Analysis of Hospital Service Management Implementation on Satisfaction of BPJS Participants in Stella Maris Hospital Bintang Laut

Herlina Gea[1], Juliandi Harahap[2], Asriwati[3]

Abstract

The services provided by BPJS Health are an image that is built as a public service to continue to maintain public trust. The general objective of this study was to analyze the effect of the implementation of BPJS service management on the satisfaction of BPJS participant patients at Stella Maris Bintang Laut Hospital. The research design used quantitative methods with a cross sectional study approach which was carried out from April 2022 to August 2022. The population was outpatient BPJS patients in 2021 at Stella Maris Bintang Laut Hospital as many as 2.673 people. The sample in this study were outpatient BPJS patients who were treated at the Stella Maris Bintang Laut Hospital as many as 100 respondents. The sampling technique is by accidental sampling. Data were analyzed using Chi-Square test and logistic regression. The results showed that most of the respondents stated that good planning was 59 (59.0%), good organization was 60 (60.0%), good implementation was 63 (63%), good control was 60 (60.0%) , respondents were satisfied as many as 59 (59.0%). Bivariate results showed that there was an effect of planning (p<0.000), organizing (p<0.001), implementation (p<0.000), controlling (p<0.001) on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital. The most influential variable on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital is the implementation variable. The conclusion in this study is that the variables of planning, organizing, implementing, controlling have an effect on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital. Based on the conclusions, it is suggested to the hospital management, in order to increase the ability that can be applied in management services at the hospital, so that patients can follow the procedures in the hospital and do not need a long time to get services.

Key Words: Planning, Organizing, Implementation, Control, Satisfaction.

DOI Number: 10.14704/nq.2022.20.13.NQ88113 **Neuro Quantology 2022; 20(13):884-895**

Introduction

Health is the main thing that must be owned by every citizen of the country to achieve a healthy and sustainable life. Every local government is obliged to provide facilities and infrastructure as a form of health support to create a prosperous society. Furthermore, because changes in health services are basically the main capital of human resources to obtain the welfare of the community, because health is the main cause of community welfare that the government wants to realize, health is certainly the main interest of the government as the manager of public services. The government must be responsible for the people's right to be healthy by realizing health services that are fair, comprehensive, satisfying, affordable and of good quality (Nuryanti, et al., 2021).

Hospitals as one of the complex health care facilities are required to provide appropriate health services and information. Not only favoring complete health facilities, but service management attitudes and human resource services are elements that influence the services produced and patient perceptions. The increasing awareness and understanding of the public about the importance of health, causes the demand for health services to increase so that efforts are needed to anticipate this situation by maintaining and evaluating service satisfaction continuously so that the strengths and weaknesses of the health

Corresponding author: Herlina Gea
Address: [1,2,3]Master's Degree Program, Faculty of Public Health, Helvetia Institute of Health, Indonesia.
[1]*herlinagea824@gmail.com
Received: 10 October 2022 **Accepted:** 25 October 2022

services provided are known (Yuniarti, 2015).

According to the World Health Organization (WHO), health is completeness of physical, psychological, and limitations. While the definition of health in Law Number 36 Year 2009 health is a physically and spiritually healthy condition that supports a person in increasing his productivity. Health is a basic right of every person regardless of race, religion, politics, economy or social life. Health control is different in each country because it depends on the disease suffered by the community (Wijayanti et al., 2020).

The State of Indonesia, as mandated in the 1945 Constitution Article 28 and Law No. 36 of 2009 concerning Health that every individual, family and community has the right to obtain protection for their health, and the state is responsible for regulating the fulfillment of the right to a healthy life for its population including for the poor and underprivileged. Efforts to realize these rights the government must save health services that are equitable, fair and affordable for all levels of society. The hospital is a health service facility, which provides complete individual health services that provide inpatient, outpatient, and emergency services. As a means of providing services, patient satisfaction in health services is very important to note because it can describe the quality of service at the service place. Knowing patient satisfaction is very useful for relevant agencies in order to evaluate the program that is being run and can find out how that needs improvement. The creation of service satisfaction can provide benefits, including the relationship between the hospital and service recipients (Al-Hamzani et al., 2018).

Regulation of the Minister of Health Number 82 of 2013 concerning Hospital Management Information Systems (SIMRS), that hospitals must have information and technology units/installations consisting of the Head of SIMRS Installation and functional Information and Technology Staff. Information and technology human resources consist of staff who have qualifications in the field of systems analyst staff, programmer staff, hardware staff, network maintenance staff. In addition to the adequacy of resources, the competence of officers in outpatient and inpatient installations is in accordance with their competence. Likewise in the SIMRS unit, the competence of the staff in the SIMRS unit is in accordance with their competence. So it is necessary to improve both in policy making in hospitals, especially in the placement of main tasks and functions. The implementation of SIMRS in hospitals can help the hospital management in managing professionally all the resources they have by suppressing inefficient and effective and wasteful procedures from the health service system implemented in the hospital (Sudiarti et al., 2019).

In any activity, and so that these activities can achieve their objectives effectively, good and clear arrangements are needed. Likewise, activities and services for patients in hospitals require good arrangements, so that the objectives of each activity or program are achieved effectively

good and well treated. The process of regulating scientific activities is called management, while the process for regulating activities or health services in hospitals is called health service management. Management is an activity to manage other people to achieve a goal or complete a job. A manager in achieving goals is together with other people or his subordinates (Pratama & Daerah, 2011).

Awareness of the importance of social protection continues to grow in accordance with the amendments to the 1945 Constitution article 43 paragraph 2, which states that the state is developing a Social Security System for all Indonesians. With the inclusion of the Social Health Security System in the amendment to the 1945 Constitution, and the issuance of Law Number 24 of 2011 concerning the Social Security Administering Body (BPJS) as one strong evidence that the government and related stakeholders have a great commitment to realizing social welfare for all its people, with the aim of ensuring that all people can meet their basic needs (Natassa & Dwijayanti, 2019).

The Social Security Administering Body or BPJS is an institution established to administer the Social Security Program in Indonesia according to Law Number 40 of 2004 concerning the National Social Security System, BPJS is a non-profit legal entity and Law Number 24 of 2011 concerning BPJS divided into 2 , BPJS Health and BPJS Employment. BPJS Employment organizes work accident insurance, old age insurance, pension insurance and death insurance programs. Meanwhile, BPJS Kesehatan provides health insurance BPJS.

Directly responsible to the President, BPJS has the authority to collect contributions, place funds, conduct supervision and check the compliance of Participants and employers. BPJS Kesehatan has been operationally implemented since January 1, 2014 (Ulinuha, 2014).

The services provided by BPJS Kesehatan are an image that is built as a public service so that anything regarding services will be done optimally to continue to maintain public trust. In addition to maintaining the image through its services, BPJS Kesehatan provides information to increase public knowledge of BPJS Health. As for other information provided, either about hospitals or health information. With the amount of information provided, BPJS Kesehatan certainly wants the public to be more understanding and the message conveyed can be well received, so various forms of communication are carried out so that the message is conveyed properly. The importance of good service greatly affects the number of customers in a hospital. Good service is able to provide satisfaction to customers, in addition to retaining existing customers, it also attracts potential customers. In the end the service is able to improve the image of the hospital in the eyes of customers, with a good image it will make it easier for hospitals to get customer loyalty and trust. The main factor that influences to improve the good image of the hospital is human resources, the role of humans in serving customers is one of the main factors because only humans can communicate directly and openly (Indi & Drajat, 2021).

Stella Maris Hospital is one of the hospitals owned by private foundations located in Teluk Dalam City, South Nias which is classified as type D which provides services to BPJS patients and general patients, however of course there are many things and obstacles faced but these obstacles become a reflection for hospitals to try to improve their services, especially in improving hospital management which greatly affects services, especially in BPJS service satisfaction.

Based on BPJS patient data at the Stella Maris Bintang Laut Hospital for the 2019-2021 period, it is known that the number of patients visiting the Stella Maris Bintang Laut Hospital has experienced a continuous increase where in 2019 the number of BPJS patients who visited the Stella Maris Hospital was as many as 1,616 people, in 2020 BPJS patients who visited 3,711 people while in 2021 BPJS patients who visited the hospital. Stella Maris is 2,673 people. This shows that from 2020 to 2021 there has been a decrease in patient visits, which is an indication that the quality of service is not optimal and needs to be improved again. This can be caused by external factors and internal factors.

However, in reality, based on the results of the initial survey interview, the services provided to patients were not optimal and patients were not satisfied with the quality of service and were reluctant to return to treatment again. Out of 10 patients, 7 people at the Stella Maris Bintang Laut Hospital stated that the patient did not feel comfortable. satisfied with the health services provided by the hospital to BPJS patients and consider it convoluted in administrative management, health workers are less disciplined / punctual, the quality of health workers is less professional, the quantity of health workers is inadequate, and facilities and infrastructure are inadequate. Costs that are not in accordance with the services provided feel different from other patients.

Accordingly, the results of research by Arifin and Suprayitno showed that 53 patients (56.4%) were dissatisfied with the quality of health services and 41 patients (43.6%) were satisfied with the quality of health services (Arifin & Suprayitno, 2021).

If the problems mentioned above are not addressed, it will reduce the quality of health services for BPJS patients in accordance with minimum service standards. Therefore, in order to overcome the problems mentioned above, the researcher.

Methods

The research design used a quantitative method which was carried out by an analytic survey with a cross sectional study approach, which is a research design in which the independent and dependent variables are measured and collected at the same time. In this study, the population was BPJS outpatients in 2021 at Stella Maris Bintang Laut Hospital as many as 2,673 people. The sample in this study were outpatient BPJS patients who were treated at the Stella Maris Bintang Laut Hospital as many as 100 respondents. The sampling technique is by accidental sampling.

Results and Discussion

Univariate Data Analysis

Distribution of Age, Gender, Education, and Occupation at Stella Maris Bintang Laut Hospital

The distribution of the frequency of age, gender, education, and occupation at Stella Maris Bintang Laut Hospital can be seen in the table below:

Table 1. Age, Gender, Education, and Occupational Distribution at Stella Maris Starfish Hospital

Age	**n**	**%**
17-25 Years	18	18,0
26-35 Years	27	27,0
36-45 Years	45	45,0
> 45 Years Old	10	10,0
Gender	**n**	**%**
Man	37	37,0
Woman	63	63,0
Education	**n**	**%**
Junior School	49	49,0
High School	37	37,0
Higher Education	14	14,0
Work	**n**	**%**
Farmer	48	48,0
Self employed	31	31,0
Civil servants	21	21,0
Total	**100**	**100**

Based on table 1 above, it is known that from the 100 respondents studied, it is known that most of the respondents are 36-45 years old, namely 45 (45.0%) respondents, while other respondents are 17-25 years old, namely 18 (18.0) %) of respondents, aged 26-35 years as many as 27 (27.0%) respondents, and those aged > 45 years as many as 10 (10.0%) respondents. Of the 100 respondents studied, it is known that most of the respondents are female, as many as 63 (63.0%) respondents and the other respondents are male as many as 37 (37.0%).

Of the 100 respondents studied, it is known that most of the respondents have junior high school education, as many as 49 (49.0%) respondents, while the other respondents have high school education as many as 37 (37.0%) respondents, and those with PT education are 14 (14.0%) 0%) respondents. Of the 100 respondents studied, it is known that most of the respondents have jobs as farmers as many as 48 (48.0%) respondents, while other respondents have jobs as entrepreneurs as many as 31 (31.0%) respondents, and those who work as civil servants are as many as 21 (31.0%) respondents.

Distribution Planning at Stella Maris Bintang Laut Hospital

The distribution of planning at Stella Maris Bintang Laut Hospital can be seen in the table below:

Table 2. Distribution at Stella Maris Hospital Planning Starfish

Planning	**n**	**%**
Not good enough	41	41,0
Good	59	59,0
Total	**100**	**100**

Based on table 2 above, it is known that out of 100 respondents, most of the respondents stated

that planning was good as many as 59 (59.0%) respondents, while other respondents stated that planning was not good, namely 41 (41.0%).

Organizing Distribution at Stella Maris Bintang Laut Hospital

The distribution of organization at Stella Maris Bintang Laut Hospital can be seen in the table image below:

Table 3. Organizing Distribution at Stella Maris Starfish Hospital

Organizing	n	%
Not good enough	40	40,0
Good	60	60,0
Total	**100**	**100**

Based on table 3. above, it is known that out of 100 respondents, most of the respondents stated that the organization was good, namely 60 (60.0%) respondents, while other respondents stated that the organization was not good, namely 40 (40.0%) respondents.

Distribution of Implementation at Stella Maris Bintang Laut Hospital

The distribution of implementation at Stella Maris Bintang Laut Hospital can be seen in the table image below:

Table 4. Distribution of Implementation at Stella Maris Starfish Hospital

Implementation	n	%
Not good enough	37	37,0
Good	63	63,0
Total	**100**	**100**

Based on table 4.6 above, it is known that out of 100 respondents, most of the respondents stated that the implementation was good, as many as 63 (63%) respondents, while other respondents stated that the implementation was not good, namely 37 (37.0%) respondents.

Distribution of Control at Stella Maris Bintang Laut Hospital

The distribution of control at Stella Maris Bintang Laut Hospital can be seen in the table below:

Table 5. Control Distribution at Stella Maris Starfish Hospital

Control	n	%
Not good enough	40	40,0
Good	60	60,0
Total	**100**	**100**

Based on table 5 above, it is known that from 100 respondents, most of the respondents stated that the control was good, namely 60 (60.0%) respondents, while other respondents stated that the control was not good, namely 40 (40.0%) respondents.

Distribution of BPJS Patient Satisfaction at Stella Maris Bintang Laut Hospital

The distribution of BPJS patient satisfaction at Stella Maris Bintang Laut Hospital can be seen in the table below:

Table 6. Distribution of BPJS Patient Satisfaction at Stella Maris Bintang Laut Hospital

BPJS Patient Satisfaction	n	%
Unsatisfied	41	41,0
Satisfied	59	59,0
Total	**100**	**100**

Based on table 6 above, it is known that out of 100 respondents, most of the respondents were satisfied, namely 59 (59.0%) respondents, while other respondents were less satisfied, namely 41 (41.0%) respondents.

Bivariate Data Analysis

The Effect of Planning on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

To find out the effect of planning on patient satisfaction of BPJS participants at Stella Maris Bintang Laut Hospital, it can be seen in the table below:

Table 7. The Effect of Planning on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

Planning	BPJS Patient Satisfaction						P *value*
	Unsatisfied		Satisfied		Total		
	n	%	n	%	n	%	
Not good enough	28	28,0	13	13,0	41	41,0	0,000
Good	13	13,0	46	46,0	59	59,0	
Total	**41**	**41,0**	**59**	**59,0**	**100**	**100**	

Based on table 7. it is known that of the 100 respondents studied, most of the respondents stated that the planning was good, as many as 59 (59.0%) respondents. There were as many as 13 (13.0%) respondents stated that the planning was good and not satisfied, as many as 46 (46.0%) respondents stated that the planning was good and satisfied.

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of 0.000 <0.05. So it can be concluded that there is an effect of planning on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital.

The Effect of Organizing on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

To find out the effect of organizing on patient satisfaction of BPJS participants at Stella Maris Bintang Laut Hospital, it can be seen in the table below:

Table 8. The Effect of Organizing on Patient Satisfaction of **BPJS Participants at Stella Maris Bintang Laut Hospital**

Organizing	BPJS Patient Satisfaction						P *value*
	Unsatisfied		Satisfied		Total		
	n	%	n	%	n	%	
Not good enough	25	25,0	15	15,0	40	40,0	0,001
Good	16	16,0	44	44,0	60	60,0	
Total	**41**	**41,0**	**59**	**59,0**	**100**	**100**	

Based on table 8, it is known that of the 100 respondents studied, most of the respondents stated that the organization was good, as many as 60 (60.0%) respondents. There were as many as 16 (16.0%) respondents stated that the organization was good and not satisfied, as many as 44 (44.0%) respondents stated that the organization was good and satisfied.

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of 0.001 <0.05. So it can be concluded that there is an organizational influence on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital.

Effect of Implementation on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

To find out the effect of implementation on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital, it can be seen in the table below:

Table 9. Effect of Implementation on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

BPJS Patient Satisfaction							
Implementation	**Unsatisfied**		**Satisfied**		**Total**		**p *value***
	n	**%**	**n**	**%**	**n**	**%**	
Not good enough	36	36,0	1	1,0	37	37,0	0,000
Good	5	5,0	58	58,0	63	63,0	
Total	**41**	**41,0**	**59**	**59,0**	**100**	**100**	

Based on table 9, it is known that of the 100 respondents studied, most of the respondents stated that the implementation was good, as many as 63 (63.0%) respondents. There were as many as 5 (5.0%) respondents stated that the implementation was good and not satisfied, as many as 58 (58.0%) respondents stated that the implementation was good and satisfied.

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of 0.000 <0.05. So it can be concluded that there is an effect of implementation on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital.

Effect of Control on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

To determine the effect of control on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital, it can be seen in the table below:

Table 10. The Effect of Control on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

BPJS Patient Satisfaction							
Control	**Unsatisfied**		**Satisfied**		**Total**		**p *value***
	n	**%**	**n**	**%**	**n**	**%**	
Not good enough	25	25,0	15	15,0	40	40,0	0,001
Good	16	16,0	44	44,0	60	60,0	
Total	**41**	**41,0**	**59**	**59,0**	**100**	**100**	

Based on table 10, it is known that from the 100 respondents studied, most of the respondents stated that the control was good, as many as 60 (60.0%) respondents. There were as many as 16 (16.0%) respondents stated that the control was good and not satisfied, as many as 44 (44.0%) respondents stated that the control was good and satisfied.

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of 0.000 <0.05. So it can be concluded that there is a control effect on BPJS patient satisfaction at Stella Maris Bintang Laut Hospital.

Multivariate Analysis

The multivariate test aims to determine which variables have the most influence on patient satisfaction of BPJS participants at Stella Maris Bintang Laut Hospital. The requirement to select a candidate in the logistic regression test is p value < 0.25.

Table 11. Variabel yang Selection To Be A Model Candidate in Multiple Logistic Regression Test Based On Bivariate Analysis

Variable	p *value*	Information
Planning	0,000	Candidate
Organizing	0,001	Candidate
Implementation	0,000	Candidate
Control	0,001	Candidate

Based on 10. above it can be seen that all variables, namely four variables, are candidate models in logistic regression tests where p *value*< 0.25. The results of the logistic regression analysis can be seen in the following table

Table 11. Results of the First Stage of Logistic Regression Analysis

Variable	B	p *value*	Exp(B) OR	95% CI For Exp (B)
Planning	1,142	0,202	3,133	0,542-18,125
Organizing	1,530	0,102	4,620	0,736-28,994
Implementation	5,780	0,000	323,632	31,382-3337,514
Control	0,585	0,520	1,794	0,303-10,628

Based on table 11. above it can be known that the variables to be tested at the next stage are variables, planning, organizing, implementing.

Table 12. Results of the Second Phase of Logistic Regression Analysis

Variable	B	p *value*	Exp(B) OR	95% CI For Exp (B)
Planning	1,170	0,188	3,222	0,564-18,417
Organizing	1,636	0,076	5,135	0,842-31,314
Implementation	5,841	0,000	344,249	33,446-3543,272

Based on 12. above it can be seen that the variables to be tested next are the organizing and importing variables.

Table 13. Final Stage Results of Logistic Regression Analysis

Variable	B	p *value*	Exp(B) OR	95% CI For Exp (B)
Organizing	1,669	0,067	5,309	0,892-31,595
Implementation	6,100	0,000	445,949	44,174-4501,949

Based on table 13 above, it can be seen that the last stage of the logistic regression analysis resulted in the most dominant variable affecting the satisfaction of BPJS participant patients at Stella Maris Bintang Laut Hospital, namely the implementation variable with a p value of 0.000, OR = 445.949 (95% CI = 44,174- 4501,949) means that respondents who state that implementation is good have 445.949 times the chance of being satisfied compared to

respondents who state that implementation is not good with a B coefficient value of 6.100 that is positive, the more patients who state that implementation is good, the more BPJS patients are satisfied at Stella Maris Bintang Laut Hospital

Discussion

The Effect of Planning on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

Planning is a development of strategic planning for prevent, reduce, and overcome problems in providing health services. The design in planning will describe the extent to which health workers are able to determine how to get effectively solve the patient's health problems. A poor planning will result in a decrease in the quality of health services (De Gagne et al., 2016).

Based on the results of the study, it was found that respondents considered the service planning provided by health workers to be good, this can be seen from health workers providing clear information about the documents that BPJS patients must bring when they come for treatment. Patients who come to the health care facility at the puskesmas will be accepted by the registration officer. Patients are served based on the health service needs that have been identified in accordance with the resources at the puskesmas. Health workers provide directions and explanations regarding the flow and procedures according to the type of patient arrival. Especially patients who come for the first time for treatment, either to the polyclinic, emergency department or inpatient care.

Researchers assume that before providing services to patients, it is better for health workers to make service plans at Stella Maris Bintang Laut Hospital as a guide for managing service activities that have an impact on achieving goals and criteria for good outcomes. The action plan that will be given to the patient must be written and explained in a specific, clear and measurable manner. Planning must have a goal as one of the stages in the service process, so that the flow of services that will be carried out by patients is more directed and consistent so that they can provide good and quality service and the positive impact is that patients are satisfied with the services provided according to patient needs.

The Effectof Organizing on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of 0.001 <0.05. So it can be concluded that there is an organizational influence with BPJS patient satisfaction at Stella Maris Bintang Laut Hospital. In terms of organization, the health workers at Stella Maris Bintang Laut Hospital have implemented organized organization. This can be seen from the availability of information on health workers through the chart boards displayed in the hospital area. This allows patients to know where the flow of services will be, besides that health workers also coordinate with patients regarding the services to be provided. However, there are still programs that have not been coordinated and have not been evaluated effectively, such as BPJS patients getting health information on an ongoing basis through existing medical records and the hospital does not provide clear information regarding the flow of services according to the needs of BPJS patients.

The researcher assumes that the organizing process has actually been carried out at the Stella Maris Bintang Laut Hospital through information on health workers through chart boards posted in the hospital area, clear coordination with patients to facilitate the flow of services, availability of registration lockers that can serve the number of patient queues per day however, the hospital does not provide clear information regarding the flow of services according to the needs of BPJS patients. Therefore, it is necessary to take corrective action to the organization in the hospital that has an impact on patient satisfaction.

The Effect of Implementation on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of 0.000 <0.05. So it can be concluded that there is an effect of implementation with BPJS patient satisfaction at Stella Maris Bintang Laut Hospital.

Service implementation is a series of activities carried out by health workers in the form of implementing activities that are supported by policies, procedures, and resources, this is intended to bring a result to achieve the goals and

objectives that have been set. The role of health services must be maximized to overcome the obstacles experienced in health services. These health services can be applied by increasing the role of the Stella Maris Bintang Laut Hospital.

Stella Maris Bintang Laut Hospital in providing class consultation schedules to BPJS patients with the aim of making it easier for BPJS patients to get services, but not all patients agree with this. There are patients who feel neglected because they do not get information related to the services provided. Sometimes the hospital does not always provide clear information related to the provisions of the disease handled by the hospital BPJS rules. According to the patient's confession, not all health workers provide information in a language that is easily understood by the patient because sometimes they use medical language that is not understood by the patient so that the patient does not know what the health worker means, while the patient states that the health worker often uses language that is difficult to understand, while respondents who agree that health workers provide information in a language that is easy for patients to understand, namely by using good and correct Indonesian or not using medical language that is difficult for ordinary people to understand.

Respondents also stated that health workers lack the ability to respond responsively to BPJS participant patients, and health workers are less competent in providing fast and appropriate services as well as providing clear information regarding their illness and providing education to patients. In this case, health workers actually play an important role in providing education on the use of online applications, so that patients can be taught by health workers using these applications. However, it is unfortunate that many patients think that health workers are considered less abreast of technological developments and people's expectations, so they do not understand how to explain the flow of online services to patients.

This study is in line with the research of Tati Sudiarti, et al. (2019), the results of his research show that there are differences in the method of registering outpatients according to the Ministry of Health and the Cirebon Pulmonary Clinic. Human resources in the Cirebon Pulmonary Clinic Outpatient Installation are still lacking.

Researchers assume that the implementation of services must continue to be considered and improved in order to reduce patient complaints and can actually increase patient satisfaction and obstacles in providing education or health counseling. The same applies to the role of officers. Officers are expected to be able to apply management competence by increasing the ability that can be applied in hospital management services, so that patients can follow the procedures in the hospital and do not take a long time.

Effect of Control on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of 0.000 <0.05. So it can be concluded that there is a control effect with BPJS patient satisfaction at Stella Maris Bintang Laut Hospital.

Control carried out at Stella Maris Bintang Laut Hospital is an organizational activity to maintain and improve health services. In this control, health workers provide services to patients as well as possible, for example by always improving themselves to serve BPJS patients well. The duty of health workers is to provide understanding to patients about basic health and the needs for health services in detail, especially procedures and effective ways to obtain these health services.

Internal control carried out at the Stella Maris Bintang Laut Hospital, one of which is shown by the openness of the hospital management to constructive criticism from BPJS patients, is also an important thing in the operational activities carried out by the hospital. Internal control functions to control all activities oriented to patient satisfaction. Patients assess that control aims to assess the effectiveness and efficiency of all activities whether they are in accordance with the objectives (Kiswari, 2014). Internal control is one of the important things used to maintain the output of existing services, so that patients get guarantees from the services they receive considering the services provided are related to one's safety (Kiswari, 2014).

With the control measures, it is expected that patients can feel satisfaction. Patient satisfaction is one of the important things in measuring service success. Thus, patient satisfaction depends on the quality of service (Fitriani, 2020). The quality of service can be assessed from the

effort to fulfill the needs coupled with the patient's wishes and the accuracy of the delivery method in order to meet patient expectations and satisfaction.

Control of services in hospitals must continue to run so that it can be used as a reference to maintain and even improve the quality of services that are already available, so that from time to time the quality of service can be better (Suryanto et al., 2017).

The Most Dominant Variable Affects Patient Satisfaction BPJS Participants at Stella Maris Bintang Laut Hospital

The results showed that the last stage of logistic regression analysis resulted in the most dominant variable affecting patient satisfaction of BPJS participants at Stella Maris Bintang Laut Hospital, namely the implementation variable with p value 0.000, OR = 445.949 (95% CI = 44.174-4501.949) it means that respondents who stated that they were satisfied were 445,949 so it can be concluded that there is an effect of implementation on the satisfaction of BPJS patients at the Stella Maris Bintang Laut hospital.

Conclusion

Based on the results of research that has been carried out with the title "Analysis of Hospital Service Management Implementation on Patient Satisfaction of BPJS Participants at Stella Maris Bintang Laut Hospital", there is an influence of planning, organizing, implementing, organizing services on patient satisfaction BPJS participants at Stella Maris Hospital Starfish. Therefore, it is hoped that health workers and management will provide information regarding all requirements and documents that must be completed by BPJS patients so that the service planning carried out can increase patient satisfaction. The most influential variable on patient satisfaction of BPJS participants at Stella Maris Bintang Laut Hospital is the implementation variable with a p value of 0.000.

Suggestion

In the implementation, health workers carry out the duties and responsibilities of accompanying and providing explanations for BPJS participant patients, administrative completeness, consultation schedule and service flow and disease provisions handled by BPJS as well as referrals for BPJS patients.

References

1. Nuryanti, S., Hakim, L., & Rahim, S. (2021). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien Badan Penyelenggara Jaminan Sosial di Rumah Sakit Umum Daerah Kabupaten Pangkep. *Kajian Ilmiah Mahasiswa Administrasi Publik (KIMAP)*, *2*(2), 620-634.
2. Yuniarti, S. (2015). Hubungan antara kualitas pelayanan rumah sakit dengan tingkat kepuasan pasien BPJS di ruang perawatan RSUD Sultan Syarif Mohamad Alkadrie Kota Pontianak tahun 2015. *Jurnal ProNers*, *3*(1).
3. Wijayanti, L., Nur, Z., Laraswati, D., & Pimada, L. (2020). Dampak Kebijakan Kenaikan Iuran BPJS terhadap Pengguna BPJS. *ISOQUANT: Jurnal Ekonomi, Manajemen dan Akuntansi*, *4*(1), 58-68.
4. Al-Hamzani, D. G., Fitriyah, N., & Alaydrus, A. (2018). Pengaruh Kualitas Pelayanan Terhadap Tingkat Kepuasan Pasien Rawat Inap Pengguna Kartu Badan Penyelenggara Jaminan Sosial (Bpjs) Di Rumah Sakit Umum Daerah Inche Abdul Moeis Samarinda. *ejournal.ip.fisip-unmul.ac.id 6*(4).
5. Sudiarti, T., Soepangat, S., & Wiyono, T. (2019). Analisis Implementasi Sistem Informasi Manajemen Rumah Sakit Di Instalasi Rawat Jalan Klinik Paru Rumah Sakit Paru Cirebon. *Jurnal Manajemen Kesehatan Yayasan RS. Dr. Soetomo*, *5*(1), 57-67.
6. Pratama, R. C., & Daerah, K. P. (2011). *Manajemen Pelayanan Kesehatan Di Rumah Sakit Umum Dr. Saiful Anwar Malang* (Doctoral dissertation, Universitas Brawijaya).
7. Natassa, J., & Dwijayanti, S. S. (2019). Hubungan Mutu Pelayanan Dengan Kepuasan Pasien BPJS Kesehatan Di Unit Rawat Inap RSUD Tengku Rafi'an Kabupaten Siak. *Health Care: Jurnal Kesehatan*, *8*(2), 29-42.
8. Ulinuha, F. E. (2014). Kepuasan Pasien BPJS (Badan Penyelenggara Jaminan Sosial) Terhadap Pelayanan di Unit Rawat Jalan (URJ) Rumah Sakit Permata Medika Semarang Tahun 2014. *Semarang: Universitas Dian Nuswantoro*.
9. Indi, S., & Drajat, M. S. (2021). Manajemen Isu tentang Pelayanan BPJS di Kota

Bandung. *Prosiding Hubungan Masyarakat*, *7*(1), 254-258.

10. Arifin, M. H., & Suprayitno, S. (2021). Hubungan Mutu Pelayanan Kesehatan Dengan Kepuasan Pasien Pengguna Bpjs Kesehatan di Puskesmas Segiri Kota Samarinda. *Borneo Student Research (BSR)*, *2*(2), 1234-1239.
11. De Gagne, J. C., Choi, M., Ledbetter, L., Kang, H. S., & Clark, C. M. (2016). An integrative review of cybercivility in health professions education. *Nurse educator*, *41*(5), 239-245.
12. Kiswari, M. D. N. (2014). Private Involvement in the Old City Revitalization and Development (Keterlibatan Swasta dalam Revitalisasi dan Pembangunan Kota Lama). *Tesa Arsitektur*, *12*(1), 70.
13. Fitriani, N. I. (2020). Tinjauan pustaka covid-19: virologi, patogenesis, dan manifestasi klinis. *Jurnal Medika Malahayati*, *4*(3), 194-201.
14. Suryanto, T., Thalassinos, J. E., & Thalassinos, E. I. (2017). *Board characteristics, audit committee and audit quality: The case of Indonesia.*