



The Influence of Medication Availability in BPJS Patient Satisfaction in Inpatient Rsd Lanto DG. Pasewang Jeneponto Regency

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Abstract

Patient satisfaction depends on the quality of service he gets. Service is all the efforts made to meet the desires of its customers with the services to be provided. Understanding all the needs and desires of patients is an important thing that affects patient satisfaction. This type of research uses quantitative research methods analytic survey form with a cross-sectional study approach. The population in this study were Social Security Administrator (BPJS) independent paying participants in the Inpatient Unit of the Lanto DG Pasewang Regional Hospital, Jeneponto Regency. The sample in this study was selected randomly at the Lanto DG Pasewang General Hospital in Jeneponto Regency with the number of samples based on the Stanley Lemeshow formula. The results of the study using the chi-square test, showed that the variable drug availability (0.008), affect patient satisfaction. This research is expected to be an input for Lanto Hospital with Pasewang to evaluate the dimensions of these variables and conduct surveys of inpatient satisfaction periodically to improve the quality of health services.

Keywords: *Patient Satisfaction; BPJS; Hospitalization*

Introduction

Hospitals are based on Pancasila and are based on human values, ethics, and professionalism, the benefits of justice, equal rights and anti-discrimination, equity, protection and patient safety, and have a social function. From the hospital's objectives as formulated in Article 2 and Article 3 of Law no. 44 of 2009, it can be concluded that the purpose of the hospital is for social purposes, therefore hospitals and doctors should not pursue profits for personal gain.

Patient satisfaction is the result of the patient's assessment of health services by comparing what is expected in accordance with the reality of health services received in a hospital health setting (Young et al., 2000; Zineldin, 2006; Calundu, 2018). Service Quality Factors on Patient Satisfaction are tangible, reliability, responsiveness, assurance, empathy (Zaimah, 2019). Understanding all the needs and desires of patients is an important thing that affects patient satisfaction. Satisfied patients are valuable assets for

health care providers because if patients are satisfied they will continue to use the services of their choice, but conversely, if patients feel dissatisfied they will tell others twice as great about the bad experiences they received when receiving the service. To create patient satisfaction, the hospital must create and manage a system properly to obtain more patients and the ability to retain patients. Health service standards are used by health workers to facilitate officers in carrying out their duties, improving skills, legal protection, assessment, and uniformity. Therefore service standards must be understood by all health workers (Toban, 2017).

Lanto Daeng Pasewang General Hospital is a referral center of various health centers in the Jeneponto Regency area which aims to create a network between other health facilities. In connection with this technology assistance, medical assistance, facility assistance, and operational assistance in order to support efforts to improve quality health services in an effective and efficient manner. The main target of Lanto General Hospital Dg. Pasewang is how to improve work professionalism in preparing, establishing, and implementing basic service levels and specialist service levels in supporting improving service quality at Lanto Dg. Pasewang Jeneponto Regency. Lanto Regional General Hospital Dg. Pasewang is one of the health service facilities with basic service standards in referral at the Jeneponto Regency level, which is currently Type C. The number of inpatient visits in 2017 was as many as: 13,802 patients, in 2018 as many as 13,605 patients. This shows that inpatient visits decreased.

From the hospital customer satisfaction survey conducted by Liputo and Astiena as Dr. Achmad Mochtar, who collaborated with the 2013 UNAND Faculty of Public Health in all hospital installations, found that from all the installations studied, only Inpatient Inpatient had not yet reached satisfaction standards. Namely, the average level of satisfaction of patients in the Inpatient Installation Dr. Achmad Moctar by 88% (Andriani & Putra, 2014).

From the results of several previous studies stated that the level of patient satisfaction is still quite low on the quality of health services provided by hospitals. From the results of interviews and observations from the clinic polyclinics in Scholoo Keyen District Hospital, the average level of patient satisfaction is 70-80% (Manoppo & Gurning, 2017).

The initial observations that have been made at the (RSUD) Regional General Hospital Hospital Lanto DG Pasewang Jeneponto Regency several BPJS patients have found several complaints in the form, often there is a vacancy in the hospital so patients have to buy the drug outside the hospital pharmacy. Another complaint is that there is still a delay of medical personnel in conducting examinations to patients and inpatient rooms that are less comfortable and clean.

Methods

Research Design

This type of research is a quantitative form of analytic survey research with cross-sectional study approach. This research was conducted at the inpatient installation of Lanto General Hospital dg Pasewang Jeneponto.

Population and Sample

The population in this study were all BPJS (Social Security Administrator) independent paying participants in the Inpatient Unit of Lanto DG Pasewang Regional Hospital, Jeneponto Regency, which was BPJS Health Non-PBI (non-recipient of contribution assistance) Beneficiary participants, based on BPJS Health data, there were 12,847 people. The sample in this study was selected by random sampling

at RSUD Lanto DG Pasewang Jeneponto Regency with the number of samples based on the Stanley Lemeshow formula was 73 respondents.

Method of Collecting Data

Primary data were obtained through direct interviews with BPJS Health independent participant interviews and questionnaire distribution. Secondary data was collected through medical records of inpatient visits according to the status of Lanto Dg. Pasewang Hospital Jeneponto Regency in 2019 regarding the number of participants receiving non-PBI assistance in Jeneponto Regency.

Data Analysis

Univariate analysis performed to get a general picture by describing each variable used in the study. Bivariate analysis was performed to see the relationship between two variables, namely between the independent variable and the dependent variable using the chi-square test. Multivariate analysis was conducted to find out which independent variables tend to have more influence on the dependent variable.

Results

This research was carried out in February 2020 at the Regional General Hospital (RSUD) Lanto Dg. Pasewang Jeneponto with 73 respondents of Non-PBI class III BPJS patients, randomly selected in all inpatient unit rooms, and continued with data processing and data presentation.

Table 1 Distribution of Respondents by Characteristics in Lanto Dg. Pasewang Hospital Jeneponto Regency in 2020

Respondent Characteristics	n	%
Age (years)		
15-24	1	1,4
25-34	18	23,7
35-44	16	21,9
45-54	21	28,8
55+	17	23,3
Sex		
Male	39	53,4
Female	34	46,6
Education		
SD (Elementary School)	14	19,2
SMP (Junior School)	4	5,5
SMA (High School)	26	35,6
Academy (Bachelor)	29	39,7
Employment		
entrepreneur	42	57,5
Housewife	24	32,9
Farmers	5	6,8
And others	2	2,7

Table 1 shows that the age of most respondents is around 45-55 years (28.8%), and the age group that is the least respondents is 15-24 years old (1.4%). Then for the gender dominated by male respondents 39 respondents (53.4%) and female sex only 34 respondents (46.6%). Distribution of respondents based on education level the most were academy graduates (bachelor) as many as 29 respondents (39.7%), and the lowest level of education was the junior school which was only 4 respondents (5.5%).

Table 2 Distribution of Respondents by Drug Availability at the Regional General Hospital (RSUD) Lanto Dg. Pasewang Jeneponto Regency in 2020

Availability of Medication	n	%
Pretty good	30	41,1
Not good	43	58,9
Total	73	100

Based on table 2 it is known that shows more respondents or about 43 (58.9%) who feel the availability of drugs is not good at Lanto Dg. Pasewang General Hospital Jeneponto, and respondents who feel good enough about the availability of drugs only 30 (41.1%).

Table 3 Effects of Drug Availability on Patient Satisfaction at Lanto Dg. Regional General Hospital (RSUD) Pasewang Regency of Jeneponto in 2020

Availability of Medication	Patient Satisfaction				Amount		Statistical Test
	Satisfied		Not Satisfied		n	%	
	n	%	n	%			
Pretty Good	22	73,3	8	26,7	30	100	p= .008
Not Good	18	41,9	25	58,1	43	100	
Amount	40	54,8	33	45,2	73	100	

Based on table 3 it is known that shows that of the 30 respondents who felt the availability of drugs that were quite good there were 22 respondents (73.3%) who were satisfied with the hospital and there were 8 respondents (26.7%) who felt less satisfied while from 43 respondents only 18 respondents (54.8%) who felt the availability of insufficient drugs satisfied with hospital services and 25 respondents (58%) were unsatisfied. Statistical test results by using Chi-square obtained p-value = 0.008 because the value of $P < 0.05$ then there is an influence of drug availability on patient satisfaction.

Discussion

One important resource is the availability of medicines. The availability of adequate medication for patients is said to be good and satisfied with the perceived quality of service because patients feel that the availability of drugs in Lanto Dg. Pasewang Jeneponto Regency is good, so patients no longer need to buy it out. The hospital functions as a place to develop medical science and disease and also a place to develop drug services for patients. Hospitals must provide services of good quality so that patient satisfaction can be achieved (Arifiyanti & Djamiludin, 2017).

Overall availability of drugs to patient satisfaction in Lanto Dg. Pasewang Jeneponto Regency is included in quite a good category with a percentage of 73.3%. However, there needs to be special attention because there are still respondents amounting to 26.7% who stated less. This is due to the lack of availability of drugs and the perceptions of respondents who do not yet understand the procedure to be done. According to Arifiyanti, and Jamaludin (2017), responsiveness (responsiveness) is the willingness to help and provide quality services to patients that include the alertness of the workforce in serving patients, the speed of health workers in handling transactions and handling patient complaints.

Research in Estonia comparing pharmacy services between 1993 and 2005 showed that 95% of patients wanted more information about prescription and non-prescription drugs, room for consultation (80%), speed of compounding time (76%). The speed of time of compounding the drug is more important for women than men. Patients with higher education expect services that are more patient and personal oriented (Volmer, 2009). In general, satisfaction is related to the officers' professionalism, taste respect and appreciation for patients, the presence of officers at all times to answer patient questions, as well as obtaining clear instructions about the use of drugs and their regulation. Patient satisfaction can be increased by the addition of staff if needed, increasing drug stock, providing more generic drugs, and accepting more types of health insurance cards. (Smith, 2011).

Conclusion

Based on the results of the research conducted, it can be concluded that there is an influence of drug availability on patient satisfaction in the Inpatient Unit of Lanto DG Pasewang Hospital. Jeneponto. It is suggested that the RSUD be expected to evaluate the dimensions of these variables and conduct inpatient satisfaction surveys periodically to improve the quality of health services and the hospital is expected to provide a suggestion box for inpatients.

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