

Original Research Report

Relationship of Nursing Service Quality with the Satisfaction Level of Participant Hypertension Patients BPJS at RSUD Dr. H. Soemarno Sosroatmodjo

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Abstract: The quality of nursing services is one of the factors in the quality of health services which is one of the determining factors for the picture of health services in the community. Satisfaction is a feeling that comes as a result of the service action he receives, after the patient compares it with what he expects. To find out the relationship between the quality of nursing services and the level of satisfaction of patients with hypertension, BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo. This study uses an analytical survey research method with a cross sectional where each research subject is only observed once and measurements are made on the status of the character or variable of the subject on examination. The sample used was 30 people in the inpatient room at Dr. Hospital. H. Soemarno Sosroatmodjo. Sampling with total sampling technique. Data were analyzed using the Chi-square test. The quality of nursing services is mostly good as many as 16 people (53.3%), most of the respondents are satisfied as many as 18 people (60%), Chi-square test results obtained p value = 0.002. With a p value < ($\alpha = 0.05$), it can be concluded that the hypothesis is accepted, which means that there is a relationship between the quality of nursing services and the level of satisfaction of hypertensive patients who are BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo. The conclusion, that there is a relationship between the qualities of nursing services with the level of satisfaction of patients with hypertension BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo.

Keywords: Hypertension, Patient Satisfaction, Quality of Service.



1. Introduction

Nursing services are part of primary care in hospitals, meaning that they are an inseparable part. Nursing services according to the Pisani [1] in Maryam [2] are professional services that are an integral part of health services, based on nursing knowledge and tips, in the form of comprehensive bio-psycho-socio-spiritual services, to individuals, families, and citizens, both sick and healthy.

The quality of nursing services is one of the factors in the quality of health services which is one of the determining factors for the picture of health services in the community. [3]. Satisfaction is a feeling that comes as a result of the service action he receives, after the patient compares it with what he expected [4].

Health in Indonesia is currently faced with 2 problems, on the one hand infectious diseases are still a health problem in the community that are still not handled, and on the other hand there is an increase in cases of non-communicable diseases which are mostly caused by lifestyle problems due to urbanization, modernization and globalization [5].

According to WHO, a person's blood pressure limit is said to be hypertension if the systolic pressure is more than 140 mmHg and the diastolic pressure is more than 90 mmHg. and classified according to severity [6].

The World Health Organization (WHO) states that 1.13 billion people in the world have hypertension [7]. In Indonesia, the number of hypertension cases is 63,309,620 people, while the death rate in Indonesia due to hypertension is 427,218 deaths [8]. Central Kalimantan has 12,439 cases of hypertension [9]. In Kapuas Regency there are 1,411 cases of [10]. Meanwhile, based on data from RSUD Dr. H. Soemarno sosroatmodjo there were 358 cases of hypertension [11].

People who are users of health services expect optimal health services, in this case the quality of proper and synchronized health services is needed. The community also wants to improve aspects of health services, especially in nursing services, because the hospitals that interact the most with patients are nurses, so it is hoped that the quality of services provided by nurses can be assessed as an indicator of good or bad health services [12].

The government made a new policy on the national social security system (SJSN) in 2011 to ensure the implementation of the SJSN. 24 of 2011 concerning BPJS. There are 2 types of BPJS, namely BPJS Employment and BPJS Health. SJSN is a government regulation that provides health protection guarantees to the community, BPJS is a legal entity created to organize social security programs, social security is a protection to ensure that the entire community needs health services to be fulfilled [13]. BPJS became part of the JKN starting January 1, 2014 throughout Indonesia.

According to research conducted by McAllister-Williams et al [14] The Relationship between Nursing Services and Patient Satisfaction BPJS Inpatients in the Hana Room of Pancaran Kasih General Hospital, Gmim Manado, with the results obtained showing the Chi-Square value of 47,296 with Sig. 2-tailed or P-value 0.000. With a Chi-Square value of $47.296 > \chi^2_{table} 3.841$ (degrees of freedom = 1) and $p\text{-value} = 0.000 \leq 0.05$ then H_0 is rejected, it is concluded that there is a significant relationship between nursing services and satisfaction of BPJS inpatients in the Hana room. Pancaran Kasih General Hospital GMIM Manado.

Based on a preliminary study conducted on 3 patients in the lotus room, it was found that 2 patients said they were satisfied, 1 patient said they were not satisfied with the nursing services provided to patients participating in BPJS health class 3

Based on the description above, the authors will conduct research on the relationship between the quality of nursing services and the level of satisfaction of patients with hypertension in BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo.

2. Literature Review

Quality is the level of appearance of something that is being observed and also is compliance with established standards [15]. Quality is an action that is expected by the patient whether it is in accordance with the applicable SOP and in accordance with the desired expectations. Tappen [16]. Quality can be said to be a condition where the results of the action or service are in accordance with the wishes of the patient and family. Quality or quality is not only in the products produced but also in products that produce services, including nursing services.

Patient satisfaction is an important thing that must be considered in providing services. Knowing patient satisfaction can be obtained from the results of patient evaluations of nursing services obtained by comparing with what is expected whether it is in accordance with what is received in health services Darwis et al. [4].

How to determine the standard of patient satisfaction in nursing services has been set by the Ministry of Health. Regulation of the Sugiono [17] regarding minimum service standards for patient satisfaction, which is above 95% [18]. If there is a nursing service with a patient satisfaction level below 95%, then the health services provided are considered not to meet the minimum standards or of poor quality. Meanwhile, the method of determining the standard of patient satisfaction in nursing services has been determined by RSUD Dr. H. Soemarno Sosroatmodjo, the minimum service for patient satisfaction is 90%.

Factors that affect patient satisfaction can be determined by external and internal factors. External factors include socio-economic, family, cultural, and the situation at hand, internal factors include education, knowledge, behavior, and resources.

Hypertension is a disease without signs and symptoms, where abnormally high pressure is more than 140/90 mmHg and is classified according to the degree of severity, has a high normal blood pressure range to malignant hypertension. This condition is categorized as primary or secondary, occurs as a result of recognizable pathological conditions, often repairable [19].

BPJS is a State-Owned Enterprise created by the government to provide health insurance for all people. With the existence of BPJS, it is hoped that the people will get health insurance whose funds are collected by the people themselves using the principle of mutual cooperation. The public can have several options for registering, which consists of 3 classes and each class pays a different monthly fee. In class I BPJS participants are charged Rp 80,000 per month, in class II are charged Rp 51,000 per month, and class III participants are charged Rp 25,000 per month [20].

3. Methodology

This study uses an analytical survey research method with a cross sectional where each research subject is only observed once and measurements are made on the status of the character or variable of the subject on examination. The sample used was 30 people in the inpatient room at Dr. Hospital. H. Soemarno Sosroatmodjo. Sampling with total sampling technique. Data were analyzed using the Chi-square test.

4. Results and Discussion

4.1. Univariate Analysis

4.1.1. Quality of Nursing Services

Table 1 Distribution of frequencies based on the quality of nursing services in RSUD Dr. H. Soemarno Sosroatmodjo.

Table 1. Distribution of Frequencies Based On the Quality of Nursing Services

No	Nursing Service Quality	f	%
1.	Good	16	53,3
2.	Not Good	14	46,7
Total		30	100

Based on Table 1, shows that the quality of nursing services is mostly in the good category as many as 53.3%. Table 1 shows that the quality of nursing services is mostly good as many as 16 people (53.3%). This is supported by five indicators of service quality with the highest score being unfavorable, namely the empathy indicator of 60%, with a total of 18 respondents.

Empathy is that employees or staff are able to place themselves in customers, it can be in the form of ease in establishing relationships and communication including their attention to their customers, and being able to understand customer needs.

Shibab et al [13] in improving the quality of health services where empathy or attention of health workers is highly expected by service users or patients. This statement is supported by research by Darwis [4], the dimensions of empathy are closely related to patient satisfaction because empathy in providing services can help patients recover.

Based on a survey conducted by researchers, it is known that the quality of service at Dr. Hospital. H. Soemarno Sosroatmodjo was not very good. It can be seen from the assessment of inpatient

hypertensive patients of BPJS class 3 participants who are a minority who have a poor assessment of the quality of service at Dr. Hospital. H. Soemarno Sosroatmodjo. This is influenced by the highest indicator on the empathy dimension that most of the patients who are respondents have not received sincere and more attention from health workers, for example, can receive and respond to patient complaints well.

This is in accordance with Azwar's [15] theory regarding the quality of inpatient services can be said to be good, if the officers provide peaceful services to patients, and provide professional services for every stratum of hospital management.

So it's better if the hospital health officer Dr. H. Soemarno Sosroatmodjo took the time to communicate with patients and their families. That way the patient feels loved and feels comfortable in the care provided by the Dr. Hospital. H. Soemarno Sosroatmodjo, and officers should provide encouragement to patients to recover in the hope of creating patient confidence that the patient did not choose the wrong hospital, so that patients feel really cared for by officers, until they are satisfied with the services provided.

In addition, it can also be seen that the respondents of inpatient hypertension patients are BPJS class 3 participants at Andayani [11] who assessed the quality of service as good as 16 people (53.3%).

Reliability is the ability to provide services immediately, accurately (accurately) and satisfactorily. The results of this study are supported by Azwar [15] who argues that service reliability will be provided if it can be trusted by customers including services that must be consistent. In addition, [16] argue that convoluted services and the length of the patient's waiting period can determine the quality of health services because it makes patients feel that they are not being served properly so that this can lead to dissatisfaction.

There are several respondents who assess the quality of service at Dr. Hospital. H. Soemarno Sosroatmodjo is doing well. Therefore, when providing health services, health workers must further improve the quality to match patient expectations, so that patients are satisfied with the services received. The hospital should further improve reliability in service to assist the patient's recovery process appropriately and reliably so that they can provide quality and satisfying services.

4.1.2. BPJS Patient Satisfaction with Hypertension

Table 2. Frequency distribution based on satisfaction of BPJS participants with hypertension at RSUD Dr. H. Soemarno Sosroatmodjo.

Table 2. Frequency Distribution Based On Satisfaction of BPJS Participants with Hypertension

No	BPJS Patient Satisfaction with Hypertension	f	%
1.	Satisfied	18	60
2.	Not satisfied	12	40
Total		30	100

Based on Table 2, shows that the satisfaction of hypertensive patients with BPJS participants in the satisfied category is 60%. Based on Table 2, it shows that most of the respondents are satisfied as many as 18 people (60%). This is not in accordance with the SPM of Dr. Hospital. H. Soemarno Sosroatmodjo which is 90%, and the Sugiono is 95% [17].

Patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares with what is expected expected.

According to Kemenkes [18], defines satisfaction as a capital gap between expectations and actual performance received by customers.

Satisfaction of inpatients with BPJS class 3 participants at Dr. Hospital. H. Soemarno Sosroatmodjo, most of the respondents were satisfied with the services provided. However, the hospital's MSS target has not been achieved because there are still many patients who are not satisfied with the service. The satisfaction of hypertension patients in inpatient BPJS class 3 participants has not met the expected target.

Because the assessment of patient satisfaction can be used as a benchmark for services at Dr. Hospital. H. Soemarno Sosroatmodjo. So there are still many efforts that must be given by the Hospital to be able to meet patient expectations such as providing a complaint box and suggestions in the Dr. Hospital care unit. H. Soemarno Sosroatmodjo with the hope that the hospital can find out the needs and desires of inpatient hypertensive patients with BPJS class 3 participants. H. Soemarno Sosroatmodjo, so that patients are satisfied with the services provided.

According to researchers, patients are satisfied if the service received is at least the same or more than expected, so they will reuse the services they have received, but on the other hand, if the service received by the patient is still below expectations, the customer will feel dissatisfied.

4.2. Bivariate Analysis

Table 3 shows the relationship between the quality of nursing services and the level of satisfaction of patients with hypertension who are BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo.

Table 3. Bivariate Analysis

No	Nursing Service Quality	Satisfied				Total		P value
		Satisfied		Not Satisfied				
		n	%	n	%	n	%	
1	Good	14	87,6	2	12,5	16	100	0,002
2	Not Good	4	28,6	10	71,4	14	100	
	Total	18	60	12	40	30	100	

Table 3 shows that the most respondents have good quality nursing services with satisfaction as many as 14 people (87.6%). Chi square statistical test results obtained p value = 0.002. With a p value < ($\alpha = 0.05$), it can be concluded that the hypothesis is accepted, which means that there is a relationship between the quality of nursing services and the level of satisfaction of hypertensive patients who are BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo.

Chi square statistical test results obtained p value = 0.002. With a p value < ($\alpha = 0.05$), it can be concluded that the hypothesis is accepted, which means that there is a relationship between the quality of nursing services and the level of satisfaction of hypertensive patients who are BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo

These results are in accordance on the relationship between the quality of nursing services and patient satisfaction of BPJS users in the inpatient room at Balung Jember Hospital, which stated that when an analysis was carried out using Rank Spearman, it was found that there was a relationship between the quality of nursing services and patient satisfaction. BPJS, with a correlation coefficient (rcount) of 0.705 at a significance level of 0.000, it can be concluded that there is a relationship between the quality of nursing services and the satisfaction of BPJS users in the inpatient room at Balung Jember Hospital.

Satisfaction is a person's feelings of pleasure or disappointment that arise after comparing their perceptions or impressions of their performance or the results of a product and their expectations.

Patient satisfaction is related to the quality of service at the hospital, by knowing the level of patient satisfaction, hospital management can improve the quality of service. Percentage of patients who said they were satisfied with the service based on survey results with standardized instruments [17].

Good service quality will lead to patient satisfaction. On the other hand, if the quality is good but not supported by the quality of service, then patient satisfaction is lacking. Based on the above theory, it can be assumed that service quality is related to providing patient satisfaction, and vice versa if the service quality is not good, the patient is also not satisfied.

The explanation above proves that service quality is related to patient satisfaction, and based on the results obtained by researchers there are 14 people out of 30 people who assess the quality of service as good and assess patient satisfaction with a satisfied value. In addition, there are also 10 people out of 30 people who assess the quality of service is not good and satisfaction is not satisfied. Good service quality can be achieved if the reliability (reliability) of officers in serving patients

quickly and accurately. Responsiveness (responsiveness) in dealing with health problems. Assurance (guarantee) officer behavior provides a sense of security. Empathy (empathy) officers in providing services. Tangible (physical evidence) inpatient rooms are neat and clean. If the quality of service is lacking, it will affect patient satisfaction.

Patient satisfaction can be achieved by improving the quality of services provided to patients, so that they are in accordance with what they expect. For this reason, the hospital should increase patient satisfaction with customer analysis which can be done with home visit activities for inpatients at Dr. Hospital. H. Soemarno Sosroatmodjo. These efforts are expected to retain old patients and increase patient satisfaction at Dr. Hospital. H. Soemarno Sosroatmodjo.

In accordance with the theory of [13] which states that satisfactory service can provide a distinct benefit for the hospital, among others, as a means to face competition in the future.

In the opinion of the researcher, the higher the quality of service provided to the patient, the higher the level of satisfaction felt by the patient.

5. Conclusion

This study aims to determine the relationship between the quality of nursing services and the level of satisfaction of patients with hypertension who are BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo. This research was conducted in the inpatient room of RSUD Dr. H. Soemarno Sosroatmodjo. The participants in this study were hypertensive patients who were BPJS participants in the inpatient room of RSUD Dr. H. Soemarno Sosroatmodjo.

The quality of nursing services is mostly good as many as 16 people (53.3%). Most of the respondents were satisfied as many as 18 people (60%). The most respondents with good quality nursing services were satisfied as many as 14 people (87.6%). Chi square statistical test results obtained p value = 0.002, with p value $< (\alpha = 0.05)$.

So it can be concluded that there is a relationship between the qualities of nursing services with the level of satisfaction of patients with hypertension BPJS participants at RSUD Dr. H. Soemarno Sosroatmodjo.

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