

CHAPTER I

INTRODUCTION

1.1 Research Background

The health sector conducts an effort in groups or individuals in an organization, aimed at maintaining, improving health, healing, preventing disease and restoring health in groups, communities, families and individuals. Therefore, good, optimal and quality service is needed for the community.¹ One aspect of health services is the quality of a service, this is the key to patient satisfaction. That's where the government seeks the development of health insurance to be provided to the people of Indonesia.²

The health insurance program is provided by the government in an effort to realize the welfare of public health that is equal among fellow communities and has financially participated in providing health insurance costs in an effort to guarantee health costs.³ The existence of health insurance as a health protector formed with the aim of ensuring the health of all Indonesian people so that everyone gets a healthy, prosperous and productive life.⁴

Social Security Administrator for Health (BPJS) was formed as a health insurance agency program that follows insurance costs in Indonesia.⁵ In BPJS Regulation number 4 of 2014 says that BPJS is divided into 2 groups of recipients, the first is someone who is borne by the government, namely people who are unable or poor with the designation of Contribution Assistance Recipients (PBI) and secondly someone who is not PBI, which includes Wage Recipient Participants (PPU), Non-Wage Recipient Participants (PBPU) and someone who collectively covers independently to BPJS. The existence of BPJS health, especially the

¹ Sri Handayani, "Tingkat Kepuasan Pasien Terhadap Pelayanan Kesehatan Di Puskesmas Baturetno," *Profesi (Profesional Islam) : Media Publikasi Penelitian* 14, no. 1 (2016): 42, <https://doi.org/10.26576/profesi.135>.

² Trisna Awalinda, Julianus Ake, and M Consolatrix da Silva, "Tingkat Kepuasan Pasien Peserta Bpjs Kesehatan Terhadap Kualitas Pelayanan Di Puskesmas Bailang Kota Manado," *Jurnal Ilmiah Perawat Manado (Juiperdo)* 7, no. 1 (2019): 01–12.

³ Risha Fillah Fithria and Umi Solikhawati, "Perbandingan Kualitas Pelayanan Instalasi Farmasi Pasien BPJS Rawat Jalan Rumah Sakit Pemerintah Dan Swasta Kota Semarang," *Jurnal Ilmu Farmasi Dan Farmasi Klinik* 12, no. 2 (2015): 7–15.

⁴ Sinaga et al., "Evaluasi Implementasi Program Jaminan Kesehatan Nasional (JKN) DI Provinsi DKI Jakarta, Indonesia."

⁵ Ayut Dewantari Putri, Dewi Pascarani, and Kadek Wiwin Dwi Wismayanti, "Pengaruh Kualitas Pelayanan Kesehatan Terhadap Kepuasan Pasien Peserta BPJS Di Rumah Sakit Tingkat II Udayana Denpasar," *Jurnal Ilmu Sosial Dan Politik* 3, no. 11 (2016): 1–12.

pharmaceutical sector in hospitals, is encouraged to increase so that it provides profit for the hospital itself.⁶

Complaints from the public about BPJS health services are still common. Some complaints include difficulties in accessing and the length of the queue to be admitted to hospitalization at a referral hospital either from a regional public hospital (RSUD) or from a vertical hospital.⁷ The National Social Security Council also still finds a problem in health where there are still many community complaints about the services provided from a lack of understanding and understanding of the technical suitability of services.⁸ So a patient's satisfaction in service can be measured because the patient will feel satisfied if the expectations of a service are in accordance and achieve the expected wishes, and vice versa will feel dissatisfied because the desired expectations are not achieved.⁹ The increase in patient revisits is also closely related to the importance of patient satisfaction levels in measuring the quality of health services. Measurements in assessing the quality of health services can be seen from 5 dimensions, including reliability, responsiveness, assurance, empathy and tangible.¹⁰

The research previously conducted by Ayyi Puteri in 2021 with the Analysis of Satisfaction of Inpatients of Social Security Administrator for Health (BPJS) Participants at Lembang Regional Hospital shows results regarding services with a number that are quite satisfied with the services provided by the hospital related to the total percentage of 5 dimensions of 58.3%.¹¹

⁶ Maulidiya, "Gambaran Tingkat Kepuasan Pelayanan Kefarmasian BPJS Rawat Jalan Di Instalasi Farmasi RSIA Pala Raya."

⁷ Zainal Muttaqin, "UU Kesehatan dan Antrean Rawat Inap Pasien BPJS," *kompas.id*, December 5, 2023, <https://www.kompas.id/baca/opini/2023/12/04/uu-kesehatan-dan-antrean-rawat-inap-pasien-bpjs>.

⁸ Maman Saputra et al., "Program Jaminan Kesehatan Nasional Dari Aspek Sumber Daya Manusia Pelaksana Pelayanan Kesehatan," *Jurnal Kesehatan Masyarakat* 11, no. 1 (2015): 32, <https://doi.org/10.15294/kemas.v11i1.3462>.

⁹ Fitria, "Hubungan Kualitas Pelayanan Dengan Kepuasan Pasien Rawat Inap BPJS Kelas III (Studi Kasus Di RSUD Haji Surabaya)."

¹⁰ Eka Yunila Fatmasari Biyanda Eninurkhatun, Antono Suryoputro, "Analisis Tingkat Kepuasan Pasien Terhadap Kualitas Pelayanan Rawat Jalan Di Puskesmas Duren Dan Puskesmas Bergas Kabupaten Semarang Tahun 2017," *Jurnal Kesehatan Masyarakat (e-Journal)* 5, no. 4 (2017): 33–42.

¹¹ Pujaswari, Fadila, And Febiana, "Analisis Kepuasan Pasien Rawat Inap Peserta Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan Di RSUD Lembang."

As humans, we must help each other in distress, for example we help BPJS patients to get justice in services. In accordance with the contents in Surah An-nisa verse 58, that Allah says:

إِنَّا لِلَّهِ يَا مُرْتَكِبُ أَنْ تُوَدُّوا الْأَمْنَتِ إِلَىٰ أَهْلِهَا وَإِذَا حَكَمْتُمْ بَيْنَ النَّاسِ أَنْ تَحْكُمُوا

بِالْعَدْلِ إِنَّ اللَّهَ نِعِمَّا يَعِظُكُمْ بِهِ إِنَّ اللَّهَ كَانَ سَمِيعًا بَصِيرًا

Meaning: Indeed, Allah commands you to render trusts to whom they are due and when you judge between people to judge with justice. Excellent is that which Allah instructs you. Indeed, Allah is ever Hearing and Seeing. (QS. An-Nisa verse 58)¹²

So from these various complaint problems, the researcher will conduct an Analysis of the Satisfaction Level of Inpatient BPJS Patients with Pharmaceutical Services at Dr. H. Soewondo Kendal Hospital with the aim of seeing the size of the level of satisfaction felt from the services provided.



¹² “Surat An-Nisa’ Ayat 58

1.2 Research Problem

The research problem for this research include:

1. What is the percentage of the 5 dimensions of the satisfaction level of inpatient BPJS patients with pharmaceutical services at Dr. H. Soewondo Kendal Hospital?
2. What is the level of satisfaction of inpatient BPJS patients with pharmaceutical services provided by Dr. H. Soewondo Kendal Hospital?

1.3 Research Objectives

The objectives for this research include:

1. Knowing the percentage of 5 dimensions of the satisfaction level of inpatient BPJS patients with pharmaceutical services at Dr. H. Soewondo Kendal Hospital.
2. Knowing the level of satisfaction of inpatient BPJS patients with pharmaceutical services provided by Dr. H. Soewondo Kendal Hospital.

1.4 Research Benefits

1.4.1 Theoretical Benefits

a. For Students

1. Provide useful knowledge and improve knowledge about pharmaceutical services for BPJS patients.

b. For other researchers

1. Provide information and references for students in further research on pharmaceutical services for BPJS patients.
2. Adding literature materials for universities, especially health students.

1.4.2 Practitioner Benefits

a. For Hospitals

1. Evaluate and suggest ways to improve the hospital's health services and performance.
2. Encourage hospitals to improve deficiencies with the aim of increasing BPJS patient satisfaction.

b. For BPJS Patients

1. Obtain better pharmaceutical services.

2. Feeling the good impact of improving the quality of pharmaceutical services.

c. For Researchers

1. Increasing knowledge and information regarding pharmaceutical services provided by Dr. H. Soewondo Kendal Hospital to inpatient BPJS patients.
2. Knowing the level of satisfaction of inpatient BPJS patients at Dr. H. Soewondo Kendal Hospital.

1.5 Authenticity of Research

There are several studies that also discuss the level of satisfaction of BPJS Patients at the Hospital:

Table 1. Authenticity of Research

Research Title	Author	Year and Place of Research	Desain Penelitian	Research Design	Research Results
Analysis of the level of satisfaction of inpatients using the National Health Insurance at Bhayangkara Level II Medan Hospital. ¹³	Firman Yanus Halawa, Thomson Parluhutan Nadapdap, Mangatas Silaen	2020 National Year at Bhayangkara Hospital Level II Medan.	Quantitative analytic survey with a cross sectional approach	The dependent variable: Analysis of satisfaction level Independent variable: inpatients using the National Health Insurance at Bhayangkara Hospital Level II Medan.	The most dominant dimension affecting the level of patient satisfaction in the inpatient room of Bhayangkara Level II Medan Hospital is reliability.
Analysis of Patient Satisfaction of Inpatient Participants of the Health Social Security Organizing Agency (BPJS) at	Ayyi Puteri Pujaswari, Nurul Fadila ,Ceria Febiana	2021 at RSUD Lembang	Quantitative with cross sectional design.	The dependent variable: Satisfaction Analysis Independent variable: Inpatient Participants of the Health Social Security Organizing Agency	Indicates that the number is quite satisfied with the services provided by the relevant hospitals with a percentage of: 58,3%.

¹³ Halawa, Nadapdap, and Silaen, "Analisis tingkat kepuasan pasien rawat inap pengguna Jaminan Kesehatan Nasional di Rumah Sakit Bhayangkara Tingkat II Medan."

Research Title	Author	Year and Place of Research	Desain Penelitian	Research Design	Research Results
Lembang Hospital. ¹⁴				(BPJS) At Lembang Hospital.	
Analysis of the Satisfaction Level of BPJS Patients at the Tanjung Botung Health Center, Padang Lawas Regency. ¹⁵	Mhd. Idris Lubis, Haslinah Ahmad, Rusdiyah Sudirman Made Ali, Anto J. Hadi, Megawati ³	Year 2023 at the Tanjung Botung Health Center, Padang Lawas Regency.	Observation al with cross section study approach	The dependent variable: Analysis Satisfaction Independent variable: BPJS patients at Tanjung Botung Health Center, Padang Lawas Regency.	It is found that responsiveness, reliability, empathy, physical evidence are patient satisfaction factors. So that excellent health service efforts are needed to improve the quality of service for BPJS patients.

¹⁴ Pujaswari, Fadila, And Febiana, "Analisis Kepuasan Pasien Rawat Inap Peserta Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan Di RSUD Lembang."

¹⁵ Mhd. Idris Lubis et al., "Analisis Tingkat Kepuasan Pasien BPJS di Puskesmas Tanjung Botung Kabupaten Padang Lawas: Analysis of Patient Satisfaction Levels of National Health Insurance Administration in Tanjung Botung Health Center Padang Lawas District," *Media Publikasi Promosi Kesehatan Indonesia (MPPKI)* 6, no. 7 (July 1, 2023): 1439–46, <https://doi.org/10.56338/mppki.v6i7.3755>.