



## Analysis of the Influence of Physical Facility, Executive Staff, Information and Finance on the Satisfaction of Outpatient Health bpjs Participants at rsu Prima Husada Sidoarjo

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### ABSTRACT

Social security is a type of service provided by the government to the community based on the state's ability and capability to give assistance and convenience to the community. Since January 1, 2014, the Ministry of Health of the Republic of Indonesia has established Badan Penyelenggara Jaminan Sosia (BPJS) to optimise the JKN programme. BPJS is a legal company founded to organise health insurance. There are numerous programmes under the guarantee programme, including health insurance programmes, accident insurance programmes, old age insurance programmes, and death insurance programmes. The aim of this study is to examine at the influence of physical facilities, executive staff, information, and finances on outpatient BPJS Health patient satisfaction at Jagir Surabaya Health Centre. This study takes a quantitative method. This study's strategy included multiple linear regression. The individuals investigated were 90 patients recruited from the Prima Husada Sidoarjo Hospital using a proportionate random sample technique. According to the study's findings, 47.7% of physical facilities, 13.4% of implementing staff, 25.2% of information, and 24.9% of money at Prima Husada Hospital had an impact on BPJS Health patient satisfaction. The hospital's function is expected to try to improve management, particularly health management, in order to manage better.

**Keywords:** *Physical Facilities, Executive Staff, Information*

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## **INTRODUCTION**

Health is very vital and urgent in all types of activity processes in numerous domains of life, and it is one of society's and the state's basic demands (Groopman dkk., 2019) . The life of society and the state cannot be carried out properly unless it is supported by initiatives to improve community health (Egan dkk., 2019). In connection with efforts to improve public health, the government is required to support and create a healthy society (Liang dkk., 2020), as stated in the 1945 Constitution article 28 H paragraph (1), "Everyone has the right to live in physical and mental prosperity, to live in and obtain a good and healthy living environment, and the right to obtain health services," and article 28 H paragraph (3), "Everyone has the right to obtain health services." Improving health services is thus fundamentally an investment in human resources in order to establish a flourishing society.

According to the Regulation of the Health Badan Penyelenggara Jaminan Social No. 1 of 2014 explains that health services for BPJS participants consist of first-level health facilities and advanced health facilities.

One of the health services that cooperates with BPJS health in Sidoarjo that meets the requirements and accepts and accommodates referral patients from JKN is a hospital where RSU Prima Husada is a first-level health facility and referral site (Lippi dkk., 2020). Initial observations made by researchers at RSU Prima Husada in December 2022 there were 5,760 patient visits from the last 1 year (Slivnick & Lampert, 2019). In an interview with one of the counter employees of RSU Prima Husada, the number of patient visits per month was 310 patients per month, this means that the number of patients using BPJS is low compared to the number of patient visits. Whereas the number of patients participating in BPJS in Sidoarjo City has increased in 2020-2022, namely 135 million people (Piva dkk., 2020). They prefer treatment as general patients rather than using BPJS at Prima Husada Sidoarjo General Hospital.

Based on the results of preliminary observations and interview excerpts with one of the doctors on duty in the Prima Husada Hospital work area, the results show that in the National Health Insurance (JKN) program policy there are several problem factors that occur in its implementation, among others, the lack of physical facilities at Prima Husada Hospital is not optimal, socialization to the public about the National Health Insurance (JKN) program, not optimal coordination of health service implementation procedures for the National Health Insurance (JKN) program at Prima Husada Sidoarjo Hospital, and the lack of finance for patients of the National Health Insurance (JKN) program at Prima Husada Sidoarjo Hospital.

The BPJS health insurance program also helps overcome the gap in access to health facilities that occurs between clients who are economically well-off and those who are less well-off (Carr & Rowe, 2020). Good physical facilities are needed so that they can support the satisfaction of government BPJS patients (Jung dkk., 2020). Staff service also affects BPJS health patient satisfaction. Socialization / information to the community that is lacking will result in the community not taking advantage of the

government program in the form of BPJS (Guan dkk., 2020). Many patients participating in the National Health Insurance (JKN) program do not understand and do not carry out health service procedures at first-level health facilities based on where participants are registered but choose to seek treatment directly at Sidoarjo Hospital (Huang dkk., 2020). In addition, BPJS finances are no less important in the satisfaction of BPJS BPJS patients, if independent participants do not pay BPJS dues, there will be obstacles when claiming BPJS fees to Health Facilities I (Adams & Walls, 2020). There are health BPJS participants who have registered at Prima Husada Sidoarjo General Hospital but do not submit data back accurately and quickly (Yao dkk., 2020). The community does not know the rights and obligations as BPJS health participants and for BPJS health participants do not immediately report if there are changes in the data or status of the participants themselves.

Seeing the importance of the satisfaction of BPJS health participants in public health service efforts, the authors are interested in taking the research title "Analysis of the Effect of Physical Facilities, Implementation Staff, Information, and Finance on the Satisfaction of Outpatient Health BPJS participants at Prima Husada Sidoarjo General Hospital".

## RESEARCH METHODOLOGY

As a type of qualitative research, the design of the quantitative research is Analytical Observational research, which use a cross-sectional approach to analyse variable data collected at a single point in time (Ren dkk., 2020). The study's goal was to investigate the impact of physical facilities, implementation staff, information, and financing on BPJS Health Outpatient participants' satisfaction.

This study's population included all 116 visitors who used BPJS and had outpatient examinations at Prima Husada Hospital. The sample in this study consisted of 90 visitors who used BPJS for outpatient care at RSU Prima Husada.

This study employs a random sampling technique, in which each member of the population has the option or possibility of being chosen as a sample (Alatab dkk., 2020). The research material employed in this study is a questionnaire sheet (Kumar dkk., 2019). A multiple linear regression analysis approach was used in this investigation.

## RESULT AND DISCUSSION

### Multicollinearity Test

Table 4.11 Tolerance Value and Variance Inflation Factor (VIF)

No.	Variables	Collinearity Statistics	
		Tolerance	VIF
1	Physical Facilities (X1)	0,616	1,623
2	Executive Staff(X2)	0,660	1,515
3	Information(X3)	0,622	1,608
4	Finance (X4)	0,669	1,494

Source : Primary research data in 2023.

Based on the results of table 4.11, the tolerance value of all variables  $> 0.10$  and the VIF value of all variables  $< 10.00$ , so all variables show no multicollinearity.

### Heteroscedasticity Test

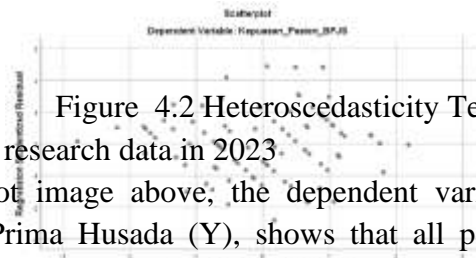


Figure 4.2 Heteroscedasticity Test

Source: Primary research data in 2023

In the scatterplot image above, the dependent variable, namely BPJS patient satisfaction at RSU Prima Husada (Y), shows that all points do not have a certain pattern. This shows no clear pattern (Baabdullah dkk., 2019). This shows that there are no symptoms of heteroscedasticity.

### Autocorrelation Test

Tabel 4.12 Determination of Durbin-Watson Value

Model Summary					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,886a	,785	,775	1,306	2,094

a. Predictors: (Constant), Finansial, Fasilitas\_Fisik, Staf\_Pelaksana, Informasi

b. Dependent Variable: Kepuasan\_Pasien\_BPJS

From the calculation results, the Durbin Watson value is 2,092 (Alola dkk., 2019). The Durbin Watson value between two is 1.7508 with a 4-DU value of 2.2492.

Du (1.7508)  $<$  Durbin Watson (2.092)  $<$  4-du (2.2492) so it can be concluded that in the linear regression equation model obtained there are no symptoms of autocorrelation.

### Hypothesis Test

#### Partial test (t)

Tabel 4.13 Coefficient Regression

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.	S
	B	Std. Error	Beta				
(Constant)	-6,6537	1,54			-4,300	,000	
Physical Facility	,598	,080	,477		7,461	,000	
Executive staff	,169	,078	,134		2,167	,033	
Information	,279	,070	,252		3,963	,000	
Financial	,294	,073	,249		4,050	,000	

a. Dependent Variable: BPJS Patient Satisfaction

Source: Primary research data in 2023

Based on the results of table 4.13, it shows that in physical facilities (X1) Sig 0.000; executive staff (X2) Sig 0.033; Information (X3) Sig 0.000; while financial (X4) Sig 0.000. The Sig value of all variables  $<0.05$  means that physical facilities, executive staff, information and finance have a significant effect on BPJS patient satisfaction.

### Simultaneous Test (F Test)

Tabel 4.14 Simultaneous Test Results  
ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	530,415	4	132,604	77,801	,000b
Residual	144,874	85	1,704		
Total	675,289	89			

a. Dependent Variable: BPJS Patient Satisfaction

b. Predictors: (Constant), Financial, Physical Facilities, Implementation Staff, Information

Source: Primary research data in 2023

Based on the results of table 4.14 shows that the simultaneous results (F test) amounted to 77.801; While the value of F<sub>table</sub> with degree of freedom =  $n-k-1 = 90-4-1 = 85$  is 2.48. Because the value of F<sub>h</sub> of 77.491  $>$  F<sub>t</sub> of 2.48; then H<sub>a</sub> is accepted and H<sub>0</sub> is rejected at Sig 0.000  $<$  0.05 (Bojanic & Warnick, 2020). There is a significant influence of physical facilities, implementing staff, information and finance on patient satisfaction.

### Dominance Test

Table 4.15 Beta Coefficient Results

No	Variable	Standardized Coefficients Beta
1	Physical facilities (X1)	0,477
2	Executive Staf f(X2)	0,134
3	Information (X3)	0,252
4	Financial (X4)	0,249

Source: Primary research data in 2023

Based on the results of table 4.15, it can be seen that the beta coefficient value of the physical facilities variable (X1) of 0.477 has a contribution to BPJS patient satisfaction of 47.7% higher than other variables, so physical facilities have a dominant influence on BPJS patient satisfaction at Prima Husada Hospital.

### Determinant Coefficient

Tabel 4.16 Koefisiensi Determinan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,886a	,785	,775	1,306

a. Predictors: (Constant), Financial, Physical, Facilities, Implementation Staff, Information

Sumber : Data primer penelitian tahun 2023

Based on the results of table 4.16 in the summary model, it is known that the R Square value is 0.785. This shows that the contribution of the independent variable to the dependent variable is 78.5% (Korfatis dkk., 2019). The remaining 21.5% is contributed by other variables not examined.

## DISCUSSION

Physical Facilities, Implementation Staff, Information and Financial Partially Affect the Satisfaction of BPJS patients at RSU Prima Husada Waru.

Based on partial test findings for physical facilities (X1) in table 4.13, Sig 0.000 0.05 (Li dkk., 2021). This demonstrates that physical facilities have an impact on BPJS patient satisfaction at RSU Prima Husada Waru.

Zakiah Daradjat (2012: 48) defines facilities as "anything that can facilitate efforts and work in order to achieve a specific goal." Physical facilities are everything in the form of things or that can be dibendakan that has a role in facilitating and launching a business. Physical facilities are also known as material facilities. Because this facility can bring simplicity and smoothness for a business and is typically required before an action occurs Kotler (2013:90) (Al-Ansi dkk., 2019). One of the things that contribute to the program's success is its physical infrastructure. A programme will fail if its physical facilities are inadequate.

Patients and providers are both involved in health services (Hult dkk., 2019), and provider involvement in health services is frequently connected with or leads to patient satisfaction. Patient satisfaction is determined, among other things, by the provider's quality of health services, as well as the attitude and behaviour of health staff. Patient satisfaction lags as a result of disparities in the quality of health treatments and the availability of health facilities (Saha dkk., 2020). The supply of services in the hospital determines whether a programme succeeds or fails. Physical facility resources in the form of facilities and infrastructure, namely seating, waiting rooms, places to eat, places of worship, toilets, parking lots, and others which are things that need attention. If a policy that is implemented is not supported by the availability of facilities, there will be a mismatch between physical facilities and the results of BPJS patient satisfaction.

Based on partial test results for executive personnel (X2) Sig 0.003 0.05 in table 4.13. This demonstrates that executive employees had an impact on BPJS patient satisfaction at RSU Prima Husada Waru.

Staff in a hospital organisation are not only task executors, but they are also given the authority to contribute to the achievement of desirable goals Asnawi (2011: 95). Implementing personnel will fulfil their duties and responsibilities in order to ensure



BPJS patient satisfaction (Pierce dkk., 2020). Individuals or groups (composed of specialists) in an organisational structure whose primary purpose is to provide advise and services to line functions are referred to as staff (Pfefferbaum & North, 2020). The qualifications that persons who sit as employees must meet are determined by analysing through the questionnaire method, observation method, interview method, or a combination of the three. Baishline suggests six essential criteria that a staff member must possess, namely a thorough understanding of the location where he works, a friendly spirit of cooperation, emotional stability, and a courteous level of behaviour. A staff member's major qualification is knowledge in his or her profession and a high level of loyalty.

The most crucial resource in defining a successful implementation process is human resource. Certain stages of the entire implementation process rely on the existence of qualified human resources in accordance with the job required by apolitical policies. However, it is difficult to expect when these resources' competence and capability are nil. To achieve BPJS BPJS health patient satisfaction, implementation professionals are required.

Based on table 4.13 partial test results for Information (X3) Sig 0.000 <0.05. This proves that there is an influence between information on BPJS patient satisfaction at RSU Prima Husada Waru.

According to Tata (2012: 118) information is data that has been processed into a form that has meaning for the recipient and is useful for current or future decision making. The function of information is to increase the knowledge of BPJS users, to reduce uncertainty in process and decision making, to describe the actual state of things. Information can be managed like any other resource. The larger the scale of hospital operations, the more managers rely on information and are likely to consider information as their most valuable resource.

To achieve BPJS patient satisfaction, BPJS Kesehatan must plan an information communication strategy so that message dissemination can take place effectively and on target. The purpose of disseminating messages about JKN is that BPJS Kesehatan participants can understand well what the rights and obligations of participants are and how this new health insurance applies so that there are no misunderstandings in the field. To achieve the objectives of the BPJS Health program in several ways, namely starting mass media socialization such as advertisements (TV, radio, banners, banners) and through direct socialization such as seminars, meetings with city governments and so on. Information communication strategies can basically be applied to many things, not only for communication itself, but also used by institutions that are trying to get support from the community.

Based on table 4.13 partial test results for financial (X4) Sig 0.000 <0.05. This proves that there is an influence between finance on BPJS patient satisfaction at RSU Prima Husada Waru.

Health financing or finance is the amount of funds that must be spent to organize and or utilize various health efforts needed by individuals, families, groups, and

communities. If community finances are hampered, BPJS patient satisfaction will not be achieved. Payment of arrears of bills on BPJS payments to hospitals is constrained by budget approval in plenary meetings in each government or city, due to the long payment bureaucracy at the local government, resulting in a bottleneck in payment of receivables, with this situation management must pay more attention to aspects that can hinder the management of receivables from running properly. Failure to manage receivables in hospitals will disrupt cash flow and hospital operations, as happens in the provision of materials and equipment, especially medicines, which are almost 40% of the total operational costs of hospitals that cannot be deferred.

Other resources that must be considered, in addition to human resources, are financial resources and time resources. When competent and capable human resources are available but the budget through the budget is not available, it is indeed a difficult problem to realise what the public policy objectives want to aim for, as is the case with time resources. When human resources are actively working and the budget is running well, but it is hit by the issue of time that is too tight, this can also be the cause of unsuccessful BPJS patient satisfaction.

Physical Facilities, Implementation Staff, Information and Financial Simultaneously Affect the Satisfaction of BPJS patients at RSU Prima Husada Waru.

Based on the table shows that the simultaneous results (F test) amounted to 77.801; While the value of F<sub>table</sub> with degree of freedom =  $n-k-1 = 90-4-1 = 85$  is 2.48. Because the value of F<sub>h</sub> of 77.491 > F<sub>t</sub> of 2.48; then H<sub>a</sub> is accepted and H<sub>0</sub> is rejected at Sig 0.000 < 0.05. There is a significant influence of physical facilities, implementing staff, information and finance on patient satisfaction.

The National Social Security System is a procedure for implementing social security programs by several social security organizing agencies (BPJS). BPJS Kesehatan is a legal entity established to administer the Health Insurance program. The Badan Penyelenggara Jaminan Sosial implements a quality control system, cost control system and payment system to improve the effectiveness and efficiency of health insurance and to prevent misuse of health services. BPJS health organizes a health insurance program, which is held nationally based on the principle of social insurance and the principle of equity.

A health BPJS program is influenced by several factors that play a role in achieving a BPJS patient satisfaction, namely physical facilities, implementing staff, information, and finance that are mutually sustainable. Someone who is a BPJS health participant will feel happy if the physical facilities in the hospital are adequate, the executive staff who serve BPJS health participants are also polite and friendly, the information provided about the benefits of using BPJS must be complete, so that someone does not delay their monthly contributions. Thus the government, especially the Prima Husada Waru Hospital, will achieve BPJS Health patient satisfaction.

Physical Facilities, Implementation Staff, Information and Financial Which Has a Dominant Influence on the Satisfaction of BPJS patients at RSU Prima Husada Waru.



Based on the results of table 4.15, it can be seen that the beta coefficient value of the physical facilities variable (X1) of 0.477 has a contribution to BPJS patient satisfaction of 47.7% higher than other variables, so physical facilities have a dominant influence on BPJS patient satisfaction at Prima Husada Hospital.

According to Kotler (2013: 90), physical facilities are "anything in the form of objects or that can be dibendakan that has a role in facilitating and launching a business." Physical facilities are sometimes referred to as material amenities. Because this facility can give simplicity and smoothness for a business and is typically required prior to an activity.

Physical facilities currently occupy a very important role, considering that from the entire management process starting from implementing staff, information and finance, all the results of the report will be useless if the physical facilities are not adequate in the hospital. There are six steps that must be considered in determining facilities, namely from spatial planning, room planning. Equipment and furniture, lighting, color and messages conveyed graphically.

BPJS Kesehatan is a legal body that was formed to manage the Health Insurance programme. The National Health Insurance (JKN) is a component of the National Social Security System (SJSN), which is structured around a mandatory social health insurance mechanism aimed at meeting the basic needs of decent public health for everyone who has contributed or whose contributions are paid by the government.

Good facilities influence patient attitudes and behaviour, and proper facility design fosters a sense of health, safety, and comfort. Every health and social care facility has a point of view that might influence patient satisfaction and work performance. It would achieve BPJS patient satisfaction at the hospital with good physical facilities.

The satisfaction of BPJS Health patients in the hospital can be influenced by physical facilities, implementing staff, information and finance, which are related to the satisfaction of BPJS patients in the hospital. So that they are mutually sustainable with each other.

## **CONCLUSION**

In accordance with the results of the study, several things can be concluded::

1. Factors consisting of physical facilities (X1), implementing staff (X2), information (X3), and finance (X4) have a real influence partially (individually) on BPJS patient satisfaction at RSU Prima Husada Waru (Y).
2. Factors consisting of physical facilities (X1), implementing staff (X2), information (X3), and finance (X4) have a real influence simultaneously (together) on BPJS patient satisfaction at RSU Prima Husada Waru (Y).
3. Among the factors consisting of physical facilities (X1), implementing staff (X2), information (X3), and finance (X4) have a dominant influence on BPJS patient satisfaction at RSU Prima Husada Waru (Y), with the dominant influence being physical facilities.

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