The Relationship Between BPJS Health Service Quality And BPJS Patient Satisfaction In Class III Inpatient Installations At Rsu Imelda Indonesian Workers Medan In 2023

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ARTICLE INFO	ABSTRACT
Keywords: Quality of Service, BPJS Healthcare, Patient Satisfaction	Quality of health services is the perfection of services in accordance with professional standards and health service standards, this aims to increase the satisfaction of patients who come for treatment. The aim of this research is to determine the relationship between the quality of BPJS health services and the satisfaction of BPJS patients in class III inpatient installations at the RSU Imelda Pekerja Indonesia Medan in 2023. This research method uses a quantitative correlation analytical type method with a cross sectional approach. The population in this study was 4,325 class III BPJS Health inpatient participants at RSU Imelda Pekerja Indonesia Medan. Based on the results of sample calculations using the Slovin formula, the sample to be studied was 98 respondents. The sampling technique in this research uses a probability sampling technique with a simple random sampling type. The research instrument uses a questionnaire created by researchers based on Tjiptono's (2017) theory. Data were analyzed using univariate analysis and bivariate analysis using the chi-square statistical test. The results of this study show the quality of BPJS health services with the satisfaction of BPJS patients in class III inpatient installations at RSU Imelda Pekerja Indonesia. The results obtained are reliability (p-value= 0.01), guarantee (p-value = 0.00), evidence physical (p-value = 0.00), empathy (p-value = 0.04), responsiveness (p-value = 0.02). It can be concluded that there is a relationship between the quality of BPJS Health services and the satisfaction of BPJS patients in the Class III Inpatient Installation at the RSU Imelda Pekerja Indonesia Medan in 2023. It is hoped that the results of this research can be input for the Imelda Workers Indonesia RSU to improve the quality of service, especially in the Inpatient Installation. One of the class III stays is improving facilities at the RSU Imelda Pekerja Indonesia Medan.
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INTRODUCTION

Service quality is the perfection of service in accordance with professional standards and health service standards, this aims to increase patient satisfaction who comes for treatment. Appropriate, fast, and effective patient service is the desire of every patient who comes to the hospital to seek healing (Hartati, 2020). Therefore, if you want to increase the utilization of health care facilities, health service providers must measure and analyze the level of patient satisfaction. There are five dimensions in determining service quality, namely: *tangible, reliability, responsiveness, assurance*, and empathy (Tjiptono, 2017).

Patient satisfaction is the result of quality health services, especially in hospitals. A hospital is a health service institution that provides plenary individual health services that provide inpatient, outpatient and emergency services (Permenkes RI, 2020). One of the quality indicators in hospitals is patient satisfaction with health services, including services for BPJS participants. BPJS was established based on Law No. 24 of 2011 with the aim of realizing the implementation of the provision of guarantees for the basic needs of a decent life for each participant or family member. The social security organizing agency, hereinafter abbreviated as BPJS, is a legal entity formed to organize the Health Insurance Program (Perpres RI, 2018). Patient dissatisfaction with the quality of BPJS Health services in inpatient installations is found in many hospitals, including at RSUD dr. Soeratno Gemolong

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in class III inpatient installations stated that from 129 samples there were 72 respondents (55.8%) satisfied and 57 respondents (44.2%) dissatisfied with BPJS services (Junistian, 2018). In addition, based on research at Santa Elisabeth Medan Hospital in the inpatient installation, it was stated that from 85 samples, 41 respondents (48.2%) were satisfied and 44 respondents (51.8%) patients were dissatisfied with the quality of BPJS Health services (Simalango, 2019). Based on Wiguna's research in 2017 at Imelda Medan Hospital in class II from 70 samples, 30 respondents (38.5%) expressed satisfaction and more than half, namely 40 respondents (61.5%) expressed dissatisfaction with BPJS Health services. In addition, based on research by Arikhman et al, (2022) at Dumai City Hospital in the Inpatient Installation stated that from 171 samples, 100 respondents (58.5%) expressed satisfaction and 71 respondents (41.5%) expressed dissatisfaction with BPJS services.

Furthermore, based on research at RSU Tengku Rafia'n Siak in the Inpatient Installation, it was stated that from 96 samples, there were 41 respondents (42.7%) satisfied and 55 respondents (57.3%) dissatisfied with BPJS services (Natassa &; Dwijayanti, 2019). Everyone will assess the quality of health services differently, patient assessment of health services based on what is provided can affect the quality of health services provided (Liong et al, 2019). The problem that is often complained by BPJS Health patients is the problem of the services provided. Complaints from BPJS healthcare patients often do not get maximum health services such as rejection of BPJS Health patients. Long service times and services for drugs that are not suitable for patients who pay directly. There is a perception in front of the public that is not good about BPJS because the knowledge and socialization of BPJS Health which is relatively low has an impact on the poor public understanding of BPJS. If the services provided are not as expected, it will result in a loss of interest in patients to use the services again (Taekab, 2019). Based on Mutmainnah's research (2020) on the analysis of factors related to patient satisfaction at Dr. Wahidin Makassar Hospital, there are 6 variables related to the quality of health services to patient satisfaction, namely effectiveness, comfort, safety, human relations and continuity and timeliness. While the factor that is not related to the quality of service to patient satisfaction is technical competence (*p value* = 0.607). And for the factor that most influenced patient satisfaction, namely human relations *exp* (B) of 13,058.

Imelda Pekerja Indonesia Medan General Hospital is a privately owned type B hospital that received Plenary accreditation in 2022. This hospital is located on Jalan Bilal No.24, Kelurahan Pulo Brayan Darat I, Kec.Medan Timur. Imelda Hospital is one of the hospitals that provides services for BPJS participants. The number of BPJS patient visits in April 2022-March 2023 at Imelda Pekerja Indonesia General Hospital is 29,621 patients, the number of inpatient BPJS patient visits is 6,808 patients and in class III Inpatient Installations is 4,325 patients. Imelda General Hospital has 10 treatment wards namely orchid, tulip, sakura, kemuning, asoka, jasmine, pomegranate, perinatology, ICU and NICU. Each ward has several types of classes, namely class 1, 2 and 3, VIP class and isolation class. BPJS class 3 treatment rooms are located in orchid, sakura, kemuning, jasmine and asoka wards.

According to interviews with room nurses, the most complaints of BPJS patients about service quality are found in class III compared to BPJS class I and class II patients. Patients complain of physical evidence of lack of facilities in the inpatient room. Based on interviews conducted by researchers with 30 class III inpatients, there were several patient complaints about their services such as physical evidence, namely complaints about bathrooms that were not clean and air conditioning was inadequate. In the aspect of empathy, namely officers who are less friendly to hospital visitors and in the aspect of responsiveness, namely officers who are less fast in responding to patient requests.

METHOD

This type of research is quantitative analytical correlation with *a cross sectional approach*. Correlation analytics is a technique used to analyze the relationship of independent variables with dependent variables. This type of research was chosen to determine the relationship between service quality (reliability, assurance, physical evidence, empathy and responsiveness) with the satisfaction of

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class III inpatient BPJS patients at RSU Imelda Pekerja Indonesia Medan. Cross *sectional approach* , where variables in the object of study are measured or collected at the same time once a time (Notoadmodjo, 2018).

The research was conducted at the class III Inpatient Installation of Imelda Pekerja Indonesia Medan General Hospital which is a General Hospital with type B and Plenary accreditation level. The reason for choosing the research site was because of the discovery of problems related to patient satisfaction with the quality of services provided. The research was conducted from March to September 2023. Data retrieval in July 2023.

Population is the entire object under study (Notoatmodjo, 2018). The population in this study is 4,325 patients participating in class III inpatient BPJS Health at RSU Imelda Medan from April 2022 to March 2023. A sample is an object under study and is considered representative of the entire population (Notoatmodjo, 2018). The sample in this study was a class III inpatient BPJS Health participant patient at RSU Imelda Medan. The size or number of samples used in this study will be calculated using the Slovin formula, which is 98 people. The sampling technique of this study is *probability sampling* with a type of *simple random sampling* , which is a sampling technique from the population randomly without regard to the strata in the population and each member of the population has the same opportunity to be sampled.

Data collection in this study used questionnaires, based on 5 dimensions of service quality from Tjiptono Theory (2017). Primary data was collected by conducting direct research through questionnaires at the Imelda Pekerja Indonesia General Hospital. Primary data consists of questions about independent variables and dependent variables. Secondary data were obtained from the profile of Imelda Imelda General Hospital Indonesian Workers related to the number of patient visits and other data related to this study. The variables of this study consist of two variables, namely independent variables (independent) and dependent variables (dependent). The independent variables are reliability, assurance, physical evidence, empathy and responsiveness. While the dependent variable is patient satisfaction.

Univariate analysis is carried out to explain the distribution of each variable to be studied, namely age, sex, marital status, education level, reliability, assurance, physical evidence, empathy, responsiveness and patient satisfaction. Which aims to see an overview of the proportion of each

category using the formula: $P = \frac{f}{n} \times 100\%$

Bivariate analysis is carried out to determine the relationship between two dependent variables, namely service quality variables (reliability, assurance, physical evidence, empathy, responsiveness) and independent variables, namely patient satisfaction using the *chi-square test* with a 95% confidence degree, so that if the results of statistical analysis $p < 0.05$ are found, the variables are significantly related.

RESULTS AND DISCUSSION

Based on the results of research at RSU Imelda Pekerja Indonesia Medan located on Jln.Bilal No.54 Kelurahan Pulo Brayan Darat I, Kec.Medan Timur. This study was obtained from the distribution of questionnaires to BPJS patients in class III inpatient installations.

Univariate Analysis

Univariate analysis is a statistical analysis that aims to explain or describe the characteristics of each research variable. In general, this analysis only produces the frequency distribution and presentation of each variable.

Characteristics of Respondents

Data collection was carried out in this study by distributing questionnaires to BPJS patients in class III inpatient installations at RSU Imelda Pekerja Indonesia Medan. The characteristics of

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Repondents in this study can be seen in the following table:

Table 1. Frequency Distribution of BPJS Patient Respondent Characteristics in Class III Inpatient Installations at RSU Imelda in 2023

No	Characteristic	Frequency	%
	Age		
1	<35 Years	38	38,8%
2	≥35 Years	60	61,2%
	Amount	**98**	**100%**
	Gender		
1	Man	45	45,9%
2	Woman	53	54,1%
	Amount	**98**	**100%**
	Marital Status		
1	Unmarried	11	11,2%
2	Marry	87	88,8%
	Amount	**98**	**100%**
	Education		
1	SD	2	2,0%
2	SLTP/ Sederajat	8	8,2%
3	High School / Equivalent	83	84,7%
4	Bachelor	5	5,1%
	Amount	**98**	**100%**

The respondents in this study were 98 patients participating in class III inpatient BPJS at RSU Imelda. Based on the results of data collection in the field, a cataretic picture of respondents was obtained according to age, gender, marital status and education. Based on age, most respondents aged ≥ 35 years as many as 59 people (60.2%), Based on gender, most respondents are women as many as 53 people (54.1%). Based on marital status, most respondents have reached 87 people (88.8%). Based on education, it is known that most respondents have high school education / equivalent as many as 81 people (82.7%).

Frequency of Answers by Category

Based on the distribution of answers from respondents, it can be categorized as follows:

Table 2. Distribution of Answer Frequency by Category at RSU Imelda in 2023

No	Categories Reliability	Frequency	%
1	Good	49	50,0%
2	Enough	46	46,9%
3	Less	3	3,1%
	Amount	**98**	**100%**
No	**Warranty Categories**	**Frequency**	**%**
1	Good	54	55,1%
2	Enough	41	41,8 %
3	Less	3	3,1%
	Amount	**98**	**100%**
No	**Physical Evidence Category**	**Frequency**	**%**
1	Good	25	25,5
2	Enough	56	57,1

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3	Less	17	17,3
	Amount	**98**	**100**
No	**Category Resilience**	**Frequency**	**%**
1	Good	54	55,1%
2	Enough	43	43,9%
3	Less	1	1,0%
	Amount	**98**	**100%**
No	**Category Patient Satisfaction**	**Frequency**	**%**
1	Good	80	81,6%
2	Enough	15	15,3%
3	Less	3	3,1%
	Amount	**98**	**100%**

Based on the results of research at RSU Imelda Pekerja Indonesia in table 4, the results were obtained that most respondents stated reliability in the "Good" category as many as 49 people (50.0%), most respondents stated guarantees in the "Good" category as many as 54 people (55.1%), most respondents stated physical evidence in the "Good Enough" category as many as 56 people (57.1%), most respondents expressed empathy in the "Good" category as many as 55 people (56.1%), most respondents stated responsiveness in the "Good" category as many as 54 people (55.1%).

Analisa Bivariat

This bivariate analysis is used to prove the hypothesis of the study, namely whether there is a relationship between the quality of BPJS Health services and BPJS patient satisfaction in class III inpatient installations at RSU Imelda Pekerja Indonesia Medan in 2023. The analysis of this study used *a chi square statistical test* with a significant level of 5% (0.05) as a level (p <α) thus Ha was accepted and Ho was rejected or there was a relationship between the independent variable and the dependent variable.

The Relationship of Reliability with Patient Satisfaction

The results of the statistical cross-tabulation test between reliability and patient satisfaction can be seen in the following table:

Table 3. Cross-Tabulation Between Reliability And Patient Satisfaction At RSU Imelda Medan In 2023

Reliability	Patient Satisfaction								P-Value
	Good		Enough		Less		Total		
	f	%	f	%	f	%	f	%	
Good	46	87,8	3	12,2	0	0,0%	49	100	
Enough	36	78,3	8	17,4	2	4,3%	46	100	0,012
Less	1	33,3	1	33,3	1	33,3%	3	100	
Total	**80**	**81,6**	**15**	**15,3**	**3**	**3,1**	**98**	**100**	

Based on the results of the study presented in the cross-table of reliability with BPJS patient satisfaction inpatient class III showed that of 49 (50.0%) respondents who were good reliability, the majority of patient satisfaction in the good category was 46 people (87.8%). Based on the results of statistical tests using *chi-square,* a p-value of 0.012 < 0.05 *was obtained*. This means that there is a significant relationship between reliability and patient satisfaction in the class III Inpatient Installation at RSU Imelda Pekerja Indonesia Medan in 2023.

The Relationship of Assurance with Patient Satisfaction

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The results of the cross-tabulation statistical test between assurance and patient satisfaction can be seen in the following table:

Table 4. Cross-Tabulation between Assurance and patient satisfaction at RSU Imelda in 2023

No	Guarantee	Patient Satisfaction								P-Value
		Good		Enough		Less		Total		
		f	%	f	%	f	%	f	%	
1	Good	48	88,9	6	11,1	0	0,0	54	100	
2	Enough	31	75,6	8	19,5	2	4,9	41	100	0,007
3	Less	1	33,3	1	33,3	1	33,3	3	100	
	Total	**80**	**81,6**	**15**	**15,3**	**3**	**3,1**	**98**	**100**	

Based on the results of the study presented in the cross-table of guarantees with BPJS inpatient patient satisfaction class III showed that of the 54 (55.1%) respondents who had good guarantees, the majority of patient satisfaction in the good category was 48 people (88.9%). Based on the results of statistical tests using *chi-square*, *a p-value* of 0.007 < 0.05 was obtained, meaning that there is a significant relationship between guarantee and patient satisfaction in class III Inpatient Installations at RSU Imelda Pekerja Indonesia Medan in 2023.

The Relationship of Physical Evidence to Patient Satisfaction

The results of the statistical cross-tabulation test between physical evidence and patient satisfaction can be seen in the following table:

Table 5. Cross-Tabulation between and Physical Evidence of patient satisfaction at RSU Imelda Medan

No	Physical Evidence	Patient Satisfaction								P-Value
		Good		Enough		Less		Total		
		f	%	f	%	f	%	f	%	
1	Good	22	88,0	3	12,0	0	0,0	25	100	
2	Enough	47	83,9	9	16,1	0	0,0	56	100	0,004
3	Less	11	64,7	3	17,6	3	17,6	17	100	
	Total	**80**	**81,6**	**15**	**15,3**	**3**	**3,1**	**98**	**100**	

Based on the results of the study presented in the cross-table of physical evidence with BPJS patient satisfaction for class III hospitalization, it showed that of 56 (57.1%) respondents whose physical evidence was not good, the majority of patient satisfaction in the "Enough" category was 47 people (83.9%). Based on the results of statistical tests using *chi-square*, *a p-value* of 0.004 < 0.05 was obtained, meaning that there is a significant relationship between guarantee and patient satisfaction in class III Inpatient Installations at RSU Imelda Pekerja Indonesia Medan in 2023.

The Relationship of Empathy with Patient Satisfaction

The results of the statistical cross-tabulation test between empathy and patient satisfaction can be seen in the following table:

Table 6. Cross-Tabulation between Empathy and patient satisfaction at RSU Imelda in 2023

No	Empathy	Patient Satisfaction								P-Value
		Good		Enough		Less		Total		
		f	%	f	%	f	%	f	%	
1	Good	47	85,5	8	14,5	0	0,0	1	100	
2	Enough	33	78,6	6	14,3	3	7,1	42	100	0,046

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3	Less	0	0,0	1	100	0	0,0	5	100	
	Total	**80**	**81,6**	**15**	**15,3**	**3**	**3,1**	**98**	**100**	

Based on the results of the study presented in the cross-table of empathy with BPJS patient satisfaction for class III inpatient BPJS showed that of 55 (56.1%) respondents who were good empathy, the majority of patient satisfaction in the good category was 47 people (85.5%). Based on the results of statistical tests using *chi-square* , *a p-value* of 0.046 < 0.05 was obtained, meaning that there is a significant relationship between empathy and patient satisfaction in class III Inpatient Installations at RSU Imelda Pekerja Indonesia Medan in 2023.

The relationship between responsiveness and patient satisfaction

The results of the statistical cross-tabulation test between responsiveness and patient satisfaction can be seen in the following table:

Table 7. Cross-tabulation between responsiveness and patient satisfaction at RSU Imelda in 2023

No	Responsiveness	Patient Satisfaction						Total		P-Value
		Good		Enough		Less				
		f	%	f	%	f	%	f	%	
1	Good	49	90,7	5	9,3	0	0,0	1	100	
2	Enough	31	72,1	9	20,9	3	7,0	43	100	0,020
3	Less	0	0,0	1	100	0	0,0	54	100	
	Total	**80**	**81,6**	**15**	**15,3**	**3**	**31,0**	**98**	**100**	

Based on the results of the study presented in the cross-table of responsiveness with BPJS patient satisfaction inpatient class III showed that of 54 (55.1%) respondents who had good responsiveness, the majority of patient satisfaction in the good category was 49 people (90.7%). Based on the results of statistical tests using *chi-square* , *a p-value* of 0.014 < 0.05 was obtained, meaning that there is a significant relationship between responsiveness and patient satisfaction in class III Inpatient Installations at RSU Imelda Pekerja Indonesia Medan in 2023.

Discussion
The Relationship between Reliability and Patient Satisfaction of Class III Inpatient BPJS at RSU Imelda Indonesian Workers Medan in 2023

The results of statistical tests conducted using the chi-square test, show that p value = 0.012 < 0.05 means that there is a significant relationship between reliability and satisfaction of class III inpatient BPJS patients at RSU Imelda Pekerja Indonesia in 2023.

Based on the results of the study that reliability is significantly related to patient satisfaction, this study is in line with Tridiyawati's (2020) research on the relationship between health service quality and BPJS Health patient satisfaction at Bhakti Husada Hospital, which shows a relationship between reliability and patient satisfaction with p value = 0.000 < 0.05 results. This study is also in line with Simalango (2019) research on the relationship between health service quality and BPJS patient satisfaction at Santa Elisabeth Hospital Medan which shows a relationship between reliability and patient satisfaction with p value = 0.002 < 0.05.

Furthermore, Fernandes' (2022) research on the relationship between health service quality and inpatient satisfaction at Lospalos City Hospital showed a relationship between reliability and patient satisfaction with p value = 0.002 < 0.05. In addition, this study is also in line with Wardiah's (2021) research on the relationship between service quality and the level of inpatient satisfaction at RSUD dr. Rasidin Padang, which shows a relationship between reliability and patient satisfaction, with p value = 0.001 < 0.05.

According to Muninjaya (2018), reliability is the ability to perform services as promised

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immediately, accurately, and satisfactorily. According to Parasuraman (2014), reliability is the company's ability to provide services in accordance with what is promised accurately and reliably. Service quality based on reliability is the ability to provide services according to the promise offered seen from the hospital's ability based on the timeliness of service, the time to take care of registration and the time to start treatment or examination as well as the suitability between expectations and relesiation for patients (Herlambang, 2016).

The meaning of these variables is related, the more reliable the good health workers, the better patient satisfaction will be. And vice versa if the reliability is not good then patient satisfaction is not good. Based on the results of the study, it is proven that the reliability of services provided in the class III inpatient unit at RSU Imelda Medan is the majority of patient satisfaction in the good category, such as the administrative process of inpatient registration <15 minutes in accordance with service standards, the nurses already have a work permit, have a minimum education background of D3 nursing in accordance with the Ministry of Health Number 129 of 2008. The average length of work of nurses in class III inpatient rooms is 3 years and doctors who explain the diseases suffered by patients well and clearly.

Guarantee Relationship with BPJS Inpatient Class III Patient Satisfaction at RSU Imelda Indonesian Workers Medan in 2023

The results of statistical tests conducted using the chi square test show that p value = 0.007 < 0.05 which means that there is a guarantee relationship with the satisfaction of class III inpatient BPJS patients at RSU Imelda Pekerja Indonesia in 2023.

Based on the results of the study that assurance is significantly related to patient satisfaction, this study is in line with the research of Hanna et al (2018) on the relationship between service quality and BPJS patient satisfaction in the Internal Medicine Inpatient Room at RSUD dr. H.Abdoel Moeloek who showed a relationship between Assurance and patient satisfaction with the results of p value = 0.000 < 0.05. This research is also in line with Natassa's research in 2019 on the relationship between service quality and BPJS health patient satisfaction in the Inpatient Unit at RSU Tengku Rafi'an, Siak Regency which showed a relationship between Assurance and patient satisfaction with p value = 0.037 < 0.05.

Furthermore, the research of Salfia et al (2021) on the relationship between service quality and patient satisfaction in the Inpatient Unit at RSU Bombana Regency showed a relationship between Guarantee and patient satisfaction with p value = 0.000 < 0.05. In addition, this study is also in line with Gultom's (2017) research on the relationship between BPJS service quality and patient satisfaction in inpatient installations at RSU Bangkatan Binjai which shows a relationship between Guarantee and patient satisfaction with p value = 0.000 < 0.05.

According to Parasuraman (2014), assurance is the ability to foster trust and a sense of security for customers. The assurance dimension relates to the knowledge, courtesy and nature of officers who can be trusted by users. Fulfillment of this service image results in service users being free from risk (Muninjaya, 2018). According to Herlambang (2016) that assurance is the ability of officers to properly product knowledge, safety guarantees, skills or knowledge, provide security in providing services offered and the ability to instill trust in customers.

The meaning of these variables is related, the better the guarantee, the better patient satisfaction will be. And vice versa if the guarantee is not good then patient satisfaction is not good. Based on the results of the study, patient satisfaction in the good category with the guarantee of services provided in the class III inpatient unit at RSU Imelda Medan because it has met patient expectations such as officer skills in providing services, security in the hospital environment guarded by security, safe parking areas so that visitors' vehicles avoid theft. The regularity of the schedule of doctor visits at RSU Imelda which is routine every morning in accordance with inpatient service standards, namely 08.00-14.00 (Permenkes RI, 2008).

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The Relationship of Physical Evidence with BPJS Inpatient Class III Patient Satisfaction at RSU Imelda Indonesian Workers Medan in 2023

The results of statistical tests conducted using the chi square test show that p value = 0.004 < 0.05 which means that there is a relationship between physical evidence and the satisfaction of class III inpatient BPJS patients at RSU Imelda Pekerja Indonesia in 2023.

Based on the results of the study that physical evidence is significantly related to patient satisfaction, this study is in line with the research of Arikhman et al (2022) on the relationship between the quality of inpatient services and the satisfaction of BPJS health participants at Dumai City Hospital which shows a relationship between Guarantee and patient satisfaction with p value = 0.000 < 0.05 results. This research is also in line with Tridiyawati's (2020) research on the relationship between health service quality and BPJS Health patient satisfaction at Bhakti Husada Hospital, which shows a relationship between physical evidence and patient satisfaction with p value = 0.000 < 0.05.

Furthermore, Gultom's research (2017) on the relationship between BPJS service quality and patient satisfaction in inpatient installations at RSU Bangkatan Binjai showed a relationship between physical evidence and patient satisfaction with p value = 0.016 < 0.05. In addition, this study is also in line with Sondakh's (2019) research on the relationship between health service quality and inpatient satisfaction at Sam Ratulangi Lanud Level IV Hospital, which shows a relationship between physical evidence and patient satisfaction with p value = 0.001 < 0.05.

Physical evidence is a dimension related to the attractiveness of physical facilities, equipment, and materials used by the company, as well as the appearance of employees (Parasuraman, 2014). According to Herlambang (2016), physical evidence is a form of physical reality which includes appearance, and completeness of facilities such as treatment rooms, buildings and front office rooms that are comfortable, cleanliness is available, and the comfort of waiting rooms and examination rooms, maintenance, equipment completeness, communication and appearance. The relationship between physical evidence and patient satisfaction is due to good physical facilities, equipment, employees and communication media so that it can be felt directly by customers which has an impact on patients who will feel satisfied (Nursallam, 2016).

The meaning is related to these variables, physical evidence is not good then patient satisfaction is not good. And vice versa if the physical evidence is good, patient satisfaction will be good. Based on the results of the study, a clean inpatient room is enough to make patients satisfied with the physical evidence of services at the hospital. While on the contrary, patients are less satisfied due to the lack of comfort and completeness of facilities in class III inpatient rooms such as air conditioning in the form of one fan but does not function properly so that the indoor temperature becomes a little hot, the lighting in the room is inadequate because there are several lights that do not turn on. For bed facilities there are some beds that are inadequate such as not using laken, laken that is less clean and pillows that are less comfortable. in this case, researchers assess that it is necessary to improve or add completeness to facilities in class III inpatient rooms so that patients feel comfortable. This research is supported by Muninjaya's theory (2018) that physical evidence can be felt directly by users by providing complete physical facilities and equipment.

The Relationship between Empathy and Patient Satisfaction of BPJS Class III Inpatients at RSU Imelda Indonesian Workers Medan in 2023

The results of statistical tests conducted using the chi square test show that p value = 0.046 < 0.05 which means that there is a relationship between empathy and the satisfaction of class III inpatient BPJS patients at RSU Imelda Pekerja Indonesia in 2023.

Based on the results of the study that empathy is significantly related to patient satisfaction, this study is in line with Natassa (2019) research on the relationship between service quality and BPJS health patient satisfaction in the inpatient unit at Tengku Rafi'an Hospital, Siak Regency which shows a relationship between empathy and patient satisfaction, with p value = 0.002 < 0.05. This study is also in line with Sondakh's (2019) research on the relationship between service quality and patient

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satisfaction in the inpatient unit at Sam Ratulangi Lanud Level IV Hospital which shows a relationship between empathy and patient satisfaction, with p value = 0.004 < 00.5 results.

Furthermore, research conducted by Wardiah (2021) on the relationship between service quality and the level of inpatient satisfaction at RSUD dr. Rasidin Padang which showed a relationship between empathy and patient satisfaction, with p value = 0.028 < 0.05. In addition, this study is also in line with Juwita's (2017) research on the relationship between service quality and inpatient satisfaction at Tamiang Layang Hospital which shows a relationship between empathy and patient satisfaction, with p value = 0.000 < 0.05.

According to Pasrasuraman (2014), empathy is providing a sincere and individual or personal attitude given to customers by trying to understand consumer desires. According to Herlambang (2016), empathy is individual attention given by the hospital to patients and their families such as ease of contact, communication skills and high attention from officers, ease of reaching the location, ease of paying and ease of managing administration.

The meaning of these variables is related, the more empathetic health workers are, the better patient satisfaction will be. And vice versa if the empathy is not good then patient satisfaction is not good. The importance of fostering good relationships, understanding the individual needs of customers and providing service and attention so as to make patients feel satisfied with the services provided (Nursallam, 2016). Based on the research conducted, the majority of patient satisfaction in the category is good for the empathy of health workers because the services provided are in accordance with patient expectations such as doctors and nurses pay attention to complaints felt by patients such as asking about the patient's condition, health development, nurses who are easy to contact if needed besides that officers and patients also greet each other and give smiles and patience officers in facing patient complaints. This research is in line with Wardiah (2019) that communication is the key to providing quality service, so that close personal relationships can be sustainable between health workers and patients.

The Relationship between Responsiveness and Patient Satisfaction of BPJS Class III Inpatients at RSU Imelda Indonesian Workers Medan in 2023

The results of statistical tests conducted using the chi square test show that p value = 0.020 < 0.05 which means that there is a relationship between empathy and satisfaction of class III inpatient BPJS patients at RSU Imelda Pekerja Indonesia in 2023.

Based on the results of the study that responsiveness is significantly related to patient satisfaction, this study is in line with Simalango (2019) research on the relationship between health service quality and BPJS patient satisfaction at Santa Elisabeth Hospital Medan which shows a relationship between responsiveness and patient satisfaction with p value = 0.023 < 0.05 results. This study is also in line with Fernandes' (2022) research on the relationship between health service quality and inpatient satisfaction at Lospalos City Hospital which shows a relationship between responsiveness and patient satisfaction with p value = 0.004 < 0.05.

Furthermore, Hanna et al's research (2018) on the relationship between service quality and BPJS patient satisfaction in the internal medicine inpatient room at RSUD dr. H.Abdoel Moeloek who showed a relationship between responsiveness and patient satisfaction with the results of p value = 0.002 < 0.05. In addition, this study is also in line with the research of Arikhman et al (2022) on the relationship between the quality of inpatient services and the satisfaction of BPJS Kesehatan participants at Dumai City Hospital, which shows a relationship between responsiveness and patient satisfaction with p value = 0.000 < 0.05.

According to Herlambang (2016) that responsiveness is the most dynamic dimension of service quality, customer expectations of service speed and quick responsiveness of officers in helping patients. The responsiveness dimension is represented by 3 attributes, namely the responsiveness of doctors and nurses in overcoming patient complaints, doctors providing opportunities to ask patients, quick responsiveness of registration officers and cashiers in helping patients (Chairunnisa, 2015).

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Responsiveness relates to the willingness and ability of employees to help consumers and respond to their requests, as well as inform when services will be provided and provide services quickly (Parasuraman, 2014).

The meaning of these variables is related, the better the responsiveness of health workers, the better patient satisfaction will be. And vice versa if the responsiveness is not good, patient satisfaction is not good. Based on the results of the study that patient satisfaction in the category is good for the responsiveness of health workers at RSU Imelda Medan, such as doctors making regular visits, the speed of nurses to replace patient infusions that have run out, officers serving patient food / diet in a timely manner according to existing care records, the accuracy of nurses to give drugs to patients, and the speed of doctors and nurses in responding to patient requests.

CONCLUSION

Based on the results of research on the relationship between BPJS health service quality and BPJS Patient Satisfaction in Class III Inpatient Installations at RSU Imelda Pekerja Indonesia Medan in 2023, it can be concluded as follows: There is a relationship between the quality of health services on the dimension of reliability and patient satisfaction of BPJS Inpatient Class III at RSU Imelda Pekerja Indonesia, *p value* = 0.012 < 0.05. There is a relationship between the quality of health services in the assurance dimension and the satisfaction of BPJS Inpatient Class III patients at RSU Imelda Pekerja Indonesia, *p value* = 0.007 < 0.05. There is a relationship between the quality of health services in the dimension of physical evidence with the satisfaction of BPJS Inpatient Class III patients at RSU Imelda Pekerja Indonesia, *p value* = 0.004 < 0.05. There is a relationship between the quality of health services on the dimension of empathy with the satisfaction of BPJS Inpatient Class III patients at RSU Imelda Pekerja Indonesia, *p value* = 0.046 < 0.05. There is a relationship between the quality of health services on the dimension of responsiveness with the satisfaction of Class III Inpatient BPJS patients at RSU Imelda Pekerja Indonesia, *p value* = 0.020 < 0.05.

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