

# Quality of Service for BPJS

*by* Diana Hertati

---

**Submission date:** 10-Apr-2023 11:13PM (UTC+0700)

**Submission ID:** 2060666082

**File name:** Quality\_of\_Service\_for\_BPJS.pdf (216.18K)

**Word count:** 2560

**Character count:** 14505

## Conference Paper

## Quality of Service for Badan Penyelenggara Jaminan Sosial (BPJS) Participant at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency

Diana Hertati\*

Faculty of Social Science and Political Science, Universitas Pembangunan Nasional "Veteran" Jawa Timur, Surabaya 60294, Indonesia

\*Corresponding author:

E-mail:

diana\_hertati.adneg@upnjtm.ac.id

### ABSTRACT

Problems with health services for users of Jaminan Kesehatan Nasional (JKN) are still common, people still do not get the quality of service that meets expectations, convoluted services, and timeliness of services related to inconsistent time and procedures, and there are still unprofessional employees in carrying out their duties. The purpose of this study was to determine the service quality of Badan Penyelenggara Jaminan Sosial (BPJS) at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency so that the community was satisfied with the services provided. The approach method used in this research is descriptive qualitative, primary, secondary data, literature study, observation, and interviews are the data sources used to explore the data. The informants in this study were the Head of Nursing Services and the Supervision and Control Section of Nursing Services and the community or patients who had used BPJS health services as their health facilities. Based on field research through interviews, it shows Badan Penyelenggara Jaminan Sosial (BPJS) Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency has not been implemented properly due to 5 dimensions, namely direct (tangible), security (reliability), responsiveness (responsiveness), guarantee (assurance), and empathy (empathy). The dimensions of service quality that can be implemented satisfactorily are only reliability, assurance, and empathy. Meanwhile, for tangible and responsiveness, people are not satisfied with this dimension.

Keywords: Quality, service, community satisfaction, BPJS

### Introduction

In the implementation of public services, which refers to Law Number 25 of 2009 concerning Public Services, Article 1 paragraph (1) states that the fulfillment of service needs by these laws and regulations is for every citizen and resident of goods, services, and administrative services provided. provided by public service providers. The government must provide public services, both in terms of regulation and services for the basic rights of the community to meet the needs of the community in health services that are accepted as the government's top priority.

In the Law of the Republic of Indonesia Number 36 of 2009 concerning Health in Article 14 paragraph (1) it is explained that the Government is responsible for regulating, supervising, and supervising the implementation of equitable and affordable health for the community. Health services for the community are the responsibility of the government to provide quality, fair, safe, efficient, effective, affordable, and equitable health services to achieve the highest and best possible health status throughout Indonesia.

Based on Law Number 36 of 2009 concerning health, the Social Security Administering Body (BPJS) was formed which a legal entity formed to administer the social security program. According to Wisnu (2012) social security is a form of protection to ensure that people get proper basic needs and the state is obliged to provide social security to all its citizens. Meanwhile,

#### How to cite:

Hertanti, D. (2022). Quality of service for Badan Penyelenggara Jaminan Sosial (BPJS) participant at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency. *International Seminar of Research Month 2021*. NST Proceedings. pages 393-397. doi: 10.11594/nstp.2022.2461

Subianto (11) stated that the national guarantee is a government program that has the aim of providing certainty of the level of welfare protection so that all residents in Indonesia can meet the needs of their standard of living so that welfare will be realized for all Indonesian people. BPJS is a special institution tasked with administering health and employment insurance for the public, both civil servants and private employees. Based on (Presidential Regulation of the Republic of Indonesia Number 82 of 2018) concerning health insurance, article 1 paragraph (1) is a legal entity to organize a social security program to ensure that all participants of the Indonesian people receive health care and protection benefits to meet the basic health needs of those who have pay health insurance contributions or these contributions are paid by the central or regional government for a decent living, in meeting the basic health needs of everyone who has a paid health insurance contribution or a health insurance contribution, paid by the central government or local government.

The government provides health services intended for the community through a health service institution, namely a hospital. The implementation of health services is carried out individually in a plenary manner. The availability of health services in hospitals includes; outpatient, inpatient, and emergency services. Syarifah Ambami Rato Ebu Hospital Bangkalan Regency provides health services to the community, including BPJS and Non-BPJS patients, which can be seen from the number of visitors to BPJS Health patients, as follows:

The number of patients from year to year is increasing, it is necessary to improve the quality of services both in terms of facilities and infrastructure, staffing, and other supports. An increase in the service quality of Syarifah Ambami Rato Ebu Hospital Bangkalan Regency can provide the best service to the community, including BPJS Health patients according to their expectations and needs. Service quality can be interpreted as something related to the fulfillment of patient (society) expectations. Service is said to be of high quality if the products and services provided are following the needs and expectations of the community (Rahmadeny, 2014). Service quality is a dynamic condition related to people, products, services, processes, and the environment that meet or may even exceed the expectations of the community (Sa'diah, 2021). Service quality has the understanding that first: quality has several product features, both direct and attractive, that fulfill customer desires and provide satisfaction with product use. While the second, quality consists of being free from defects or damage from everything (Yoanda et al., 2019). Service quality is how big the level of service provided to the community both in terms of products or services that are to the needs and desires of the community, service providers have a role in customer satisfaction orientation.

Meanwhile (Rovendra, 2020) suggests only five indicators, namely: a) Tangibles are physical facilities, equipment, employees, and communication facilities owned by service providers; b) While reliability or reliability is the ability to provide accurate services; c) Furthermore, responsiveness is a willingness to help service users and provide services with; d) Assurance is the courtesy and service of officers in giving trust to service users and e) Empathy is giving attention to individual service users.

Based on the background described above, this research was conducted to determine the service quality of Badan Penyelenggara Jaminan Sosial (BPJS) at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency for BPJS health patients provided and to know the supporting and inhibiting factors of health services.

## Material and Methods

The approach in this research is descriptive qualitative in which the presentation of the described data is carried out in detail so that it will provide a deeper understanding of the phenomenon of social problems related to the description of the provision of health services to participants in the National Program. Health Insurance at Syarifah Ambami Rato Ebu Hospital (Moleong, 2011; Sugiyono, 2008). The location of the study was carried out at Syarifah Ambami Rato Ebu Bangkalan Hospital, considering the increasing number of BPJS patients seeking

treatment and some criticism from patients or the public regarding the quality of services provided by the hospital.

The informant technique in this study was purposive sampling followed by snowball sampling. Research informants are BPJS patients and internal parties of Syarifah Ambami Rato Ebu Hospital Bangkalan. Data was collected through a process of observation, interviews, and documentation at the research locus. The focus of the research consists of a) Tangibles which consist of physical facilities, equipment, employees, and communication facilities owned by service providers; b) Reliability is the ability to provide appropriate and accurate services; c) Responsiveness is a willingness to help service users and always provide services sincerely; d) Assurance consists of knowledge, courtesy, and ability of service providers and gives trust to service users and the fifth e) Empathy is the ability to pay attention to individual service users.

Data analysis techniques were carried out by collecting data, presenting data, and drawing conclusions on the data that had been explored. The validity of the data was tested by triangulating the data to obtain data saturation.

17

## Results and Discussion

### Tangibility

Based on the results of the study, it showed that Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency, in supporting the implementation of the BPJS program was by type B hospital standards and was good for the credential standards carried out by BPJS. However, the reality in the field is still constrained by the incomplete availability of inpatient facilities and equipment. Even though the hospital has provided facilities according to predetermined standards, in reality in the field because there are so many patients that they still do not meet the patient's needs. Complaints that are often conveyed by patients are related to damaged air conditioning facilities, especially in class III rooms, so that the air inside the room does not feel cool and even tends to be hot. Meanwhile, in the emergency care installation, there are limited facilities, both treatment rooms and waiting rooms for patients and their families who take the patient for treatment. This is because the number of patient visits is high almost every day, from morning to noon so the available patient care facilities are not proportional to the number of patient visits.

The availability of technological facilities and facilities that support the work of employees is still experiencing unstable internet network constraints in providing BPJS administrative services so that they cannot access the BPJS database both for entering data and checking patient card activities. Likewise, the availability of human resources is also still not sufficient, both for health workers and doctors who are not proportional to the number of patients who come so health workers are often overwhelmed in serving patients.

### Responsiveness

The results showed the responsiveness of the hospital by providing facilities for patients and the public who want to submit complaints and input to the house via SMS media, telephone, suggestion box, hospital website, or district government and conduct a patient satisfaction survey on the services that have been provided. The responsiveness of employees is seen from the readiness and readiness of the service provider apparatus to help patients immediately and provide the information needed. Outpatient, inpatient, and IRD installation services, officers at the BPJS, and registration counters are ready to help direct patients swiftly and ready to be confused about the requirements that must be met or ask the location of the poly and inpatient rooms you want to go to. Doctors and nurses at the polyclinic also showed good responsiveness by paying attention to patient complaints and providing information on conditions and what to follow up for patient complaints.

### Reliability

In outpatient installations, emergency rooms, and patients who are in charge of the administration department, have mastered information and can operate technology such as computers. Meanwhile, doctors and nurses in outpatient, inpatient, and emergency units are also considered to be reliable in their fields in providing actions according to diagnoses and operating medical devices. Based on the consistency of timeliness in the promised service, almost all BPJS patients feel that the service has not been by the promised time and is inconsistent in some services, especially can be seen from the waiting time in outpatient services, namely, at registration counters, polyclinics, waiting time at the pharmacy, and waiting time at the pharmacy. wait for operations that are not by the reference in the standard of the Minister of Health Number 129 of 2008 concerning hospital minimum service standards.

### Assurance

This focus can be seen in terms of the ability of service providers to behave politely, be friendly, and honest, and the ability of service providers to provide a sense of security. This hospital has provided services that must be guaranteed quality and safety. The diagnosis must be made accurately in terms of examining the patient's condition so that they can provide services as needed. Security in the hospital environment has assigned several security guards to monitor conditions outside the hospital as well as inside the hospital, for example assisting patients if needed and controlling the visiting hours of inpatients. In implementing this BPJS program, the hospital is guaranteed that there will be no additional fee collection for patients, this is also in line with Presidential Regulation no. 19 of 2016 concerning Health Insurance.

### Empathy

Empathy was carried out by hospital staff from the ability to give personal attention to patients, especially from the perspective of BPJS participants. Based on the results of interviews with patients that employees, doctors, and nurses in outpatient, inpatient, and emergency department installations have given good attention to patients. This is shown by employees who are in the administration section (BPJS counter, registration, and admission) who give different attention depending on the responsiveness and characteristics of the patient. Patients and their families feel the friendliness of the officers who often invite them to interact, the officers are very responsible for their duties, and the willingness to help patients is great. While pharmaceutical services, the empathy shown is good by prioritizing elderly patients and patients with one type of drug.

### Conclusion

The service quality of the BPJS implementation program at Syarifah Ambami Rato Ebu Hospital, Bangkalan Regency, which is based on five dimensions of service quality, namely tangibility, responsiveness, reliability, assurance, empathy, shows that the tangibility, reliability, responsiveness, most of the BPJS patient informants are still not satisfied so that the homesick still have to improve the quality of their services. In terms of medical personnel, the number of doctors is also still lacking in serving patients, the comparison is not by the WHO standard of 1:2,500 because the ratio is only 1:3,210. As for outpatient services, inpatient care, and emergency care agencies seen from the dimensions of assurance and empathy, patients are satisfied with the services provided.

14

### Acknowledgment

This research was financially supported by the Institute for Research and Community Service through "DIPA 2021. Therefore, we are grateful for the funding and support for this research.

---

**References**

- Moleong, L. J. (2011). *Metodologi penelitian kualitatif edisi revisi*. Malang: PT. Remaja Rosdakarya.
- Rahmadeny, R. (2014). Analisis kualitas pelayanan kesehatan. *Jurnal Eksekutif*, 4(5), 1-5.
- Rovendra, E. (2020). Analisis Dimensi kualitas pelayanan pasien BPJS rawat jalan di RSSN Bukittinggi. *Human Care Journal*, 5(1), 250. <https://doi.org/10.32883/hcj.v5i1.577>
- Sa'diah, M. (2021). Analisis kualitas pelayanan kesehatan di Puskesmas Muara Bengkal Kabupaten Kutai Timur. *Jurnal Administrasi Publik*, 1(1), 1-5.
- Subianto, A. (2011) *Sistem jaminan sosial nasional pilar penyangga perekonomian bangsa*. Jakarta: Gibon Books
- Sugiyono. (2008). Metodologi penelitian kuantitatif, kualitatif dan R&D. Malang: PT. Remaja Rosdakarya
- Undang-Undang No. 25 tahun 2009 tentang Pelayanan Publik
- Undang-Undang Republik Indonesia Nomor 36 Tahun 2009 tentang Kesehatan.
- Peraturan Presiden Republik Indonesia Nomor 82 Tahun 2018 Tentang Jaminan Kesehatan.
- Wisnu, D. (2012). Politik sistem jaminan sosial. Jakarta: Gramedia Pustaka Utama.
- Yoanda, E., Lanin, D., & Adnan, M. F. (2019). Kualitas pelayanan pengguna BPJS Kesehatan di Rumah Sakit Umum Mayjen HA. Thalib Kerinci. *Ranah Research : Journal of Multidisciplinary Research and Development*, 5(1), 1-5.

# Quality of Service for BPJS

## ORIGINALITY REPORT

**21** %  
SIMILARITY INDEX

**21** %  
INTERNET SOURCES

**8** %  
PUBLICATIONS

**%**  
STUDENT PAPERS

## PRIMARY SOURCES

<b>1</b>	<a href="http://jurnal.untag-sby.ac.id">jurnal.untag-sby.ac.id</a> Internet Source	<b>6</b> %
<b>2</b>	<a href="http://ejournal.ipdn.ac.id">ejournal.ipdn.ac.id</a> Internet Source	<b>2</b> %
<b>3</b>	<a href="http://doaj.org">doaj.org</a> Internet Source	<b>2</b> %
<b>4</b>	Andrias Feri Sumadi, Muhammad Syamsu Hidayat, Sulistyawati Sulistyawati. "A Narative Review: The Difference of Satisfaction Level in BPJS Patient And General Patient Toward The Quality of Health Service In Inpatient's Unit", Jurnal Aisyah : Jurnal Ilmu Kesehatan, 2021 Publication	<b>1</b> %
<b>5</b>	<a href="http://ijsrm.in">ijsrm.in</a> Internet Source	<b>1</b> %
<b>6</b>	<a href="http://knepublishing.com">knepublishing.com</a> Internet Source	<b>1</b> %
<b>7</b>	<a href="http://media.neliti.com">media.neliti.com</a> Internet Source	<b>1</b> %

8	<a href="http://ojs.unm.ac.id">ojs.unm.ac.id</a> Internet Source	1 %
9	<a href="http://ppjp.ulm.ac.id">ppjp.ulm.ac.id</a> Internet Source	1 %
10	<a href="http://repository.stieyapan.ac.id">repository.stieyapan.ac.id</a> Internet Source	1 %
11	<a href="http://www.adjuris.ro">www.adjuris.ro</a> Internet Source	1 %
12	<a href="http://saudijournals.com">saudijournals.com</a> Internet Source	1 %
13	<a href="http://ijisrt.com">ijisrt.com</a> Internet Source	1 %
14	<a href="http://www.scitepress.org">www.scitepress.org</a> Internet Source	1 %
15	<a href="http://ijersc.org">ijersc.org</a> Internet Source	1 %
16	<a href="http://jurnal.narotama.ac.id">jurnal.narotama.ac.id</a> Internet Source	1 %
17	<a href="http://newinera.com">newinera.com</a> Internet Source	1 %

Exclude quotes  On

Exclude matches  < 1%

Exclude bibliography  On



