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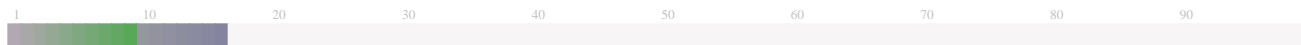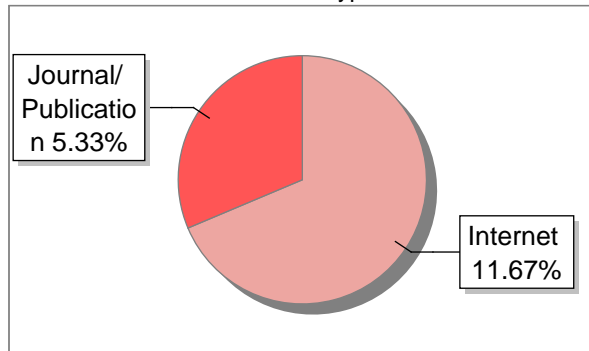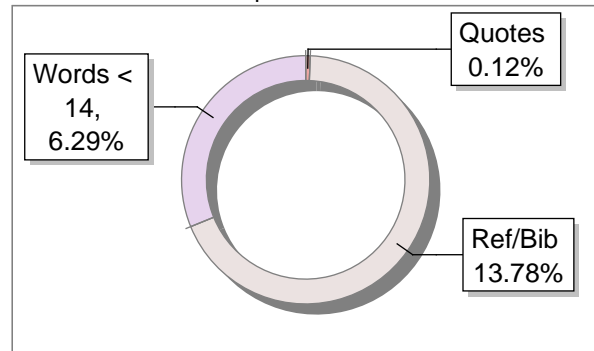|	
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The influence of nursing service quality on JKN patient satisfaction in class III inpatient rooms at RSUD Yogyakarta city

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Article Info	ABSTRACT
Keywords: Quality of nursing services, Responsiveness, Assurance, Tangible, Empathy, Reliability, Patient Satisfaction	The quality of nursing services is a very important component for hospitals which is one form of result of the level of patient satisfaction which can have an impact on the hospital's image. The aim of this research is to determine the influence of the quality of nursing services on national health insurance patient satisfaction in the inpatient ward of RSUD Yogyakarta City. This research used a cross-sectional approach with a total sample of 170 inpatient respondents. Research analysis used univariate, bivariate using the Chi-Square test and multivariate analysis using the multiple logistic regression test. The results of the univariate analysis were obtained for the dimensions of responsiveness, assurance and physical evidence, respondents rated them as not good, while for the dimensions of empathy and reliability, respondents rated them as very good. For the bivariate test, a significant relationship was found (p value < 0.05) between patient satisfaction and the dimensions of responsiveness, assurance, physical evidence, empathy and reliability. The results of the multivariate analysis showed that the dimensions most closely related to patient satisfaction were responsiveness, empathy and reliability. This research proves that there is an influence between the quality of nursing services and patient satisfaction. It is hoped that hospitals can improve and carry out continuous evaluations so that satisfaction is always well maintained.
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INTRODUCTION

A hospital is a health service institution that provides complete individual health services in the form of inpatient, outpatient and emergency services (UU RI NO. 44, 2009). In the current era, hospitals are required to be able to provide high quality health services, which means that all services in the hospital relating to customers must be served optimally and well in order to create satisfaction for customers who receive the service (Taufiq, Batara, & Samsualam, 2022). The quality of nursing services can be assessed using the "RATER" dimension which consists of responsiveness, assurance, tangible, empathy, and reliability. Usually this dimension can be used to assess satisfaction (Nursalam, 2014).

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Quality is one of the most core parts in the field of health services where quality can be used as a tool or measure to determine the results of the services provided to customers (Awalna Maulidi Jauhar et al, 2022). One thing that we often encounter in hospitals regarding quality is national health insurance customer satisfaction. The health insurance administering body or commonly abbreviated as BPJS is a legal entity formed to administer social security (UU NO 24 Tahun, 2011). National health insurance membership data for the city of Yogyakarta has a total of 460,292 thousand people, while for February 2023 membership for PBPU (non-wage workers) is 96,131 (20.9%) thousand people, BP (non-workers) is 21,551 (4.7%)) thousand people, PPU (wage workers) amounting to 152,521 (33.1%) thousand people, PBIP (participants receiving central contribution assistance) amounting to 112,156 (24.4%) thousand people, and PBID (participants receiving regional contribution assistance) amounting to 77,933 (16.6%) thousand people (Dewan Jaminan Sosial Nasional, 2023).

Satisfaction is a very important factor for health service providers. If the service provided is appropriate then the patient will feel satisfied and vice versa if the patient receives poor service then the patient will not feel satisfied (Girsang & Wahyudi, 2022). The quality of nursing services is something that needs to be taken into account, namely that general patients and BPJS patients still feel dissatisfied with nurses' therapeutic communication (Puspitasari, Pertiwiwati, & Rizany, 2020). The dimensions of physical evidence, reliability, responsiveness, assurance, and empathy have a significant relationship with patient satisfaction (Widiastuti, Putu, & Pradnyasari, 2020). This means that there is a relationship between the quality of nursing care services and the satisfaction of patients using BPJS health in class III inpatient rooms at Mangusada Regional Hospital.

RSUD Yogyakarta City is a class B hospital and has complete accreditation. Data obtained from the quality of nursing services section showed that the results for class III inpatient wards, namely cempaka, orchid, ylang-ylang, edelweiss and bougenvile, were categorized as good with the number of patient visits in the second semester of 2022 as many as 283 people. Meanwhile, the results of a preliminary study conducted on 5 patients found that 3 patients said they were not satisfied with the nurse's response, where when the patient needed the desired service they had to wait a long time, 1 patient complained that the room felt hot, and 1 patient said the service was it's good enough. This was confirmed by the head of the ward who stated that the problems that often occur in inpatient wards are complaints about the staff's response when needed. The aim of this research is to determine the influence of the quality of nursing services on national health insurance patient satisfaction in class III inpatient rooms at RSUD Yogyakarta City.

METHODS

This research uses a quantitative type of research using descriptive correlation methods. For this research design, a cross sectional study design was used (Notoatmodjo, 2018). This research aims to determine the influence of the quality of nursing services on national health insurance patient satisfaction in class III inpatient rooms at the RSUD Yogyakarta City. The sample used in this research was 170 respondents from National Health

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Insurance patients in class III inpatient rooms. The sampling technique used in this research is accidental sampling technique. The variable examined in this research is the independent variable, namely the quality of nursing services using the "RATER" dimensions of responsiveness, assurance, tangible, empathy, and reliability. Meanwhile, the dependent variable is national health insurance patient satisfaction. The questionnaire used in this research uses references (Permenkes No 14 Tahun 2017) regarding Guidelines for Preparing Community Satisfaction Surveys for Public Service Units. The Nursing Service Quality Questionnaire consists of dimensions of responsiveness, assurance, tangible, empathy, and reliability. Previously, validity and reliability tests were carried out with Cronbach's alpha values obtained from 0.948-0.978 and for JKN patient satisfaction, Cronbach's alpha values were 0.710-0.943. Data analysis used in this research used univariate analysis, bivariate analysis using the Chi-Square test and multivariate analysis using multiple logistic regression with the backward method. This study has received ethical clearance from the ethics commission of RSUD Yogyakarta City on November 1 2023 with registration number 65/KEPK/RSUD/XI/2023.

RESULTS AND DISCUSSION

Result

Based on the results of the analysis carried out on 170 respondents in the class III inpatient ward of the Yogyakarta City Regional Hospital, it can be seen in the following table:

Table 1. Frequency Distribution of Respondent Characteristics

Variable	Frequency	%
Age		
< 11	5	2.9
12-16	8	4.7
17-25	14	8.2
26-35	24	14.1
36-45	24	14.1
46-55	41	24.1
55-65	38	22.4
> 66	16	9.4
Sex		
Male	72	42.4
Female	98	57.6
Education level		
Unschooled	9	5,3
Elementary school	37	21,8
Secondary School	43	25,3
Senior High School	56	32,9
Diploma	10	5,9
University	15	8,8

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Variable	Frequency	%
Occupation		
Non job	24	14,1
Farmer	9	5,3
Civil Servant	2	1,2
Self-employed	29	17,1
Housewife	47	27,6
Other	59	34,7
JKN membership		
PBPU	21	12,4
PPU	13	7,6
PBI	136	80
Total	170	100

According to table 1, it is known that the majority of respondents in this study were aged 46-55 years, amounting to 41 people (24.1%), the sex in the study was mostly female, 90 people (57.6%), most of the respondents' education were 56 high school students (32.9%), while the largest number of occupation in this study was in the other category, 59 people (34.7%), and the highest number of national health insurance patient participants was PBI, 136 people (80%).

Table 2. Frequency Distribution of Quality of Nursing Services

Nursing Service Quality	Frekuensi	%
Responsiveness		
Good	73	42.9
Poor	93	57.1
Assurance		
Good	71	41.8
Poor	99	58.2
Tangible		
Good	81	47.6
Poor	89	52.4
Empathy		
Good	88	51.8
Poor	82	48.2
Reliability		
Good	89	52.4
Poor	81	47.6

Based on table 2 above, it can be explained that respondents assessed the quality of nursing services in class III inpatient rooms based on the dimension of responsiveness. It was found that 97 respondents (57.1%) said it was not good. In the assurance dimension,

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99 people (58.2%) rated the results as not good. Meanwhile, based on the tangible dimension, 89 respondents (52.4%) rated it as not good. Meanwhile, according to the empathy dimension, 88 respondents rated it very good (51.8%), and based on the reliability dimension, 89 respondents rated it very good (52.4%).

Table 3. Frequency Distribution of Patient Satisfaction

JKN Patient Satisfaction	Frquency	%
Satisfied	89	52.4
Unsatisfied	81	47.6

Based on table 3 above, the results show that respondents who rated national health insurance patient satisfaction as satisfied were 89 people (52.4%) and 81 respondents who said they were unsatisfied (47.6%).

Table 4. The Relationship between the Quality of Nursing Services and Patient Satisfaction

Nursing Service Quality	JKN Patient Satisfaction				Total		P Value
	Satisfied		Unsatisfied				
	n	%	N	%	N	%	
Responsiveness							
Good	56	76.7	17	23.3	73	100	0.000
Poor	33	34.0	64	66.0	97	100	
Assurance							
Good	55	77.5	16	22.5	71	100	0.000
Poor	34	34.3	65	65.7	99	100	
Tangible							
Good	62	76.5	19	23.5	81	100	0.000
Poor	27	30.3	62	69.7	89	100	
Empathy							
Good	68	77.3	20	22.7	88	100	0.000
Poor	21	26.6	61	74.7	82	100	
Reliability							
Good	69	77.5	20	22.5	89	100	0.000
Poor	20	24.7	61	75.3	81	100	

Based on table 4, the results show that there is a relationship between the responsiveness dimension, assurance dimension, tangible dimension, empathy dimension, and reliability dimension, the quality of nursing services on patient satisfaction.

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Table 5. Results of Multiple Logistic Regression Tests on the Relationship between Nursing Service Quality and Patient Satisfaction

Variable	p	OR	95% CI C.I for EXP (B)	
			Lower	Upper
Responsiveness	0.040	2.371	1.040	5.403
Empathy	0.039	2.831	1.054	7.604
Reliability	0.011	3.558	1.337	9.469

Table 5 shows the results of the multiple logistic regression test using the backward method, it was found that three variables had a significant relationship. The dimensions that are most significantly related to the quality of nursing services on national health insurance patient satisfaction in class III inpatient wards at RSUD Yogyakarta City are the responsiveness dimension, empathy dimension and reliability dimension.

The responsiveness dimension of the quality of nursing services has a relationship with the satisfaction of national health insurance patients in class III inpatient rooms at the Regional General Hospital of Yogyakarta City with a p value of 0.040 and an OR value = 2.371, which means that the service responsiveness dimension of the quality of nursing services on patient satisfaction is 2.371 times higher good compared to the responsiveness dimension which is not good.

The empathy dimension of the quality of nursing services has a relationship with patient satisfaction with a p value of 0.039 and an OR value = 2.831, meaning that the empathy dimension of the quality of nursing services on patient satisfaction, respondents rated it 2.831 times as very good compared to respondents who rated the empathy dimension as not good.

The reliability dimension of the quality of nursing services has a relationship with national health insurance patient satisfaction in class III inpatient rooms at the Yogyakarta City Regional General Hospital with a p value of 0.011 and an OR value = 3.558, meaning that the reliability dimension of the quality of nursing services on patient satisfaction is 3.558 times very good compared to the reliability dimension is not good.

Discussion

Responsiveness is how an organization can respond to customer complaints and what actions the organization can take regarding the complaints it faces and the organization's willingness to continue to provide fast service to customers who want it (Rusydi, 2017). The results of this study show that there is a relationship between the responsiveness dimension of the quality of nursing services and the satisfaction of national health insurance patients in class III inpatient rooms at the Yogyakarta City Regional General Hospital, which can be obtained from the results of the Chi-Square statistical test analysis with a p value of 0.000 < 0.05. The results of this research are in line with previous research which stated that there was a relationship between the quality of outpatient services and BPJS patient satisfaction at Bhayangkara TK III Tebing Tingi Hospital with a p value of 0.001 (p < 0.05) (Gultom, Nababan, Sipayung, Hakim, & Tarigan, 2021). In other research results, it was found that there was an influence on the level of satisfaction of

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inpatients with yellowness treatment based on the quality of service during the Covid-19 pandemic at the Polewali Mandar Regional General Hospital based on the dimension of responsiveness (Andira, Liliandrian, & Sukmawati, 2021). These results are also strengthened by the results of other research which proves that there is a relationship between the responsiveness dimension and the quality of satisfaction of inpatients in hospitals (Nurseptiana & Lestari, 2022).

Assurance is the ability of employees to have knowledge in providing appropriate product services, the ability of employees to provide safety guarantees so that customers do not feel hesitant in receiving the services provided (Bustami, 2011). Based on the Chi-square statistical test analysis, the results showed that there was a relationship between the assurance dimension of the quality of nursing services and the satisfaction of guaranteed patients. The results of this study are in line with previous research which shows that the assurance dimension is related to the level of satisfaction of inpatients (Halawa, Nadapdap, & Silaen, 2020). Other studies also obtained the same results (Andira et al., 2021). This is confirmed by other research which states that there is a relationship between nursing services and the level of satisfaction of inpatients during the COVID 19 pandemic, where the services provided are not complicated, nurses take action quickly when needed, and communication between nurses and patients is easy to understand (Dora & Ramaita, 2021).

Tangible is the manifestation of a quality service product which must be clearly visible, such as the company's physical facilities, adequate equipment, neatness and cleanliness of service personnel, and good communication materials (Rusydi, 2017). The results obtained in this study for the tangible dimension (physical evidence) based on the Chi-square statistical test analysis showed that the p value was 0.000 < 0.05, meaning that there was a relationship between the tangible dimension of the quality of nursing services and the satisfaction of national health insurance patients in the inpatient room. This research is in line with research conducted by (Gultom et al., 2021) which shows the results of the Chi-square statistical test analysis of the tangible dimension, the p value is 0.004 <0.05, meaning there is a relationship between the quality of outpatient services and BPJS patient satisfaction.

The results of this research are in line with previous research which found that there was a relationship between the tangible dimension of the level of satisfaction of inpatients with kemuning services based on the quality of service during the Covid-19 pandemic with the results of the Chi-square statistical test analysis which obtained a p value of 0.001 < 0.05 (Andira et al., 2021). This is reinforced by research conducted by the results of other research regarding analysis of the quality of inpatient satisfaction based on the tangible dimension that the things that often influence the level of satisfaction are complete facilities, clear information, adequate infrastructure and good looking service staff (Nurseptiana & Lestari, 2022).

Empathy is a form of individual concern and attention given by each service officer in the organization to customers who need or want the products owned by the company (Rusydi, 2017). The results of research that has been carried out based on the empathy

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dimension of the quality of nursing services and the results of the Chi-square statistical test analysis show a p-value of 0.000 < 0.05, meaning that there is a relationship between the empathy dimensions of the quality of nursing services and the satisfaction of national health insurance patients. This research is in line with previous research, which showed the results of Fisher's exact test statistical analysis of the empathy dimension obtained a p-value of 0.000 < 0.05, meaning there is a relationship between service quality and inpatient satisfaction (Rifai, Musfirah, Syafar, & Muliati, 2022). Meanwhile, other research found that the results of the Chi-square test analysis of the empathy dimension produced a p value of 0.004 < 0.05, meaning that there is a relationship between the quality of inpatient patient satisfaction (Nurseptiana & Lestari, 2022). The results of this research are strengthened by other research which shows that the results of the Chi-square statistical test analysis show that the p value is 0.000 <0.05 based on the empathy dimension, meaning there is a relationship between the level of satisfaction of inpatients using national health insurance (Halawa et al., 2020).

Reliability is an ability or willingness within a company to provide reliable service to every service user who needs it (Rusydi, 2017). The results of the analysis obtained based on the Chi-square statistical test based on the reliability dimension of the quality of nursing services obtained a p value of 0.000 < 0.05, meaning that there is a relationship between the reliability dimension of the quality of nursing services and patient satisfaction. This research is in line with the results of research conducted by (Halawa et al., 2020) the results obtained from the Chi-square statistical test analysis of the tangible dimension p value 0.000 <0.05, meaning there is a relationship between the level of satisfaction of inpatients using national health insurance. Meanwhile, the results of previous research obtained from the Chi-square statistical test analysis of the reliability dimension, the p value was 0.000 < 0.05, meaning there is a relationship between service quality and patient satisfaction (Rifai et al., 2022). The results of this research are strengthened by other research which states that the quality of inpatient service is obtained from research results that the factor that often influences satisfaction is that the hospital can provide the promised health services consistently and reliably (Nurseptiana & Lestari, 2022).

The results of multivariate analysis using multiple logistic regression statistical tests showed that the dimensional factors that had an influence were responsiveness 0.040 < 0.05, empathy 0.039 < 0.05 and the most significant influence was reliability 0.011 < 0.05, meaning these three dimensions had a significant relationship with quality. Nursing services on national health insurance patient satisfaction in inpatient rooms. This research is supported by research (Nurseptiana & Lestari, 2022) which states that the results of statistical tests show that the dimensions of responsiveness, empathy and reliability are related to the quality of inpatients.

CONCLUSION

There is a relationship between the dimensions of responsiveness, assurance, tangible, empathy and reliability of the quality of nursing services on the satisfaction of national health insurance patients in class III inpatient rooms at Yogyakarta City Regional Hospital.

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And the most dominant dimension based on the results of multiple logistic regression statistical tests which has a significant influence is the dimension of reliability.

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