFACE

Bismillahirrahmanirrahim.

All praise to Allah Subhanahu wa ta'ala who has given grace, favor, and guidance to researcher so that finally research can complete the thesis entitled title **"THE INFLUENCE OF HEALTH SERVICE QUALITY ON THE SATISFACTION OF INPATIENTS PARTICIPATING IN BPJS LABUANG BAJI REGIONAL GENERAL HOSPITAL MAKASSAR"** as a one of the requirements to obtain Bachelor of Economics degree at Universitas Hasanuddin.

In the process of writing this thesis, researcher has received help, guidance, advice, and support from various parties. Therefore, let me express my deepest gratitude to:

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5. All lectures of the Faculty of Economics and Business Universitas Hasanuddin, especially those who have taught and provided knowledge to researcher.
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Researcher has tried to compile the thesis as well as possible but researcher realizes that this thesis has limitations. Therefore, researcher willing to accept any constructive criticism and suggestions in order to make this thesis more better. Finally, researcher hope this thesis can be useful and can add insight to anyone who reads it.

Makassar, 4 Januari 2024

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ABSTRACT

The Influence of Quality of Health Services on Satisfaction of Patients Using the Social Security Administrative Agency (BPJS) at the Labuang Baji Regional General Hospital Makassar

Aulia Khofifah Putri Harisma

Abdul Rahman Kadir

Muhammad Sobarsyah

The purpose of this study was to analyze the effect of tangible, reliability, responsiveness, assurance, and empathy dimensions on BPJS inpatient satisfaction. The study samples were people who had received health care or patients participating in BPJS at the Labuang Baji Makassar Regional General Hospital from January 2022 to December 2022 which was determined by 99 respondents using the slovin formula. The data collection technique used is through the distribution of questionnaires, with data analysis techniques using multiple linear regression analysis and coefficient of determination (R^2). The results of the study conducted showed that the dimensions of tangible, reliability, assurance, and empathy had a positive and significant effect on inpatient satisfaction at Labuang Baji Regional General Hospital Makassar. Sedangkan dimensi *responsiveness* memiliki pengaruh negatif dan significant to inpatient satisfaction at Labuang Baji Regional General Hospital Makassar.

Keywords : Tangible, Reliability, Responsiveness, Assurance, Empathy and Inpatient Satisfaction

TABLE OF CONTENTS

VALIDATION PAGE.....	ERROR! BOOKMARK NOT DEFINED.
STATEMENT OF AUTHENTICITY.....	IV
PREFACE	V
ABSTRACT.....	VII
TABLE OF CONTENTS.....	IX
LIST OF FIGURES	XII
LIST OF TABLES	XIII
CHAPTER I.....	1
INTRODUCTION	1
1.1 BACKGROUND.....	1
1.2 RESEARCH QUESTION	6
1.3 OBJECTIVE OF THE STUDY.....	7
1.4 RESEARCH BENEFIT	8
CHAPTER II.....	9
LITERATURE REVIEW	9
2.1 CONCEPT OF SERVICE QUALITY	9
2.1.1 Definition of Quality	9
2.1.2 Definition of Quality of Service.....	9
2.1.3 Dimensions of Service Quality	10
2.2 CONCEPT OF CUSTOMER SATISFACTION	12
2.2.1 Definition of Customer Satisfaction.....	12
2.2.2 Factors that Affect Customer Satisfaction.....	12
2.2.3 Dimensions for Measuring Customer Satisfaction	14
2.2.4 Aspect of Customer Satisfaction.....	17
2.3 CONCEPT OF BADAN PENYELENGGARA JAMINAN SOSIAL (BPJS)	18
2.4 RELATIONSHIP BETWEEN SERVICE QUALITY AND CUSTOMER SATISFACTION	20
2.5 EFFECT OF SERVICE ON CONSUMERS	20
2.6 EMPIRICAL REVIEW	21
2.7 RESEARCH FRAMEWORK	25
2.8 RESEARCH HYPOTHESIS.....	26

CHAPTER III.....	27
RESEARCH METHOD	27
3.1 RESEARCH DESIGN	27
3.2 RESEARCH LOCATION AND TIME OF RESEARCH	27
3.3 POPULATION AND SAMPLE.....	28
3.3.1 Population.....	28
3.3.2 Sampel	29
3.4 TYPE AND SOURCE OF DATA.....	30
3.4.1 Type of Data	30
3.4.2 Source of Data	31
3.5 DATA COLLECTION TECHNIQUE.....	31
3.6 RESEARCH VARIABLE AND OPERATIONAL DEFINITION	32
3.7 RESEARCH INSTRUMENTS.....	36
3.8 DATA ANALYSIS	36
3.8.1 Multiple Linear Regression Analysis	36
3.8.2 Coefficient of Determination (R2)	37
3.9 HYPOTHESIS TESTING.....	38
3.10 SIMULTANEOUS TEST (F-TEST)	39
3.11 PARTIAL TEST (T-TEST)	39
CHAPTER IV	40
RESULTS AND DISCUSSION.....	40
4.1 CHARACTERISTICS OF RESPONDENTS.....	40
4.1.1 Gender	40
4.1.2 Age	40
4.1.3 Have Ever Been an Inpatient of Labuang Baji Hospital Makassar	41
4.1.4 BPJS Healthcare Users	42
4.2 DATA ANALYSIS TECHNIQUES	43
4.2.1 Descriptive Analysis	43
4.2.2 Multiple Linear Regression Test.....	51
4.2.3 Determinant Coefficient (R2).....	53
4.3 RESEARCH INSTRUMENT TEST.....	53
4.3.1 Validity Test	53
4.3.2 Reliability Test.....	55
4.4 HYPOTHESIS TEST.....	56
4.4.1 Simultaneous Significant Test (Statistical Test F)	56
4.4.2 Partial Test (Statistical Test T).....	57

CHAPTER V	59
CLOSING	59
5.1 CONCLUSION	59
5.2 SUGGESTION.....	59
REFERENCES	61

LIST OF FIGURES

Figure 2 1 Research Framework.....	25
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LIST OF TABLES

Table 2 1 Operational Variable	21
Table 3 1 Data on the number of patient visits of BPJS participants at Labuang Baji Regional General Hospital on 2022.....	28
Table 3 2 Research Variables and Operational Definitions	33
Table 3 3 Answer Scores.....	36

CHAPTER I

INTRODUCTION

1.1 Background

The state is responsible for helping every citizen and resident fulfill fundamental rights and needs in the context of services directed by the 1945 Constitution of the Republic of Indonesia. Building public confidence in public services carried out by public service providers is an activity that must be made in line with the expectations and requests of all citizens and residents for improved public services. Furthermore, in Law No.25 of 2009 concerning Public Services, it is explained that the public is entitled to quality services by the principles and objectives of service (article 18). One form of public service the government implements is fulfilling public health needs.

The health service process is related to the availability of health facilities and infrastructure consisting of essential health services (Puskesmas and Treatment Centers), referral services (Hospitals), and the availability of health workers, equipment, and medicines. Service performance concerns work results, work speed, work done by customer expectations, and timeliness in completing work, a system consisting of various interrelated, interdependent, and influence each other.

There are two important elements in efforts to improve health services, that is the level of patient satisfaction as service users and

fulfillment of service standards that have been set. Inpatient Satisfaction is an important element in evaluating service quality by measuring the extent to which the patient responds after receiving service.

Service quality needs to get great attention from an agency, because service quality has a direct relationship with the competitiveness and profit level of an agency. Kotler (in Alma 2007), reveals that service quality is a way of working for agencies that seek to make continuous quality improvements to processes, products and services produced by agencies. Therefore, satisfying service must be the goal of every service performance provided. According to Parasuraman, Berry, Zeithaml (in Wiwik Sulistiyowati, 2018: 28), service quality can be assessed based on 5 (five) dimensions which include tangibles, reliability, responsiveness, assurance, and empathy. These dimensions affect the satisfaction of participants in the Badan Penyelenggara Jaminan Sosial Kesehatan (BPJS).

Patient satisfaction as a customer response to the discrepancy between the previous level of importance and the actual performance that is felt after use. Expectations are directly proportional to the patient's desire to be able to enjoy service satisfactorily. A service can be said to be of quality by the patient is determined by the fact whether the service provided can meet the patient's needs, whether the service received by the patient is satisfactory or even

disappointing.

BPJS Kesehatan is a legal entity formed to administer health programs (BPJS Kesehatan Regulation Number: 1 of 2014). Based on BPJS Kesehatan, the number of users as of November 2021 is 229.51 million people. BPJS Kesehatan as the organizer coordinates with health facilities to support the JKN-KIS program so that it can provide health services evenly to the community. BPJS Kesehatan aims to realize the implementation of the provision of guarantees for the basic needs of a decent life for each participant or family member. BPJS as an institution administering national health insurance must be able to meet the needs of the community so that this program can run effectively.

The Regional General Hospital of Laburan Baji is a type B hospital owned by the government which is managed by the government of Makassar City which provides health services, namely outpatient and inpatient care as well as providing limited specialist and subspecialist medical services. This hospital also accommodates referral services from district hospitals. This hospital has standard facilities supported by general practitioners and specialist doctors who are experts in their fields and has served patients who have health insurance or patients who use BPJS (Laburan Baji Hospital, Makassar, 2021).

RSUD Laburan Baji Makassar, there are several views or patient assessments of the services received which are still not good, for example from the attitude & behavior of health services which are still unsatisfactory which do not meet minimum service standards. The lack of information from service providers or hospitals to patients or their families about health service information that is appropriate for service quality. The description of the case shows that the quality of services provided by health workers, especially at the Laburan Baji Hospital, is still not optimal so that the health services received by patients have not had an impact on patient loyalty.

As is known that service quality has five aspects, namely tangible, reliability, responsiveness, assurance and empathy. Tangible is the attractiveness of the company's facilities, equipment, and materials, as well as the employees' appearance (Sulistiyowati, 2018); Reliability is the ability of a company to provide accurate services without errors and deliver these services on time (Tjiptono & Chandra, 2016); Responsiveness is a willingness to help and provide fast and appropriate health services to patients (Yudo Setiawan, Asmuji & Komarudin, 2019); Assurance is the behaviour or attitude of employees who can foster customer trust in the company to create a sense of security for customers (Tjiptono & Chandra, 2016); and Empathy is the company's understanding of customer problems and willingness to act in the interests of its customers, as well as providing

personal attention to customers and having convenient operating hours (Tjiptono & Chandra, 2016).

Based on an initial survey conducted by researchers on the visit data of BPJS Kesehatan patients inpatients at the RSUD Laburan Baji Makassar, it was found that inpatient visit data for the last three years experienced an unstable number of BPJS Health patients, namely in 2017 as many as 3,208 patients, then in 2018 it decreased to 2,398 and in 2019 2,338 patients (Medical Records of Laburan Baji Makassar Hospital, 2022). This is due to complaints from the BPJS Kesehatan user community regarding the services provided at RSUD Laburan Baji Hospital including medical and non-medical facilities that are inadequate and no longer suitable for use by 55%, pharmaceutical service systems and drug distribution by 13%, Polyclinic services are only 7% slow, as well as delays in emergency services that have an adverse impact on the BPJS Kesehatan user community.

Meanwhile, based on the Community Satisfaction Index at RSUD Laburan Baji Makassar, the data obtained were 13 service units outpatient, 14 service units inpatient, 2 service units and support installation, namely 5 service units. The final result of the accumulation, NRR Interval–Weighted NRR (3.0548) obtains a value that has been converted according to the assessment method, namely 76.37%, while the conversion value for IKM which is

categorized as good is 76.61%-88.30%, then the Community Satisfaction Index (IKM) of RSUD Labuang Baji Makassar are at a number that is not yet categorized as good. (RSUD Labuang Baji Makassar, 2019).

Based on the explanation of the background of the research problems that have been put forward, the researcher is interested in conducting research with the title "**The Influence of Quality of Health Services on Satisfaction of Patients Using the Social Security Administrative Agency (BPJS) at the Labuang Baji Regional General Hospital Makassar**".

1.2 Research Question

Based on the background of the above problems, the authors formulate research problems at the Makassar Labuang Baji Hospital which focus on the quality of service of the Makassar Labuang Baji Hospital, which is Tangible, Reability, Responsiveness, Assurance and Emphaty dimensions because these dimensions are related to the BPJS program considering the number of patients who complain, especially patients related to health insurance services (BPJS). From the formulation of this problem, the research problem is compiled:

1. Does dimensions of Tangible of Labuang Baji Makassar General Regional Hospital positively and significantly effect on BPJS inpatient satisfaction?
2. Does dimensions of Reliability of Labuang Baji Makassar

Regional General Hospital positively and significantly effect on BPJS inpatient satisfaction?

3. Does dimensions of Responsiveness of Labuang Baji Makassar Regional General Hospital positively and significantly effect on BPJS inpatient satisfaction?
4. Does dimensions of Assurance of Labuang Baji Makassar Regional General Hospital positively and significantly effect on BPJS inpatient satisfaction?
5. Does dimensions of Empathy of Labuang Baji Makassar Regional General Hospital positively and significantly effect on BPJS inpatient satisfaction?

1.3 Objective of The Study

Every research proposed has a target to be achieved or what is the purpose of the investigation. Based on the formulation of the problem, the objectives of this study are:

1. To determine whether the dimensions of Tangible of Labuang Baji Makassar Regional General Hospital positively effect on BPJS inpatient satisfaction.
2. To determine whether the dimensions of Reliability of Labuang Baji Makassar Regional General Hospital positively effect on BPJS inpatient satisfaction.
3. To determine whether the dimensions of Responsiveness of Labuang Baji Makassar Regional General Hospital positively

effect on BPJS inpatient satisfaction.

4. To determine whether the dimensions of Assurance of Labuang Baji Makassar Regional General Hospital positively effect on BPJS inpatient satisfaction.
5. To determine whether the dimensions of Empathy of Labuang Baji Makassar Regional General Hospital positively effect on BPJS inpatient satisfaction.

1.4 Research Benefit

Based on the problems that are the focus of research and the objectives to be achieved, the research is expected to provide benefits, among others:

1) Theoretical Benefit

With this research, it is hoped to add knowledge, experience and insight, as well as material in applying research methods, especially regarding the effect of service quality on inpatient satisfaction of BPJS users at Labuang Baji Regional General Hospital.

2) Practical Benefit

Become input material for all parties concerned and need references. This research hoped to provide an objective picture to the institution concerned regarding the effect of service quality on inpatient satisfaction of BPJS users at Labuang Baji Regional General Hospital.

CHAPTER II

LITERATURE REVIEW

2.1 Concept of Service Quality

2.1.1 Definition of Quality

Tjiptono (1997: 2) says that: "Quality has many meanings, such as conformity to demands or requirements, suitability for use, continuous improvement, meeting needs, doing things right from the start and happy activities in performing services".

According to Kotler and Keller (in January 2016: 2), quality is a product or service's overall characteristics and properties that affect its ability to satisfy stated or implied needs. Quality is a word that service providers must do well. In contrast, Welch (in Laksana, 2008: 88) suggests that quality is the best guarantee of customer loyalty, the most robust defence against foreign competition, and the only path to prolonged growth and income.

2.1.2 Definition of Quality of Service

Lewis & Booms (Tjiptono, 2012: 157) defines service quality which measures how well the level of service provided can match customer expectations. The meaning of service quality is determined by the ability of the institution or organization to meet needs comparable to what is expected or desired based on the needs of customers/visitors. In other words, the main aspects that influence the quality of service are the public's perception of the service and the

public's expectations regarding the service.

According to Stanton (in Muwafik, 2010: 220), service quality is the level of good and bad activities that can be identified separately, which are intangible, which fulfill needs, and do not have to be tied to selling other products or services. Meanwhile, according to Sampara (in Hardiyansyah, 2011: 35), it is suggested that service quality is the service provided to customers by standardized service standards in providing services as a good standardization.

According to Zeithaml et.al(in Laksana, 2010: 88) define service quality as "The extent of discrepancy between customer expectations or desires and their perceptions." It is stated that the quality of service received by consumers is expressed by the magnitude of the difference between consumers' expectations or desires and their level of perception. It is intended that the quality of service customers can be seen from expectations or desires with the reality they received. So if the service received follows what is desired, then the service is declared quality. However, if a service is different from what is expected, then the service can be considered inferior.

2.1.3 Dimensions of Service Quality

In implementing service quality, several dimensions must be considered. According to Parasuraman, Berry, and Zeithaml (in Wiwik Sulistiyowati, 2018: 28) state that service quality can be

measured from 5 dimensions, namely:

1. Physical evidence (tangible)

Concerning the attractiveness of the company's facilities, equipment, and materials, as well as the employees

2. Reability

This relates to providing accurate services from the first time without making mistakes and delivering services according to the agreed time.

3. Responsiveness

Dealing with the willingness and ability of employees to help customers and respond to their requests, as well as informing when services will be provided and then providing services quickly.

4. Assurance

Namely, the behavior of the employees can foster customer trust in the agency, and the agency can create a sense of security for its customers. Assurance also means that employees are polite and have the knowledge and skills to handle customer questions or problems.

5. Empathy

It means that the company understands its customers' problems and acts in their interests, providing personal attention to customers and having convenient operating hours.

Based on the explanation above, it is necessary to recognize the dimensions of service quality in producing quality products or services to meet customer desires. This dimension is needed so that the service produced is what customers expect.

2.2 Concept of Customer Satisfaction

2.2.1 Definition of Customer Satisfaction

According to Kotler (Tjiptono, 1996), customer satisfaction is the level of a person's feelings after comparing the perceived performance or results with his expectations. In this sense, the satisfaction received is primarily determined by the quality of service provided by the service provider in the form of subjective attitudes and treatment from service providers, such as friendliness, speed, accuracy, and security received and felt by service recipients.

According to Zeithaml and Bitner (Tommy, 2016), customer satisfaction is a customer evaluation of a product or service in terms of whether the product or service has met customer needs and expectations. They also suggest that customer satisfaction is the customer's feeling towards one type of service he gets.

2.2.2 Factors that Affect Customer Satisfaction

Some factors that affect customer satisfaction, Tjiptono (1996)

says that internal and external factors cause customer dissatisfaction. Internal factors are relatively controllable by the agency, such as rude employees, rubber hours, and transaction recording errors. On the other hand, external factors are beyond the agency's control, such as weather, disruptions in public infrastructure, criminal activity, and customer problems. Factors that Affect Customer Satisfaction

According to Hafizurrachman (2004), patient satisfaction with health services provided by service providers is strongly influenced by several factors, including reliability (consistency and reliability), responsiveness (willingness, readiness, and timeliness), competence (ease of contact and approach), communication (listening and maintaining an understanding relationship), credibility (value of trust and honesty), assurance of security (from risk and doubt), understanding (efforts to understand patient complaints and desires), perceived service form.

Based on the explanation above, to create customer satisfaction, many factors can affect customer satisfaction. Public service officers or apparatus must politely convey something according to what should be conveyed; the proper delivery time and hospitality are customer satisfaction factors. In addition, there are also several supporting factors, especially patient satisfaction, namely reliability, responsiveness, competence, communication,

credibility, assurance of security, understanding, and the form of service provided by the hospital.

2.2.3 Dimensions for Measuring Customer Satisfaction

According to Kotler and Keller (in Fadhillah, 2018), agencies will act wisely by measuring customer satisfaction regularly because one of the keys to retaining customers is customer satisfaction. Dimensions of Customer Satisfaction are things that can affect customer satisfaction and can be seen from the size or dimensions of customer satisfaction, namely:

1. remain faithful: Satisfied consumers tend to be loyal or loyal. Consumers who are satisfied with the products they consume tend to repurchase from the same manufacturer.
2. Purchase the product offered: The desire to buy other products or food is offered because of the desire to repeat good experiences and avoid bad experiences.
3. Recommend the product: Satisfaction is a factor that encourages positive word-of-mouth communication. It can be in the form of recommendations to other potential customers and saying good things about the product and the company that provides it.

4. Willing to pay more: Consumers tend to use price as a benchmark for satisfaction. When prices are higher, consumers tend to think quality is higher too.

According to Zeithaml and Bitner (in Arif, 2017), there are several dimensions in measuring patient satisfaction, namely:

1. Features of Products And Services

In measuring patient satisfaction, the product/service offered is one of the considerations. A quality product is a product that has the right level of precision through an effective and efficient process. If a product/service obtained is of high quality, it will undoubtedly increase customer satisfaction. Patients will certainly feel satisfied when hospitals, nurses, and other officers can provide complete health services, from when the patient arrives to the end of treatment.

2. Attributes For Service Success/Failure

The success or failure of service can be seen from 2 indicators: professional service and satisfaction with the services provided. Professional services will undoubtedly provide added value to patients. This added value will create patient satisfaction with the services provided. The more satisfied the patient will be, the more successful the service provided. Otherwise, the patient's dissatisfaction can be

considered that the service has failed. Professional services are supported by the officer's potential, starting from behavior, loyalty, innovation, productivity, and creativity.

3. Customer Emotions

Emotionally a customer is also one way to measure satisfaction level. This dimension can also be seen through 2 indicators. Namely, the price offered is comparable to the quality and cost that can be tolerated. In getting service, a patient certainly wants to know the price offered, whether the price is comparable to the quality of service or not. If the price offered is reasonable but not comparable to what is obtained, it will reduce patient satisfaction. Then, in providing prices, the hospital must provide reasonable, affordable, and what is needed. So, if these two indicators are appropriate, they will automatically build patient emotions and make them feel satisfied with the services provided.

Based on the explanation above, many dimensions exist in measuring customer satisfaction, especially patients. However, in measuring patient satisfaction, what can be used as a measure is quality service, the success/failure of health services, and the emotions formed from the quality of service that patients get from the hospital through doctors, nurses, and hospital staff. Hospitals must undoubtedly pay attention to indicators in measuring patient

satisfaction because, through patient satisfaction, the hospital can assess the level of success or failure of the hospital in providing health services.

2.2.4 Aspect of Customer Satisfaction

The satisfaction felt by patients is not only obtained from the quality provided by the hospital but also from the services provided by nurses. Patient satisfaction is a response or response given by the patient after comparing the patient's expectations with what the patient experiences or obtains on the quality of service provided by the nurse. If the results felt by the patient are by their expectations, the patient will feel high satisfaction; otherwise, if the results felt by the patient are not by their expectations, the patient will feel disappointed and dissatisfied, so the patient will not use services at the same hospital when the patient is required to undergo medical treatment.

According to Zeithaml and Berry (in Tjiptono, 2002), there are several aspects of patient satisfaction, namely:

1. Privilege is when the nurse especially treats the patient during the service process.
2. Conformity, namely the extent to which the services provided by nurses are to the wishes of the patient, is also accurate in time and price.

3. Constancy in providing services means that the services provided are always the same on every occasion. In other words, the services provided are always consistent.
4. Aesthetics and aesthetics in service are related to the suitability of the layout of goods and the room's beauty.

Based on the description above, there are many aspects of patient satisfaction. Patient satisfaction depends on the quality of service provided. A service is said to be quality by the patient, determined by whether the service provided can meet the patient's needs and whether the service received is satisfying or disappointing. Satisfaction starts from the patient's reception until the patient leaves the hospital. Reality shows that unsatisfied patients will provide word-of-mouth recommendations, thus influencing the attitudes and beliefs of others not to visit the hospital.

2.3 Concept of Badan Penyelenggara Jaminan Sosial (BPJS)

Badan Penyelenggaraan Jaminan Sosial (BPJS) is a legal entity established by law to administer social security programs. The law states that Badan Penyelenggara Jaminan Sosial (BPJS) began operating on January 7, 2014. Law Number: 24 the Year 2011 established two BPJS, namely:

1. BPJS Kesehatan functions to administer the health insurance program.
2. BPJS Ketenagakerjaan organiz work accident insurance

programs, death insurance, old age insurance, and pension insurance. BPJS Kesehatan and BPJS Ketenagakerjaan are the transformations of 4 (four) BUMNs that have been organizing social security, namely PT ASKES, PT JAMSOSTEK, PT TASPEN, and PT ASABRI.

In carrying out its function as the organizer of the social health insurance program for the entire population of Indonesia, BPJS Kesehatan has the primary task objectives, namely:

Accept registration of National Health Insurance (JKN) Participants.

1. Collecting and collecting National Health Insurance (JKN) contributions from participants, employers, and the Government.
2. Receiving contribution assistance from the Government.
3. Managing social security funds for the benefit of Participants.
4. Collecting and managing data on National Health Insurance (JKN)
5. Paying benefits and financing health services by the provisions of the social security program.
6. Providing information about implementing social security programs to participants and the public.

2.4 Relationship between Service Quality and Customer Satisfaction

Service quality centers on efforts to meet customer needs and desires and the provision of delivery to balance customer expectations. Service quality is one of the most essential things in assessing customer satisfaction. The better the quality of service provided; the more customer satisfaction will increase.

According to Zeithaml and Bitner (1996: 123), the relationship between customer satisfaction and service quality is that customer satisfaction has a broader picture than service quality, which only focuses on the dimensions of service quality. Furthermore, Zeithaml and Bitner (1996: 123) say that service quality is a focused evaluation reflecting customer perceptions of the five dimensions of service quality.

Based on the explanation above, it can be explained that there is a direct relationship between service quality and customer satisfaction. Quality has a very close relationship with customer satisfaction. Namely, quality impels customers to establish a strong relationship with the agency. This bond allows agencies to understand customer expectations carefully and needs in the long run. Thus, agencies can increase customer satisfaction, creating loyalty to agencies that provide satisfactory quality.

2.5 Effect of Service on Consumers

According to Supriatna (2003:27), Implementing public

services for government officials to the community is closely related to realizing satisfaction in the service-recipient community. This issue is linked to the government's obligations as a public servant. Therefore, the role of government officials in public services is vital because it will determine the extent to which the government can provide the best service for the community, which will thus ensure the extent to which the state has carried out its duties properly by the objectives of its formation.

According to Fadillah (2001: 67), the existence of a public organization is a way to meet needs and realize public satisfaction. Public service performance can be said to be successful if it is able to realize what is the specific task and role of the organization concerned. Therefore, institutions or staff who implement a service are always directed and centered on the tasks assigned.

2.6 Empirical Review

Previous studies serve as support for conducting research. Some of the results of research conducted by previous researchers are summarized in the following table:

Table 2 1 Operational Variable

No	Researcher	Title	Research Results
01	Abidin (2014)	The Effect of BPJS Health Service Quality on Patient	Reliability, responsiveness, and empathy influence the

		Satisfaction at the Cempae Health Center, Parepare City	satisfaction of BPJS participants for inpatients at the Cempae Health Center in Parepare City.
02	Mutia Fadillah (2017)	The Effect of service quality on the Satisfaction of BPJS Participants at the Langsa regional general hospital	There is an influence of infrastructure and responsiveness variables on the patient satisfaction of BPJS participants. At the same time, assurance and empathy do not affect the patient satisfaction of BPJS participants at Langsa Regional General Hospital. The analysis used multiple linear regression tests at the Langsa regional general hospital.

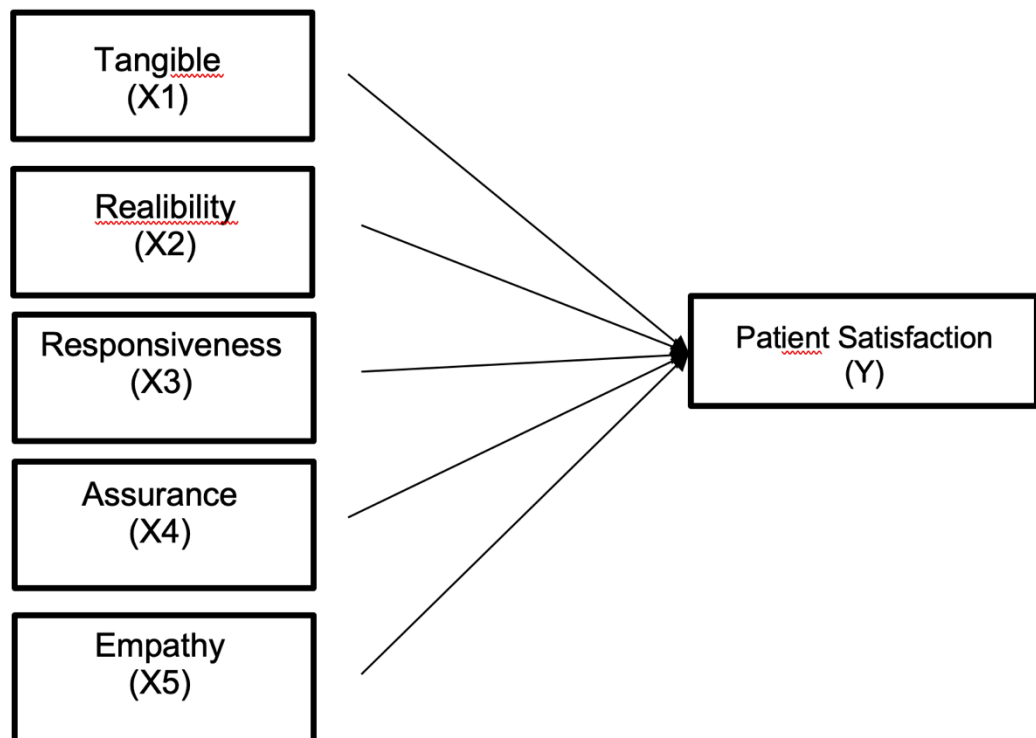
03	Defa Septia (2017)	Satisfaction with the Quality of BPJS Health Services (Study at Abdul Moeloek Hospital Lampung Province)	Satisfaction of BPJS participants with the quality of BPJS health services at Abdul Moeloek Hospital, Lampung province, the community has not been satisfied..
04	Sinta Nuriyanti (2020)	The Effect of Service Quality on Patient Satisfaction of the Health Social Security Organizing Agency at the Regional General Hospital of Pangkep Regency	The quality of service at the Regional General Hospital of Pangkep Regency is good. This can be seen from the value of 66%, which is included in the good category. The quality of service at the Pangkep Regency Regional General Hospital is evidenced by the value of the patient, indicating that

			<p>quality of service is good. There is an influence between the Service Quality variable on the BPJS Patient Satisfaction variable at the Pangkep Regency Regional General Hospital of 80.7% or very good category.</p>
05	Haedar (2016)	<p>Effect of Service Quality on Patient Satisfaction at Pangkep Regional General Hospital</p>	<p>Service quality variables have a positive and significant influence on patient satisfaction variables. Still, through the calculation of the T-test, the empathy variable is a variable that affects patient satisfaction.</p>

2.7 Research Framework

The framework is a description of the problem in explaining the form of the relationship between variables in the study. This stage is carried out to formulate existing problems so that the research can be well-focused and stay aware of the topic of the problem, namely whether there is an effect of health service quality on BPJS health inpatient satisfaction at Labuang Baji Regional General Hospital.

Figure 2 1 Research Framework



2.8 Research Hypothesis

The hypothesis to be tested in this study is related to whether there is a relationship between variable X (Tangible, Reliability, Responsiveness, Assurance, Empathy) and variable Y (Patient Satisfaction) as follows:

H1 = Dimensions of Tangible of Labuang Baji Regional General Hospital positively and significantly affect the satisfaction of inpatients participating in BPJS at Labuang Baji Regional General Hospital.

H2 = Dimensions of Reliability of Labuang Baji Regional General Hospital positively and significantly affect the satisfaction of inpatients participating

H3 = Dimensions of Responsiveness of Labuang Baji Regional General Hospital positively and significantly affect the satisfaction of inpatients participating in BPJS at Labuang Baji Regional General Hospital.

H4 = Dimensions of Assurance of Labuang Baji Regional General Hospital positively and significantly affect the satisfaction of inpatients participating

H5 = Dimensions of Empathy of Labuang Baji Regional General Hospital positively and significantly affect the satisfaction of inpatients participating