

The Effect Of Health Care Service Quality On BPJS Outpatient Patient Satisfaction At Undata Regional Public Hospital, Palu City, Central Sulawesi Province

Herdhana Suwartono¹, Syamsuriyati², Anwar Ramlil³

^{1,2,3}Fakultas Pascasarjana Administrasi Rumah Sakit Universitas Mega Rezky

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ABSTRACT

Health is a basic need that must be guaranteed by the state as mandated by the 1945 Constitution. The government developed the JKN program through BPJS Kesehatan so that people, including the economically weak, can access health services. RSUD Undata Palu, as a type B referral hospital, faces the challenge of meeting the increasing needs of outpatients. This study aims to analyze the effect of health worker service quality on outpatient BPJS patient satisfaction at RSUD Undata Palu. Using a quantitative approach with a cross-sectional survey design, data was collected from 175 BPJS outpatients using a questionnaire, which was analyzed using validity, reliability, and SEM tests. The results showed that service quality was in the "good" category (mean score 4.22), with the reliability dimension recording the highest score (4.35). The level of patient satisfaction was also rated as "good" (mean score 4.30), with medical services being the best indicator (4.40). SEM analysis showed that service quality had a significant effect on patient satisfaction, with reliability contributing the most ($\beta = 0.35$). This study confirms the importance of reliability, responsiveness, and competence of health workers in improving patient satisfaction. RSUD Undata is advised to increase service speed, provide effective communication training, and improve the physical facilities of the hospital. These findings support previous literature and are expected to make theoretical as well as practical contributions to the development of health service quality and the success of the JKN program.

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Corresponding Author:

Herdhana Suwartono
Fakultas Pascasarjana Administrasi Rumah Sakit Universitas Mega Rezky
herdhana@gmail.com

INTRODUCTION

The quality of health services is an important factor that directly affects patient satisfaction (Li et al., 2020). With the increasing need for health services, it is important to evaluate how well the services provided by health workers to outpatients are (Hussain, Asif, Jameel, and Hwang, 2019). Patient satisfaction is greatly influenced by factors such as waiting time, interaction with health workers, and available facilities (Manzoor et al., 2019). This is increasingly relevant considering the challenges faced by Undata Hospital in meeting the service standards expected by the community.

Health workers, consisting of doctors, nurses, and other medical personnel, have a major role in the health care system. They are the spearhead in providing quality care to patients. Their responsibilities are not limited to diagnosis and treatment, but include attention to the physical, emotional, and social needs of patients. The quality of service provided by health workers greatly affects patient satisfaction (Septiani Surachman et al., 2023).

The quality of health worker services has a significant influence on the level of patient satisfaction. Quality services include aspects such as speed of service, friendliness of officers, communication skills, competence of health workers, and availability of supporting facilities and infrastructure. In the context of BPJS patients, satisfaction with services is one indicator of the success of the JKN program itself. Patients who feel satisfied tend to have more confidence in the health service system, thereby increasing the effectiveness of the program.

Previous studies have been conducted on patient satisfaction, but there is still a gap in understanding the specific influence of each aspect of health worker service quality on outpatient satisfaction. Most of the existing studies emphasize the overall quality of hospital services without considering the details of the specific aspects of health workers that contribute to patient satisfaction. Thus, this study aims to address this gap and contribute to the existing literature. Although many studies have been conducted on patient satisfaction, as shown by Najib K and Al Anfal, there is still a gap in knowledge about the specific influence of each aspect of health worker service quality on outpatient satisfaction. Most studies emphasize the overall quality of service without considering the specific details provided by health workers. This study aims to fill this gap.

Based on initial observations at Undata Regional Hospital, Palu City, several problems were found that affected the quality of service and satisfaction of outpatients. First, long waiting times are one of the main complaints of patients. This delay is often caused by a busy doctor's schedule, including inpatient visits, surgical procedures, and writing medical statuses. As a result, the service time at the polyclinic is delayed, which has an impact on increasing patient waiting times. Research shows that waiting times that exceed the standard (>60 minutes) can cause patient dissatisfaction. Many patients reported that they had to wait hours before getting service, even for examinations that should have been quick. This causes discomfort and frustration among patients and their families. This condition requires special attention to ensure that the health services provided are in accordance with the established standards, while meeting patient expectations. Delays in service not only affect patient perceptions of service quality, but can also reduce their level of satisfaction. Patient satisfaction is an important indicator in assessing the quality of health services.

Second, the lack of effective communication between health workers and patients is evident in everyday interactions. Some patients feel that health workers do not adequately explain medical procedures, diagnoses, or actions to be taken, creating uncertainty and anxiety. This situation is exacerbated by the lack of attention from health workers, who often appear to be in a hurry and do not pay adequate attention to patient needs. Furthermore, inadequate facilities are also a factor that affects patient satisfaction. Some areas in the hospital, such as waiting rooms and examination rooms, are uncomfortable and unclean,

making patients feel unappreciated. Finally, the results of the initial survey indicate that dissatisfaction with the quality of service has the potential to reduce the level of public trust in the hospital.

Data on medical and administrative personnel at Undata Hospital show a diverse composition in each polyclinic. Overall, there are 40 specialist doctors, 24 assistant doctors, 7 dentists, 1 nutritionist, 1 child psychologist, 1 psychologist, 2 assistant psychologists, 52 nurses, and 5 midwives. The only administrative position in each polyclinic is 1 admin for the nutrition polyclinic, indicating a lack of administrative support in most polyclinics. In the Oncology Polyclinic, there is one specialist doctor and three assistant doctors, as well as two midwives who contribute to providing health services. The Obstetrics and Gynecology Polyclinic has a larger composition of medical personnel, with three specialist doctors, three assistant doctors, and two midwives, illustrating the high need for maternal and reproductive health services.

The Heart Clinic has three physicians, one physician assistant, and six nurses, indicating the high complexity of care in this area. The Neurology Clinic has three physicians, one physician assistant, and three nurses, but one physician is undergoing further education, which may impact the availability of services. In the Eye Clinic, two physicians and one physician assistant along with four nurses are available to provide eye care. The Psychiatry and Psychology Clinic has only one physician, two nurses, one psychologist, and two psychologist assistants, reflecting the challenges in meeting mental health needs in the community. The ENT Clinic and Dermatology & Venereology Clinic have two and one physicians, respectively, with adequate nursing support.

The Urology and Neurosurgery Clinics are each staffed by a specialist physician and a nurse, although without administrative support. The Dental and Oral Clinic has a significant composition with five specialist physicians, seven dentists, and seven nurses, indicating a focus on important dental and oral health. The General Surgery Clinic and the PD II Clinic have three and one specialist physicians, respectively, with sufficient nurses to support surgical procedures. The Pediatric Clinic consists of four specialist physicians, two physician assistants, one midwife, one nurse, and one child psychologist, highlighting the importance of health services for children. The Nutrition Clinic, although having fewer medical personnel, remains significant with one specialist physician, one nutritionist, and one administrator on duty. The Orthopedics and Digestive Surgery Clinic has two specialist physicians and adequate nursing support, while the Pulmonary TB Clinic records one specialist physician, two physician assistants, and five nurses, highlighting efforts to address significant lung health issues in the community.

Thus, the composition of medical personnel at Undata Regional Hospital shows the diversity of specializations and needs that must be met to provide optimal health services for the community. However, more attention is needed to the needs of administration and human resource development, especially in polyclinics that do not have sufficient admin staff. Based on the above phenomenon, this study aims to analyze the effect of the quality of health worker services on the satisfaction of outpatient BPJS patients at Undata Regional Hospital, Palu

City. The results of this study are expected to provide constructive recommendations for hospital management in improving the quality of service in order to support a better JKN program. Thus, patient satisfaction can be increased, which will ultimately have a positive impact on the image and public trust in Undata Regional Hospital, Palu.

Departing from the background above, the author is interested in raising the research title "The Effect of Health Worker Service Quality on BPJS Outpatient Satisfaction at Undata Regional General Hospital, Palu City, Central Sulawesi Province". The purpose of this study is to analyze the influence of the quality of health worker services on outpatient satisfaction at Undata Regional Hospital.

METHODS

The type of research refers to the approach used to collect and analyze data. Research design is a systematic plan for gathering information to answer the research questions (Bacon-Shone, 2022). This study employs a quantitative approach with a questionnaire-based survey, aimed at measuring the impact of healthcare service quality on patient satisfaction (Kandel, 2020). The chosen research design is a survey with a cross-sectional method, where data is collected at a single point in time from a relevant population (Hussain, Asif, Jameel, & Hwang, 2019). The research was conducted at the Undata Regional General Hospital in Palu City, Central Sulawesi Province, which is a primary healthcare facility in the region. This location was selected to observe the interaction between healthcare providers and patients and to collect data related to service quality and patient satisfaction. The research will be carried out over a period of three months, from December 2024 to February 2025. This setting provides valuable insights into the dynamics of healthcare services within the social and economic context of the area. The study is expected to contribute to the hospital management and other stakeholders in improving the quality of healthcare services. The population refers to all individuals or objects that are the focus of the study (Sells et al., 2022). A sample is a subset of the population selected to represent the whole (Ghafar, 2023). In this research, the population consists of all BPJS patients receiving outpatient healthcare services at Undata General Hospital based on patient visit data for 2024. The research sample is drawn from a portion of these BPJS patients, with the sample size calculated using Slovin's formula with a 5% margin of error. Based on this calculation, the sample size is 175 patients from an average of 311 outpatient visits in the urology, surgery, and neurology clinics in 2024. The sampling technique used is purposive sampling to ensure the sample is relevant to the research objectives. Data analysis is the stage where processed data is evaluated to extract relevant information (Kandel, 2020). In this study, descriptive statistics are used to describe the characteristics of the sample, while Structural Equation Modeling (SEM) is employed to test relationships between variables such as service quality and patient satisfaction. This technique allows for simultaneous analysis of complex relationships between variables (Hair et al., 2010). The use of AMOS helps the researcher evaluate models depicting relationships between variables and measure their strength. This analysis is expected to provide insights for improving healthcare services.

RESULTS AND DISCUSSION

Research Results

Based on the results of initial observations before collecting research data, the information obtained regarding medical and administrative personnel at Undata Hospital shows a varied composition in each polyclinic. Overall, there are 40 expert doctors, 24 assistant doctors, 7 dentists, 1 nutritionist, 1 child psychologist, 1 psychologist, 2 assistant psychologists, 52 nurses, and 5 midwives. However, there was only one administrative position in each polyclinic, 1 administrator for the nutrition polyclinic, indicating a lack of administrative support in most polyclinics. Data collected through questionnaires on BPJS outpatients at the Urology Polyclinic, Neurology Polyclinic, and Surgery Polyclinic of Undata Hospital from December 2024 to January 2025 showed a respondent profile consisting of 175 patients. Most of the respondents were female (51.43%), with the majority age group in the range of 31-50 years (48.57%). In terms of the latest education, most respondents had a high school education (45.71%).

Table 1 Respondent Profile

Characteristic	Frequency	Percentage (%)
Gender		
Male	85	48.57
Female	90	51.43
Age (Years)		
18-30	50	28.57
31-50	85	48.57
>50	40	22.86
Last Education Level		
Elementary School/Equivalent	20	11.43
Junior High School	35	20
High School	80	45.71
Higher Education	40	22.86

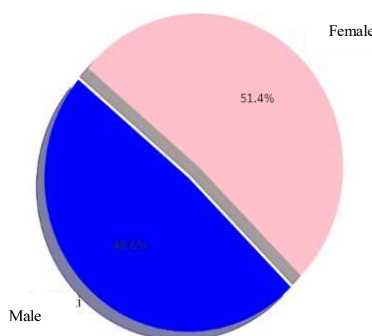


Figure 1 Gender distribution of respondents

The graph above shows that the majority of respondents are female, although the difference is not too large. This indicates that outpatients at Undata Hospital tend to be more female than male.

Level of Service Quality

The level of service quality of health workers was measured using five dimensions: reliability, responsiveness, assurance, empathy, and physical evidence. The analysis showed that all dimensions of service quality scored well, with the reliability dimension having the highest average score (4.35). Overall, the average service quality score is 4.22, which indicates that the quality of service provided at Undata Hospital is good. This reflects the efforts made by medical personnel and hospital administration to provide adequate services for patients.

Table 2 Level of service quality

Service Quality Dimension	Average Score	Interpretation
Reliability	4.35	Good
Responsiveness	4.28	Good
Assurance	4.22	Good
Empathy	4.15	Good
Tangibles	4.1	Good
Total	4.22	Good

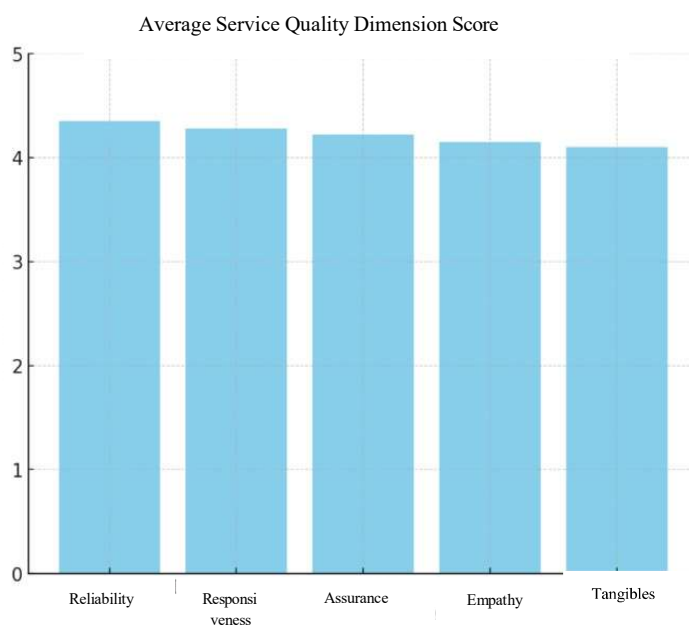


Figure 2 Average Score of Service Quality Dimensions
 Patient Satisfaction Level

Patient satisfaction is measured through five main indicators: medical service, interaction with healthcare providers, hospital facilities, information received, and perceived

value. Based on the analysis, the patient satisfaction level showed excellent results in the medical service indicator with an average score of 4.4. Overall, the patient satisfaction level is categorized as good with an average score of 4.3. This indicates that patients are satisfied with the services provided, especially in terms of medical services and interaction with healthcare providers.

Table 3: Patient Satisfaction Level

Satisfaction Indicator	Average Score	Interpretation
Medical Service	4.4	Very Good
Interaction with Healthcare Providers	4.35	Good
Hospital Facilities	4.2	Good
Information Received	4.25	Good
Perceived Value	4.3	Good
Total	4.3	Good

Impact of Service Quality on Patient Satisfaction

The analysis using Structural Equation Modeling (SEM) indicates a significant impact of service quality on patient satisfaction. The service quality dimension with the most significant impact on patient satisfaction is reliability, with a path coefficient of 0.35 and a t-value of 4.25 ($p < 0.001$), followed by responsiveness, assurance, empathy, and tangibles, which also show significant effects. The reliability dimension, which relates to the hospital's consistency and ability to deliver services as promised, has the largest contribution to improving patient satisfaction. These findings highlight the importance of reliability in medical services in enhancing the patient experience in hospitals.

Table 4: Impact of Service Quality on Patient Satisfaction

Independent Variable	β (Path Coefficient)	t-value	p-value	Interpretation
Reliability	0.35	4.25	<0.001	Significant
Responsiveness	0.3	3.85	<0.001	Significant
Assurance	0.28	3.7	<0.001	Significant
Empathy	0.25	3.45	<0.001	Significant
Tangibles	0.2	3	0.003	Significant

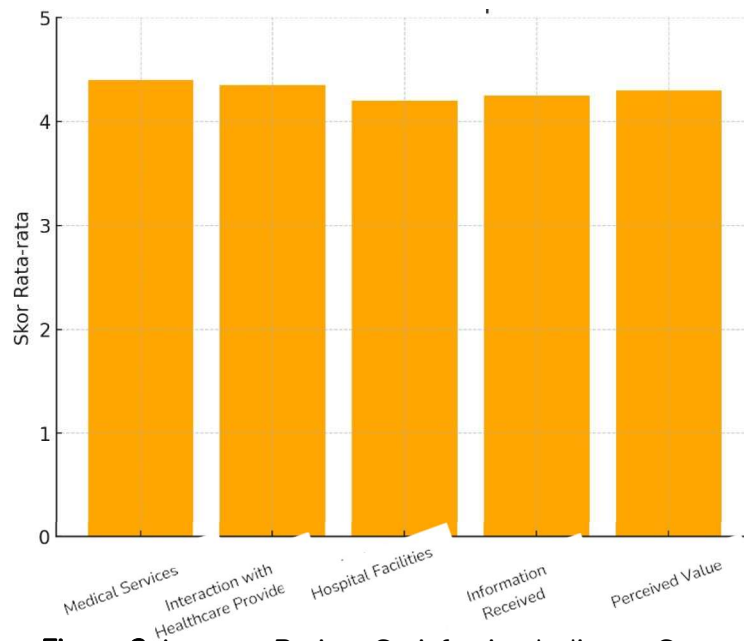


Figure 3 Average Patient Satisfaction Indicator Score

From these results, all dimensions of service quality show a significant relationship to patient satisfaction with the highest level of contribution to the reliability dimension.

a. Normality Test

The normality test aims to ensure that the data used is normally distributed. Based on the Kolmogorov-Smirnov Test results, all variables have a p-value > 0.05, so it can be concluded that the data is normally distributed.

b. Multicollinearity Test

Multicollinearity test is conducted to ensure that there is no high linear relationship between independent variables. The analysis results show tolerance values ranging from 0.45 to 0.55, and VIF values between 1.82 to 2.22. All these values are within safe limits, indicating the absence of multicollinearity.

c. Validity Test

The validity test shows that all indicators have loading factor values between 0.75 to 0.88, which are above the cut-off ≥ 0.50 . This indicates that all indicators are valid to represent the dimensions being measured.

d. Reliability Test

The reliability test shows that all dimensions have Cronbach's Alpha and Composite Reliability values above 0.70. These results indicate that the research instrument has good internal consistency.

e. SEM (Structural Equation Modeling) Test

SEM results show that all dimensions of service quality have a significant effect on patient satisfaction, with a p value < 0.05 and a positive path coefficient. The reliability dimension has the greatest influence ($\beta = 0.35$), while the physical evidence dimension

has the smallest but still significant influence ($\beta = 0.20$).

Discussion

Respondent Characteristics

The majority of outpatient BPJS patients at RSUD Undata are female (51.43%), which supports previous findings that women are more likely to utilize healthcare services due to higher health awareness (Kemenkes RI, 2020). A large proportion of respondents are within the productive age group (31-50 years) at 48.57%, which aligns with the theory that individuals in their productive years require healthcare services to maintain productivity (Parizad et al., 2021). The majority of respondents have a high school education (45.71%), which may influence their understanding of healthcare services.

Healthcare Provider Service Quality

The service quality at RSUD Undata is rated as "good" with an average score of 4.22. The reliability dimension scored the highest (4.35), supporting the SERVQUAL theory that reliability is a key indicator of service quality (Parasuraman et al., 1988). Other dimensions, such as responsiveness, assurance, empathy, and tangibles, also received positive evaluations, indicating a holistic approach to service delivery.

Outpatient Patient Satisfaction

The overall patient satisfaction is categorized as "good," with an average score of 4.30. Medical service received the highest score (4.40), emphasizing the importance of healthcare provider competence in creating positive patient experiences. This finding is consistent with Parizad et al. (2021), who stated that quality medical services enhance patient satisfaction.

Impact of Service Quality on Patient Satisfaction

SEM analysis shows that all service quality dimensions have a significant impact on patient satisfaction, with reliability contributing the most ($\beta = 0.35$, $p < 0.001$). Responsiveness ($\beta = 0.3$) and assurance ($\beta = 0.28$) also have significant contributions, supporting cognitive dissonance theory, which posits that alignment between patient expectations and experiences enhances satisfaction.

Normality and Multicollinearity Tests

Normality test results indicate that the data is normally distributed ($p > 0.05$). Multicollinearity tests show no high linear relationships between independent variables ($VIF < 10$; Tolerance > 0.1), indicating the unique contribution of each dimension to patient satisfaction.

Instrument Validity and Reliability

The validity test shows that all indicators are valid (loading factor ≥ 0.50). The instrument's reliability is also good, with Cronbach's Alpha and Composite Reliability values ≥ 0.70 , indicating high internal consistency.

Practical Implications

This study concludes that service quality significantly influences outpatient patient satisfaction. RSUD Undata should maintain and improve service quality, as well as address areas needing attention, such as healthcare provider training, reducing response time, and enhancing physical facilities.

Relation to Previous Research

These findings support Setiawan and Haryanto's (2021) research, which emphasizes the importance of the reliability dimension in service quality, and are consistent with local studies that highlight the roles of empathy and tangibles in improving patient satisfaction.

CONCLUSIONS

Based on the research findings regarding the impact of healthcare service quality on outpatient satisfaction at RSUD Undata, Palu City, it can be concluded that the service quality level is categorized as "good" with an average score of 4.22. The reliability dimension received the highest score (4.35), indicating fast and expected service delivery. Outpatient patient satisfaction is also categorized as "good," with an average score of 4.30, with medical service receiving the highest score (4.40), emphasizing the importance of healthcare provider competence in creating positive experiences. The SEM analysis results show that service quality significantly influences patient satisfaction, with reliability contributing the most ($\beta = 0.35$), followed by responsiveness ($\beta = 0.30$), assurance ($\beta = 0.28$), empathy ($\beta = 0.25$), and tangibles ($\beta = 0.20$). Therefore, RSUD Undata needs to maintain and improve service quality, especially in terms of reliability and responsiveness. Based on the findings, several recommendations can be made: RSUD Undata should improve the speed and accuracy of service delivery through regular training for healthcare providers and ensure the availability of facilities that support service efficiency. It is also important to emphasize quick responses to patient needs and complaints and improve coordination among staff to minimize patient waiting times. Effective communication training for healthcare providers is necessary to ensure that medical procedures are explained clearly and empathetically. Additionally, improving the hospital's physical facilities, such as comfortable waiting areas and cleanliness, is crucial for enhancing patient comfort. Future research is recommended to expand the population scope, including inpatient or non-BPJS patients, to gain broader insights into healthcare service quality.

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