



Analysis of Inpatient Satisfaction Levels at Primaya Hospital Tangerang

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ABSTRACT

This study was conducted to determine the level of patient satisfaction at Primaya Hospital Tangerang based on the respondent's profile and the specified variables. This study involved 476 inpatients at Primaya Hospital Tangerang in the period December 2020. Data collection was carried out using data from a questionnaire containing 35 statements with a Likert Scale of 1-4 based on the purposive sampling method. Data were described and analyzed based on PLS. The results of this study analyzed the level of satisfaction of inpatients based on a specific respondent's profile for each variable used, namely health workers, health facilities, medical support and administrative processes in hospitals.

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1. Introduction

Hospitals have an essential role and role in trying to accelerate the improvement of the quality and health status of the entire community. The current perception regarding health services now requires health institutions to provide quality health services based on professional and medical codes of ethics while still prioritizing patient satisfaction. Hospitals are asked to work on improving the quality of their services in line with the rapid development of technology and increasingly fierce competition between hospitals. Quality is the essence of the life of an institution. If an institution wants to survive and grow, efforts to improve service quality through an integrated quality management approach are demands that cannot be ignored.

The obstacle that is often found as an institution in health services is the increasing number of competitors. Therefore, hospitals are required to be able to maintain quality credibility and patient trust by improving service quality so that patient satisfaction rates increase. Hospitals as health service providers need to accurately determine and provide patient needs in an effort to realize their wishes and increase satisfaction rates for health services that have been provided. Providing the best quality in health services is not an easy thing for hospital management because of the quality and performance. A bad condition can threaten the safety and even the life of the patient. Based on this, several things that can occur include disability and death for the patient.

The following is a comparison of the expectations of 10 management people and a sampling of 10 patients on satisfaction related to services at Primaya Hospital Tangerang (Table 1). Based on the data in table 1, it appears that management's expectations of outpatient satisfaction at Primaya Hospital Tangerang are lower than sampling of 10 inpatients. There has been a decrease in the number of patients in recent months. This can be caused by several factors, including the occurrence of the COVID-19 pandemic in Indonesia, thereby reducing the patient's intention and willingness to get service at the hospital for fear of being infected and other factors such as the lack of hospitals in maintaining quality and quality. to quality.

Table 1.
Management Expectations and Patient Sampling Facts February 2021

	Management Expectations (values above 2)	Inpatient Satisfaction (values above 2)
General practitioners	8	9
Medical specialist	8	9
Nurse	8	9
Pharmacy	7	8
radiology	9	9
Administration	6	7
Food and Nutrition	9	8
Parking	8	9
Security	6	7

In this table, the value expected by management for each dimension is 4 on a scale of 1-4 (very satisfied). The lack of value from expectations shows that there are still weaknesses that need to be improved both in terms of service quality and quality.

Furthermore, there is still a lack of value from expectations indicating there are weaknesses that need to be improved both in terms of service quality and quality. Quality health services are largely determined by human factors. How to serve patients optimally, especially patients and their families, being the main axis in service, is essential for hospital staff, namely doctors, nurses, medical and non-medical support personnel. The level of patient satisfaction is a benchmark for the hospital's ability to meet consumer needs.

Complaints will be given by patients for unsatisfactory services. Patient satisfaction will decrease if complaints are not handled by the hospital immediately. The essence of the quality and quality of a health institution is the patient satisfaction rate. Good service is a product and service that is expected by patients in choosing their health facilities.

Patients will have a sense of satisfaction if found similarities between expectations and the reality of health services received by patients. Health service consumer satisfaction has a close relationship with the quality and results of health services, both in terms of medical and non-medical matters such as adherence to treatment, understanding and knowledge of medical information and continuity of care. improve the performance of health services.

The purpose of this study was to analyze the level of satisfaction of inpatients with health services and service facilities while being treated at Primaya Hospital Tangerang.

2. Method

The object of this research is health workers, medical support, room facilities and hospital administration. This type of research is descriptive quantitative. The unit of analysis in this study is the individual. In this study, the target population was all inpatients within the month of December 2020 at Primaya Hospital, Tangerang. Data was collected using a questionnaire or a questionnaire in the form of a google form. The data collection technique in this research is purposive sampling. The number of samples analyzed were 476 respondents. The questionnaire used in this study is a satisfaction questionnaire for inpatients by using an interval scale in four ranges of answer choices from 1 (= not satisfied) to 4 (= very satisfied). Data analysis carried out with descriptive statistics, namely frequency and relative frequency with the help of Microsoft Excel data processing program.

3. Results and Discussion

3.1 Respondent profile

Based on the data that has been collected, the percentage of male respondents is 52.40% and female respondents are 47.60%. The age categories have been divided into five groups, which are respectively "under 18", "18-25", "26-49", "50-65" and "Over 65". Most of the respondents fall into the age group "26-49" (38%), followed by "50-65" at 37%, then "over 65" with 12%, "Under 18" at 8%

while respondents with the lowest (5%) belonged to the “18-25 years” age group. More than half of the survey respondents (62%) were relatives/relatives of the patients while the rest were filled out by the patients themselves (38%). The insurance used by patients is divided into four categories, namely, “Personal” which resulted in 36 respondents (8%), “Company/Insurance” with 102 respondents (21%),

Table 2.

Respondent profile

Demographic Variables	Category	Number of Respondents	Percentage
Gender	Man	245	52.4%
	Woman	231	47.6%
Age	Under 18	39	8%
	18-25	23	5%
	26-49	180	38%
	50-65	178	37%
	Over 65	56	12%
Respondent	Patient Alone	181	38%
	Relatives/Family of the patient	295	62%
Warranty used	Personal	36	8%
	Insurance company	102	21%
	BPJS	334	70%
	Ministry of Health	5	1%

3.2 Evaluation

Table 32 dimensions were found with the highest difference being “your level of satisfaction with the friendliness of the specialist during your treatment” (item C31) with a difference of 0.24. This difference reveals that the perception of general respondents and insurance is greater than the perception of BPJS respondents. Then “your level of satisfaction with the speed at which nurses respond during your treatment” (item C12) with a difference of -0.17. This shows that the perception of general and insurance respondents is smaller than the perception of BPJS respondents. In general, patients with insurance and general coverage (private payments) tend to rate specialist doctors more highly than patients with BPJS coverage.

In practice, inpatients with BPJS insurance are paid by the government for treatment costs at rates that have been determined and standardized by the Indonesian Ministry of Health (BPJS Kesehatan, 2010). The tariff determined by BPJS is different and lower than the rate with other insurances that apply in hospitals in general. This has an impact on the payments given from the hospital to the specialist in question. Payments given by hospitals to specialist doctors tend to be below the standard of cooperation that applies to other guarantors and provide another perception in services for specialist doctors in serving general patients and BPJS according to research by Meutuah and Latifah (2014). Specialist doctors are more friendly to non BPJS participants in providing care during hospitalization.

Table 3.

Health Workers – Cross Tabulation

Health workers					
Dimension	Items / Indicators	Statement	General & Insurance	BPJS	Difference
Nurse (C1)	C11	Your level of satisfaction with the friendliness of the nurse during your treatment.	3.56 89%	3.52 88%	0.04 1%
	C12	Your level of satisfaction with the speed at which nurses respond during your	3.32 83%	3.49 87.25%	-0.17 -4.25%

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Health workers					
Dimension	Items / Indicators	Statement	General & Insurance	BPJS	Difference
		treatment.			
	C13	Your level of satisfaction with the skills of the nurse during your treatment.	3.44 86%	3.44 86%	0
	C14	Your level of satisfaction with the explanations given by the nurse during your treatment.	3.52 88%	3.49 87.25%	0.03
General Practitioner (C2)	C21	Your level of satisfaction with the general practitioner's hospitality during your treatment.	3.54 88.5%	3.49 87.25%	0.05
	C22	Your level of satisfaction with the speed with which the general practitioner responds and acts during your treatment.	3.43 87.5%	3.48 87%	-0.05
	C23	Your level of satisfaction with the general practitioner's skills in performing actions during your treatment.	3.46 86.5%	3.44 86%	0.02
	C24	Your level of satisfaction with the treatment and the explanation given by the general practitioner during your treatment.	3.42 85.5%	3.42 85.5%	0
Specialist Doctor (C3)	C31	Your level of satisfaction with the friendliness of specialist doctors during your treatment.	3.67 91.75%	3.43 85.75%	0.24
	C32	Your level of satisfaction with the speed of specialist doctors in providing responses and actions during your treatment.	3.60 90%	3.57 89.25%	0.03
	C33	Your level of satisfaction with the specialist doctor's skills in performing actions during your treatment.	3.60 90%	3.52 88%	0.08
	C34	Your level of satisfaction with the treatment plan and explanation given by the specialist during your treatment.	3.57 89.25%	3.55 88.75%	0.02

On “your level of satisfaction with the speed at which nurses respond during your treatment” (Item C12) the difference in score is -0.17. The score shows that non-BPJS patient satisfaction is lower than BPJS patients related to the speed in the nurse's response regarding providing responses and care when needed by the patient. Nurses basically provide care without discriminating against patients with the same response and speed, but there are differences in the perception of patients with different profiles.

Based on the results of data processing, it was found that the educational background and socioeconomic background of the patient determine the perception of the service received by the patient (Woldehaimanot, 2015). Patients with general insurance and insurance have a higher educational background and socio-economic tendencies than BPJS patients so that the perception of the services provided gets a different assessment according to Prabanastiti's study (2017). Inpatients

who pay for themselves (pay for personal insurance/coverage) have higher expectations and perceptions of service that is worth the money spent.

Table 4.

Hospital Facilities – Cross Tabulation of General Insurance and Insurance

Hospital Facilities					
Dimension	Items / Indicator	Statement	General & Insurance	BPJS	Difference
Treatment room (E1)	E11	Your level of satisfaction with air conditioning, windows and room ventilation.	3.30 82.5%	3.52 88%	-0.22 -5.5%
	E12	Your level of satisfaction with lighting and lights in the room.	3.41 85.25%	3.37 84.25%	0.04 -1%
	E13	Your level of satisfaction with the facilities in the room.	3.27 81.75%	3.41 85.25%	-0.14 -3.25%
	E14	Your level of satisfaction with the cleanliness in the room.	3.36 84%	3.32 83%	0.04 1%
Food and Nutrition (E2)	E21	Your level of satisfaction with the variety of foods.	3.38 84.5%	3.37 84.25%	0.01 0.25%
	E22	Your level of satisfaction with the taste of the food served.	3.32 83%	3.33 82.5%	-0.01 -0.25%
	E23	Your level of satisfaction with the temperature of the food served.	3.12 78%	3.38 84.5%	-0.26 -6.50%
	E24	Your level of satisfaction with the nutritionist's services to you. (hospitality and explanation)	3.47 86.75%	3.26 81.5%	0.21 5.25%
	E25	Your level of satisfaction with the punctuality of the time when food is served to you.	3.37 84.25%	3.42 85.5%	-0.05 -1.25%
Security (E3)	E31	Your level of satisfaction with the attitude and friendliness of security.	3.32 83%	3.37 84.25%	-0.05 -1.25%
	E32	Your level of satisfaction with the explanation given by security to you.	3.36 84%	3.38 84.5%	-0.02 -0.5%
Parking Lot (E4)	E41	Your level of satisfaction with the attitude and friendliness of the parking attendants.	3.25 81.25%	3.37 84.25%	-0.12 -3%
	E42	Your level of satisfaction with the ease of obtaining a parking space.	3.17 79.25%	3.31 82.75%	-0.14 3.25%

Table 4 shows that there are 2 dimensions with the highest difference, namely "your level of satisfaction with the temperature of the food served" (item E23) with a difference of -0.26 and your level of satisfaction with the ease of obtaining a parking space (item E42) with a difference of -0.24. Figures Satisfaction related to the temperature of the food served at Primaya Hospital Tangerang (item E23) shows the satisfaction of inpatients getting food and nutritional intake in accordance with the needs of patients who have been served by the nutrition team. In practice inpatients receive food according to the menu and diet that has been determined, several factors that can be assessed according to the patient's perception include variety, taste, timeliness and warmth (temperature) of the food served (BPJS Kesehatan, 2016). Timeliness of serving does not affect the temperature of the

food. Although the food served on time can have a different warmth and this is determined by the hospital kitchen. Perceptions of patients who use personal insurance/insurance with higher socioeconomic expectations have higher expectations for the facilities and food served to them. The condition of patients who are sick with reduced appetite is a factor that increases patient expectations of food served by the hospital.

On the item your level of satisfaction with the ease of obtaining a parking lot (item E24) with a difference of -0.24, it was found that the satisfaction rate of non BPJS patients was lower than that of BPJS patients who needed parking spaces in line with the results of Meutuah's research (2014). Inpatients who pay for themselves (pay for personal insurance/guarantee) have higher expectations and perceptions of service providers who are in accordance with the money spent according to Prabanastiti's research (2017). Patients with non-BPJS insurance have a tendency to have a higher level of education and socioeconomic compared to patients with BPJS insurance.

Based on the results of data processing, patients with non-BPJS guarantees perceive that the level of satisfaction with the ease of parking spaces is important because patients/relatives of patients bring motorized vehicles to reach the facilities and use parking facilities for a longer period of time than outpatients. The parking lot is of particular concern in terms of the friendliness of the officers and the availability of parking spaces at Primaya Hospital Tangerang. Both items in the dimensions of hospital facilities have lower satisfaction rates than other dimensions, especially the availability of parking spaces.

Table 5.
Medical Support - Cross Tabulation

Medical support					
Dimensi	Items / Indicators	Statement	General & Insurance	BPJS	Difference
Radiology (D1)	D11	Your level of satisfaction with the attitude and friendliness of the radiology staff.	3.39 84.75%	3.38 84.5%	0.01 0.25%
	D12	Your level of satisfaction with the accuracy of the radiology officer in directing and carrying out the examination.	3.38 84.5%	3.39 84.75%	-0.01 -0.25%
	D13	Your level of satisfaction with the radiologist's explanation of the radiological examination process and results.	3.35 83.75%	3.38 84.5%	-0.03 -0.75%
	D14	Your level of satisfaction with the accuracy in the time taken for radiology results is issued.	3.38 84.5%	3.39 84.75%	-0.01 -0.25%
Laboratory (D2)	D21	Your level of satisfaction with the attitude and friendliness of laboratory personnel.	3.34 83.5%	3.38 84.5%	-0.04 -1%
	D22	Your level of satisfaction with the accuracy and skills of laboratory personnel in conducting examinations.	3.37 84.25%	3.38 84.5%	-0.01 -0.25%
	D23	Your level of satisfaction with the laboratory staff's explanation of the examination process and results	3.36 84%	3.39 84.75%	-0.03 -0.75%
	D24	Your level of satisfaction with the accuracy in the time required for laboratory results is issued.	3.30 82.5%	3.38 84.5%	-0.08 -2%
Pharmac	D31	Your level of satisfaction with the attitude and friendliness of the pharmacist.	3.37 84.25%	3.35 83.75%	0.02 0.50%

Medical support					
Dimension	Items / Indicators	Statement	General & Insurance	BPJS	Difference
y (D3)	D32	Your level of satisfaction with the explanation given by the pharmacist.	3.37 84.25%	3.36 84%	0.01 0.25%

Based on table 5 found 2 dimensions with the highest difference, namely your level of satisfaction with the accuracy in the time required for laboratory results to be issued (item D24) with a difference of -0.08 and your level of satisfaction with the attitude and friendliness of laboratory personnel (item D21) with a difference of -0.04. Both items relate to the same dimension, namely pharmacy. In this case, it was found that pharmacy has a perception in the eyes of Non-BPJS patients that it is not as friendly and prompt in issuing lab results. Again, the perception of Non-BPJS patients demands maximum service based on the sacrifices that have been made. Patients want results that come out faster and also officers need to improve their friendliness.

Table 6.

Registration and Cashier Administration - Descriptive Variable

Registration Administration and Cashier					
Dimension	Items / Indicator	Statement	Non BPJS	BPJS	Difference
Registration Administration (F1)	F11	Your level of satisfaction with the attitude and friendliness of the registration officer.	3.30 82.5%	3.38 84.5%	-0.08 -2%
	F12	Your level of satisfaction with the explanation given by the registration officer.	3.35 83.75%	3.38 84.5%	-0.03 -0.75%
	F13	Your level of satisfaction with the level of speed in the registration process.	3.28 82%	3.38 84.5%	-0.10 -2.5%
Cashier (F2)	F21	Your level of satisfaction with the attitude and friendliness of the cashier.	3.33 83.25%	3.30 82.5%	0.03 0.75%
	F22	Your level of satisfaction with the explanation given by the cashier.	3.35 83.75%	3.37 84.25%	-0.02 -0.5%
	F23	Your level of satisfaction with the level of speed in the payment process at the cashier.	3.28 82%	3.37 84.25%	-0.09 -2.25%

Based on table 6 found 2 dimensions with the highest difference, namely your level of satisfaction with the level of speed in the registration process (item F13) with a difference of -0.10 and your level of satisfaction with the level of speed in the payment process at the cashier (item F23) with a difference of -0.09. Item F13 is the speed number for the registration process at Primaya Hospital Tangerang. Inpatients before they can be treated in the treatment room must go through the registration process. In practice inpatients have to wait before they can be treated and most of the registration process is assisted by the patient's relatives. Patients who are sick want to be able to enter the treatment room as soon as possible so they can rest. Again, the different backgrounds and profiles of respondents from Non-BPJS patients who tend to have a higher socioeconomic status have a perception of higher standards than BPJS patients in the process of waiting for registration. The same is also applied to item F23 where the payment process still requires special attention.

Table 7
Health Workers – Cross Tabulation

Health workers					
Dimension	Items / Indicator	Statement	Patient	Family	Difference
Nurse (C1)	C11	Your level of satisfaction with the friendliness of the nurse during your treatment.	3.49 87.25%	3.48 87%	0.01 0.25%
	C12	Your level of satisfaction with the speed at which nurses respond during your treatment.	3.39 84.75%	3.40 85%	-0.01 -0.25%
	C13	Your level of satisfaction with the skills of the nurse during your treatment.	3.42 85.5%	3.45 86.25%	-0.03 -0.75%
	C14	Your level of satisfaction with the explanations given by the nurse during your treatment.	3.48 87%	3.49 87.75%	-0.01 -0.25%
General Practitioner (C2)	C21	Your level of satisfaction with the general practitioner's hospitality during your treatment.	3.50 87.5%	3.48 87%	0.02 0.5%
	C22	Your level of satisfaction with the speed with which the general practitioner responds and acts during your treatment.	3.42 85.5%	3.40 85%	-0.02 -0.5%
	C23	Your level of satisfaction with the general practitioner's skills in performing actions during your treatment.	3.41 85.25%	3.39 84.75%	0.02 0.5%
	C24	Your level of satisfaction with the treatment and the explanation given by the general practitioner during your treatment.	3.43 85.75%	3.40 85%	0
Specialist Doctor (C3)	C31	Your level of satisfaction with the friendliness of specialist doctors during your treatment.	3.56 89%	3.57 89.25%	0.01 0.25%
	C32	Your level of satisfaction with the speed of specialist doctors in providing responses and actions during your treatment.	3.54 88.5%	3.54 88.5%	0
	C33	Your level of satisfaction with the specialist doctor's skills in performing actions during your treatment.	3.54 88.5%	3.53 88.25%	0.01 0.25%
	C34	Your level of satisfaction with the treatment plan and explanation given by the specialist during your treatment.	3.52 88%	3.51 87.75%	0.01 0.25%

No significant difference was found between patients and their relatives in the level of satisfaction with health workers. The service perceived by the patient and the observations made by the family have the same perception.

Table 8
Medical Support - Cross Tabulation

Medical support					
Dimension	Items / Indicator	Statement	Patient	Family	Difference
Radiology (D1)	D11	Your level of satisfaction with the attitude and friendliness of the radiology staff.	3.39 84.75%	3.38 84.5%	0.01 0.25%
	D12	Your level of satisfaction with the accuracy of the radiology officer in directing and carrying out the examination.	3.38 84.5%	3.39 84.75%	-0.01 -0.25%
	D13	Your level of satisfaction with the radiologist's explanation of the radiological examination process and results.	3.35 83.75%	3.38 84.5%	-0.03 -0.75%
	D14	Your level of satisfaction with the accuracy in the time taken for radiology results is issued.	3.38 84.5%	3.39 84.75%	-0.01 -0.25%
Laboratory (D2)	D21	Your level of satisfaction with the attitude and friendliness of laboratory personnel.	3.34 83.5%	3.35 83.75%	-0.01 -0.25%
	D22	Your level of satisfaction with the accuracy and skills of laboratory personnel in conducting examinations.	3.37 84.25%	3.38 84.5%	-0.01 -0.25%
	D23	Your level of satisfaction with the laboratory staff's explanation of the examination process and results	3.36 84%	3.39 84.75%	-0.03 -0.75%
	D24	Your level of satisfaction with the accuracy in the time required for laboratory results is issued.	3.32 83%	3.33 83.25%	-0.01 -0.25%
Pharmacy (D3)	D31	Your level of satisfaction with the attitude and friendliness of the pharmacist.	3.35 83.75%	3.35 83.75%	0
	D32	Your level of satisfaction with the explanation given by the pharmacist.	3.35 83.75%	3.34 83.5%	0.01 0.25%

No significant difference was found between patients and their relatives in the level of satisfaction with medical support. The service perceived by the patient and the observations made by the family have the same perception.

Table 9
Hospital Facilities – Cross Tabulation of Patients and Families

Hospital Facilities					
Dimension	Items / Indicator	Statement	Patient	Family	Difference
Treatment room (E1)	E11	Your level of satisfaction with air conditioning, windows and room ventilation.	3.34 83.5%	3.37 84.25%	-0.03 -0.75%
	E12	Your level of satisfaction with lighting and lights in the room.	3.39 84.75%	3.42 85.50%	0.03 -0.75%

Hospital Facilities					
Dimension	Items / Indicator	Statement	Patient	Family	Difference
	E13	Your level of satisfaction with the facilities in the room.	3.32 83%	3.32 83%	0
	E14	Your level of satisfaction with the cleanliness in the room.	3.35 83.5%	3.35 83.5%	0
	E21	Your level of satisfaction with the variety of foods.	3.34 83.25%	3.37 84%	-0.03 -0.75%
	E22	Your level of satisfaction with the taste of the food served.	3.32 82.75%	3.33 83%	-0.01 -0.25%
Food and Nutrition (E2)	E23	Your level of satisfaction with the temperature of the food served.	3.21 80.25%	3.23 80.75%	-0.02 -0.5%
	E24	Your level of satisfaction with the nutritionist's services to you. (hospitality and explanation)	3.30 82.5%	3.33 83.25%	-0.03 -0.75%
	E25	Your level of satisfaction with the punctuality of the time when food is served to you.	3.30 82.50%	3.33 83.25%	-0.03 -0.75%
	E31	Your level of satisfaction with the attitude and friendliness of security.	3.36 83.75%	3.36 83.75%	0
Security (E3)	E32	Your level of satisfaction with the explanation given by security to you.	3.37 84%	3.35 83.5%	0.02 0.5%
	E41	Your level of satisfaction with the attitude and friendliness of the parking attendants.	3.26 81.50%	3.27 81.75%	-0.01 -0.25%
Parking Lot (E4)	E42	Your level of satisfaction with the ease of obtaining a parking space.	3.19 79.75%	3.21 80.25%	-0.02 -0.5%

No significant difference was found between patients and their relatives in the level of satisfaction with health workers. The service perceived by the patient and the observations made by the family have the same perception.

In general, both the survey filling by the patient himself and the patient's relatives showed results that were not too far off. This shows that both of them made careful observations and not much different perceptions related to the services and facilities in the hospital. Based on this study, it can be concluded that the services provided to patients have implications for perceptions of satisfaction that are not much different from those felt directly by patients and their accompanying families. Perceptions by patients who feel the service and observations made by the family have the same level of satisfaction / not much different in this study.

4. Conclusion

This study was conducted to describe and describe the results of a survey that was conducted on inpatients at Primaya Hospital Tangerang in December 2020. The description and analysis was carried out based on the profiles of the respondents who filled out the survey. This study looked at the level of patient satisfaction both from the dimensions of health workers, hospital facilities, medical support and hospital administration. The study divides the profile of respondents based on the guarantee used

and survey fillers that can be filled out by the patient himself or the patient's family. and do the analysis.

Overall Primaya Hospital Tangerang got a very good satisfaction rate from the results of the survey of inpatients in December 2020. Both in terms of medical personnel, hospital facilities, medical support and administration, the satisfaction rate is above 80%. Health workers get the highest score in the patient satisfaction rate consisting of general practitioners, specialists and nurses. Hospital facilities get the lowest score in the satisfaction rate of inpatients at Primaya Hospital Tangerang. The dimensions of food and parking facilities have the lowest satisfaction rates requiring special attention from hospital management.

The distribution of respondent profiles based on BPJS and non-BPJS got some interesting points, especially the perception of satisfaction rates. Non-BPJS patients who tend to have a higher socioeconomic and educational level have a perception of satisfaction with higher standards than BPJS patients. Dimensions of health workers and hospital facilities can clearly show the phenomenon of differences in perception. BPJS patients are quite satisfied with the facilities and food provided from the hospital, while non-BPJS patients show a significantly lower satisfaction rate, especially regarding the temperature of the food served. Specialist doctors based on survey results are more friendly to non-BPJS patients compared to BPJS patients.

In general, both the survey filling by the patient himself and the patient's relatives showed results that were not too far off. This shows that both of them made careful observations and not much different perceptions related to the services and facilities in the hospital. Based on this study, it can be concluded that the services provided to patients have implications for perceptions of satisfaction that are not much different from those felt directly by patients and their accompanying families. Perceptions by patients who feel the service and observations made by the family have the same level of satisfaction / not much different in this study.

Currently the health business and industry is experiencing very rapid development driven by the increasing need for health due to the Covid-19 pandemic. Hospitals are required to continue to grow and become better in providing services to patients. The growth of the hospital business and industry also invites investors and grows many new hospitals that can become competitors of existing hospitals. Primaya Hospital Tangerang, which has been established for more than 10 years, must continue to improve the quality of service and keep up with the times.

In the perception of the satisfaction level of BPJS and non-BPJS patients, there are some differences, especially in terms of specialist doctors and facilities. Specialist doctors tend to be more friendly to non-BPJS patients compared to BPJS patients. This needs to get attention from the managerial and provide advice to specialist doctors to be friendly and service according to standards to the patients being treated. In terms of facilities, special attention also needs to be given, especially to provide an appropriate perception of satisfaction for BPJS and non-BPJS patients.

Based on the results of the study, there are several things that need special attention, namely hospital facilities. Managerial must improve the quality of hospital facilities to improve the consumer experience of the patients being treated, including the patient's family/relatives. The researcher found that the perception of patient satisfaction and the person accompanying the patient was not much different and by improving the quality of services and facilities in a balanced way, the satisfaction of both parties would increase. Food and parking spaces require special attention to be able to provide food at the appropriate temperature and parking spaces that have a capacity according to the number of patient capacities that can be hospitalized.

In the perception of the satisfaction level of BPJS and non-BPJS patients, there are some differences, especially in terms of specialist doctors and facilities. Specialist doctors tend to be more friendly to non-BPJS patients compared to BPJS patients. This needs to get attention from the managerial and provide advice to specialist doctors to be friendly and service according to standards to the patients being treated.

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