Public Health
and Safety
International Journal **(PHASIJ)**

The Influence of Service Quality and Infrastructure on the Level of Satisfaction of BPJS Physiotherapy Patients at Dompet Dhuafa Bogor Integrated Health Home Hospital

[1]Aza El Munadiyan, [2]Etty Siswanty Nastasia, [3]Asep Hendriana
[1,2,3]Sekolah Tinggi Ilmu Manajemen Budi Bakti, Jl. Raya Parung No.km 42, Jampang, Kec. Kemang, Kabupaten Bogor, Jawa Barat 16310
Email : [1]azaelm@stimbudibakti.ac.id, [2]etty@stimbudibakti.ac.id, [3]asep@stimbudibakti.ac.id

Abstract

This study aims to determine the influence of service quality and infrastructure on the level of satisfaction of BPJS physiotherapy patients at Dompet Dhuafa Integrated Health Home Hospital. The background to this research is based on preliminary findings regarding the assessment of satisfaction with outpatient services for physiotherapy patients during 2022, most of the monthly patient satisfaction scores are below hospital satisfaction standards. This research method is cross-sectional with a questionnaire survey method to collect primary data from 45 respondents received physiotherapy services with BPJS Health membership during the period June 2023 at RST Dompet Dhuafa Hospital. Analysis method used the correlation tests and coefficient of determination tests. The results of the research show that there is a very strong relationship between the quality of services and infrastructure and the level of satisfaction of BPJS physiotherapy patients at Dompet Dhuafa Integrated Health Home Hospital Bogor with a coefficient of determination of 84.7% and a correlation value of 0.921. This research expands knowledge regarding the quality of service and satisfaction of physiotherapy patients and provides important guidance for health service policy holders to improve the quality of physiotherapy services.
Keywords: Patient Satisfaction, Physiotherapy, Practical Facilities, Service Quality

Abstract

Penelitian ini bertujuan untuk mengetahui pengaruh kualitas jasa dan sarana prasarana terhadap tingkat kepuasan pasien BPJS fisioterapi di RS Rumah Sehat Terpadu Dompet Dhuafa. Latar belakang penelitian ini berdasarkan temuan awal mengenai penilaian kepuasan layanan rawat jalan pasien fisioterapi selama tahun 2022 sebagian besar nilai kepuasan pasien setiap bulan berada dibawah standar kepuasan rumah sakit. Metode penelitian ini adalah cross-sectional dengan metode survei kuesioner untuk mengumpulkan data primer dari 45 responden yang mendapatkan layanan fisioterapi dengan kepesertaan BPJS Kesehatan selama periode bulan Juni 2023 di Rumah Sakit RST Dompet Dhuafa. Teknik analisis data uji regresi, uji korelasi dan uji koefisien determinasi. Hasil penelitian menunjukkan adanya hubungan yang sangat kuat antara kualitas jasa dan sarana prasarana terhadap tingkat kepuasan pasien BPJS fisioterapi di RS Rumah Sehat Terpadu Dompet Dhuafa Bogor dengan nilai koefisien determinasi sebesar 84,7% dan nilai korelasi 0,921. Penelitian ini memperluas pengetahuan mengenai kualitas pelayanan dan kepuasan pasien fisioterapi dan menjadi petunjuk penting bagi pemegang kebijakan layanan kesehatan untuk meningkatkan kualitas layanan fisioterapi.
Kata kunci : Fisioterapi, Kepuasan Pasien, Kualitas Layanan Jasa, Sarana Prasarana

INTRODUCTION

Health facility services are the same or not much different in various hospitals of the same type, according to the standards of the Ministry of Health of the Republic of Indonesia as stated in the Regulation of the Minister of Health of the Republic of Indonesia Number 30 of 2019 concerning Hospital Classification and Licensing. Previous research conducted by Marhenta et al. (2018) found that membership, service and financing influence BPJS patient satisfaction in first-level health facilities. Meanwhile, the impact of service quality on patient satisfaction,

Oktober 2024 | Vol. 4 | No. 2|

The Influence of Service Quality and Infrastructure on the Level of Satisfaction of BPJS Physiotherapy Patients at Dompet Dhuafa Bogor Integrated Health Home Hospital

preference and patient loyalty was studied by Ahmed et al. (2017). Utami et al. (2013) examined the influence of service quality from the service quality dimensions tangibles (direct evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee), and empathy (empathy) on patient satisfaction. Research conducted by previous researchers still examined general services and did not lead to one specific service. This research attempts to cover this research gap by examining the influence of service quality and infrastructure on BPJS patient satisfaction levels in physiotherapy services. This research is limited beyond quality services with BPJS membership, namely price factors, patient characteristics and equipment standards.

Satisfaction with health services is determined in part by patient perceptions of medical professionals, treatment procedures, and service reliability (Kim et al., 2008). Meanwhile, assessing the quality of services according to Indrasari (2019) is an effort to fulfill customer needs and desires as well as the accuracy of delivery to balance customer expectations which are assessed from reliability, awareness, attention, accuracy and infrastructure. The variety of hospital services provides quite a large bias when used as an assessment of patient satisfaction services, therefore focusing on specific aspects of services that directly involve patients can have an optimal impact in increasing patient satisfaction, one of which is physiotherapist services. Improving the quality of physiotherapist services is important to cure patient complaints (illnesses) and have an impact on patient satisfaction with hospital services.

Table 1. Outpatient Satisfaction Survey Data RS RST Dompet Dhuafa

Month	Standard	Year	
		2022	2023
Januari	76,61%	97,91%	66%
Februari	76,61%	81,20%	68%
Maret	76,61%	74%	74%
April	76,61%	82,2%	74%
Mei	76,61%	72,3%	72%
Juni	76,61%	73,87%	-
Juli	76,61%	73,17%	-
Agustus	76,61%	71,6%	-
September	76,61%	62%	-
Oktober	76,61%	63,5%	-
November	76,61%	60%	-
Desember	76,61%	63%	-

Standards for physiotherapy services and facilities according to the Regulation of the Minister of Health of the Republic of Indonesia Number 65 of 2015 concerning Physiotherapy Service Standards. The infrastructure available at the Dompet Dhuafa Integrated Health Home Hospital physiotherapy unit can be explained in table 2.

Tabel 2. Infrastructure data on the physiotherapy unit

No	Name of Equipment	Quantity	Conditions
1.	*AC*	2	Good
2.	Bed	5	Good
3.	Patient Waiting Chair	15	Good
4.	*Toilet*	1	Medium
5.	*Sink*	1	Good
6.	*Microwave Diathermy (MWD)*	1	Good
7.	*Shortwave Diathermy (SWD)*	1	Good

8.	*Transcutaneous Electrical Nerve Stimulation (TENS)*	1	Good
9.	*Ultrasound (US)*	1	Broken
10.	*Infrared (IR)*	1	Good
11.	*Nebulizer*	2	Good
12.	*Multiple TENS and US*	1	Good
13.	*Treadmil*	1	Good

Source : Physiotherapy unit RS RST DD

Initial findings from the physiotherapy services at Rumah Sehat Terpadu Hospital Dompet Dhuafa Bogor were 35 complaints for the period January-May 2023 and were reinforced by the results of the satisfaction assessment of outpatient physiotherapy services during 2022, most of the patient satisfaction scores each month were below hospital service satisfaction standards. Table 1.1 data shows patient satisfaction survey results from January 2022 to May 2023, only in January, February and April 2022, a part from these months, satisfaction was below hospital standards, namely 76.61%. The average patient satisfaction is still below the minimum service standards at the Dompet Dhuafa Integrated Healthy Home Hospital.

Data on satisfaction of physiotherapy patients at RST DD Hospital is below satisfaction standards, this is a serious note in hospital services. Even though the standards for physiotherapy equipment and facilities have been met. This problem is the question in this research, namely whether service quality influences the level of satisfaction of BPJS physiotherapy patients at Dompet Dhuafa Integrated Health Home Hospital? What do infrastructure and facilities affect the level of satisfaction of BPJS physiotherapy patients at Dompet Dhuafa Integrated Health Home Hospital? This research will answer the problems currently faced by the physiotherapy unit at Dompet Dhuafa Integrated Healthy Home Hospital.

LITERATURE REVIEW

Antonanzas et al. (2015) found that the quality of physiotherapy services has a significant relationship with patient satisfaction. Infrastructure as an indicator of patient service satisfaction according to Cahyono (2022) is all types of equipment, supplies and facilities that function as main/auxiliary tools in carrying out work, and also in the context of interests related to the work organization. In more detail, Hartono (2019) stated that the first thing that must be determined in terms of service location is determining the comfort level of the service that will be offered. This determination must be oriented towards maximum comfort for consumers. Hospitals must also make decisions about the appearance of the place where services are provided because the physical appearance of the hospital influences consumer attitudes and behavior.

Batbaatar et al. (2017) stated that factors such as service quality and infrastructure greatly influence patient satisfaction. The level of satisfaction according to Indrasari (2019) is the level of consumer feelings after comparing what he received and his expectations. Conformity indicators are the correspondence between expectations and the results received, the desire to come again and the willingness to recommend to others. Based on the theoretical framework presented in this research, the research framework is presented as follows:
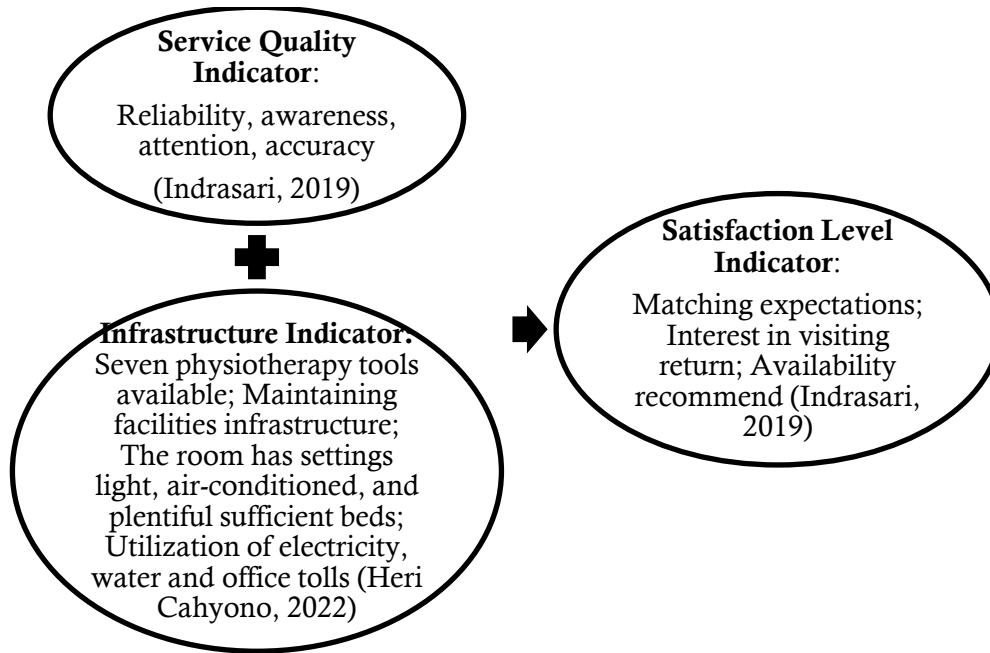
Oktober 2024 | Vol. 4 | No. 2|

The Influence of Service Quality and Infrastructure on the Level of Satisfaction of BPJS Physiotherapy Patients at Dompet Dhuafa Bogor Integrated Health Home Hospital

Figure 1. Research Framework

Based on this research framework, the following hypothesis is obtained:

        H 1: Service quality influences the level of patient satisfaction

        H 2: Facilities and infrastructure influence the level of patient satisfaction

        H 3: The quality of services and infrastructure affects the level of patient satisfaction

METHOD

This research method uses a quantitative method by distributing a questionnaire survey to BPJS physiotherapy patients at Rumah Sehat Terpadu Dompet Dhuafa Bogor Hospital during the period June 2023. The number of samples obtained in this research was 45 samples. Data from the questionnaire results have been collected and then processed and analyzed. The data analysis used is a validity test to measure whether a questionnaire is valid or not and a reliability test to determine whether the data collection tool shows the level of accuracy, accuracy, stability or consistency in expressing certain symptoms. The next step is processing the data using SPSS. The variables in this study were determined as follows: physiotherapy facilities and services (independent variable) and patient satisfaction (dependent variable) from the relevant sample where the independent variable (X) is service quality (X1) and quality of infrastructure (X2) and the dependent variable (Y) patient satisfaction.

Hypothesis testing using the correlation analysis method can help in understanding whether there is a relationship between variables (Sekaran and Bougie, 2016). Pearson analysis can be an appropriate correlation analysis (Sugiyono, 2018). The correlation coefficient R has the following characteristics: The value ranges between -1 and 1, the closer to -1, the stronger the negative linear relationship and conversely the closer to 1, the stronger the positive linear relationship and the closer to 0, the weaker the linear relationship what happens (both positive and negative). The next analysis uses the coefficient of determination test to measure how far the model's ability to explain variations in the dependent variables (Ghozali, 2018). The coefficient of determination (R^2) test is used in regression analysis to measure how well the independent variable explains the variability of the dependent variable. The R^2 value ranges from 0 to 1, where a higher value indicates that the regression model better explains the variability of the data.

RESULTS

Research Results Hypothesis 1 Service Quality Variable (X1) on Satisfaction Level (Y)
 a.   Correlation Test
       The results of the correlation test 0,723, these results it can be said there is an influence between the service quality variable (X_1) on the level of satisfaction (Y).

Table 3. Hypothesis 1 correlation test

			X1.TOTAL	Y.TOTAL
X1.TOTAL	*Pearson Correlation*		1	0.723[**]
	Sig. (2-tailed)			.000
	N		45	45
Y.TOTAL	*Pearson Correlation*		0.723[**]	1
	Sig. (2-tailed)		.000	
	N		45	45

 b.   Coefficient of Determination Test
       The coefficient of determination test results in this study have the following test results:

Table 4. The coefficient of determination hypothesis 1

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.723[a]	0.522	0.511	2.533

       The coefficient of determination value table 6is obtained with the equation $R^2 = (r)^2$ x 100% = 0.522 x 100% = 52.2%. The determination coefficient value obtained is 52.2% so it can be concluded that the service quality variable has an influence of 52.2% on the satisfaction level variable (Y).

Hypothesis 2 Research Results Variable Facilities (X2) on Level of Satisfaction (Y)
 a.   Correlation Test
       The correlation value of 0.811 indicates that the facilities and infrastructure variable (X_2) and the satisfaction level variable (Y) have a strong relationship. The results of the correlation test in this study have the following test results:

Table 5. Correlation test hypothesis 2

		X_2.TOTAL	Y.TOTAL
X2.TOTAL	*Pearson Correlation*	1	0.811[**]
	Sig. (2-tailed)		.000
	N	45	45
Y.TOTAL	*Pearson Correlation*	0.811[**]	1
	Sig. (2-tailed)	.000	
	N	45	45

 b.   Coefficient of determination test
       Based on table 6, the coefficient of determination value is obtained with the following equation: $R^2 = (r)^2$ x 100% = 0.658x 100% = 65.8%. The coefficient of determination obtained is 65.8%, so it can be concluded that the infrastructure variable (X_2) has an influence of 65.8% on the satisfaction level variable (Y). The coefficient of determination test results in this study have the following test results:

Oktober 2024 | Vol. 4 | No. 2|

The Influence of Service Quality and Infrastructure on the Level of Satisfaction of BPJS Physiotherapy Patients at Dompet Dhuafa Bogor Integrated Health Home Hospital

Table 6. Test of the determination coefficient of hypothesis 2

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.811[a]	0.658	0.650	2.141

Hypothesis 3 Research Results Service Quality Variables (X1) and Infrastructure (X2) on Satisfaction Level (Y)

a. Correlation test

The correlation value is 0.921. This shows that the service quality variables (X1) and infrastructure (X2) and the satisfaction level variable (Y) have a very strong relationship. The results of the correlation test in this study have the following test results:

Table 7. Correlation test hypothesis 3

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.921[a]	0.847	0.840	1.448

b. Coefficient of Determination Test

The coefficient of determination value from table 8 with the following equation: $R2 = (r)2$ x 100% = 0.847 x 100% = 84.7 %. The determination coefficient value obtained is 84.7% so it can be concluded that the service quality variable (X1) and the facilities and infrastructure variable (X2) have an influence of 84.7% on the satisfaction level variable (Y) and the remaining 15.3% is influenced by factors. other than the variables studied. The coefficient of determination test results in this study have the following test results:

Table 8. Test of the determination coefficient of hypothesis 3

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.921[a]	0.847	0.840	1.448

DISCUSSION

The characteristics of respondents from the research were obtained from 45 respondents/BPJS physiotherapy patients at Rumah Sehat Terpadu Dompet Dhuafa Bogor Hospital who received treatment in June 2023. The results showed that the characteristics of respondents based on gender were 35.6% male and 64.4% female. Respondents aged under 40 years were 13.3%, 22.2% aged 40-50 years, 48.9% aged 51-60 years and 15.6% aged more than 60 years.

The results of hypothesis testing on the service quality variable (X1) on the satisfaction level variable (Y) for BPJS physiotherapy patients at the Dompet Dhuafa Integrated Health Home Hospital Bogor have a P-value (sig) = 0.000<0.05. From these results it can be said that H0 is rejected and H1 is accepted. The service quality (X1) give an influence of on the level of satisfaction (Y) for BPJS physiotherapy patients at Dompet Dhuafa Bogor Integrated Health Home Hospital of 52.2% which is obtained from calculating the coefficient of determination and shows a strong correlation of 0.723. The remaining 47.8% is influenced by other variable factors.

The results of hypothesis testing on the infrastructure variable (X2) on the level of satisfaction variable (Y) for BPJS physiotherapy patients at Dompet Dhuafa Bogor Integrated Health Home Hospital have a P-value (sig) = 0.000<0.05. From these results it can be said that H0 is rejected and H1 is accepted. It can be concluded that there is an influence of infrastructure

(X2) on the level of satisfaction (Y) for BPJS physiotherapy patients at Dompet Dhuafa Bogor Integrated Health Home Hospital of 65.8% which is obtained from calculating the coefficient of determination and shows a very strong correlation of 0.811. The remaining 34.2% is influenced by other variable factors.

The results of hypothesis testing on the variable service quality (X1) and infrastructure (X2) on the satisfaction level variable (Y) in BPJS physiotherapy patients at the Dompet Dhuafa Integrated Health Home Hospital Bogor have a P-value (sig) = 0.000<0.05. From these results it can be said that H0 is rejected and H1 is accepted. It can be concluded that there is an influence of service quality (X1) and infrastructure (X2) on the level of satisfaction (Y) of BPJS physiotherapy patients at Dompet Dhuafa Bogor Integrated Health Home Hospital of 84.7% which is obtained from calculating the coefficient of determination and shows a very strong correlation at 0.921.

CONCLUSION

The conclusions in this research is the service quality give an influence of on the level of satisfaction for BPJS physiotherapy patients at Dompet Dhuafa Bogor Integrated Health Home Hospital. The infrastructure give an influence of on the level of satisfaction for BPJS physiotherapy patients at Dompet Dhuafa Bogor Integrated Health Home Hospital. The service quality and infrastructure give the influence on the level of satisfaction of BPJS physiotherapy patients at Dompet Dhuafa Bogor Integrated Health Home Hospital with strong correlation.

MANAGERIAL IMPLICATIONS

Managerial implications with the significant impact of the quality of facilities and infrastructure on patient satisfaction mean that hospital management needs to allocate more resources to improve the quality of facilities and infrastructure. Investing in the latest medical equipment, comfortable physiotherapy room facilities, and other supporting infrastructure can increase overall patient satisfaction. Apart from that, improving the quality of services must also be carried out by designing training programs for physiotherapy staff to maximize the use of available facilities and infrastructure. This training should also include customer service aspects to ensure that patients feel comfortable and satisfied during physiotherapy sessions. Finally, the use of the latest technology in physiotherapy services, such as digital physiotherapy devices and patient management applications. This technology not only increases efficiency but can also improve the patient experience.

REFERENCE

Ahmed, S., K. M. Tarique, and I. Arif. (2017). Service quality, patient satisfaction and loyalty in the Bangladesh healthcare sector. International Journal of Health Care Quality Assurance 30 (5):477–88. doi: 10.1108/IJHCQA-01-2017-0004

Antoñanzas, F., et al. (2015). Quality of Physiotherapy Services and Patient Satisfaction. Journal of Health Services Research & Policy, 20(3), 156-163.

AT.Utami, H. Ismanto Y. Lestari. (2013). Pengaruh Kualitas Pelayanan Terhadap Kepuasan   Pasien (Studi Kasus Pasien Rawat Jalan Di Unit Gawat Darurat Rumah Sakit Bhayangkara   Pusat Pendidikan Brigade Mobile Watukosek) JKMP (ISSN. 2338-   445X), Vol. 1, No. 1,   Maret 2013, 1-110.

Batbaatar, E., et al. (2017). Factors Influencing Patient Satisfaction in Healthcare Facilities. Perspectives in Public Health, 137(2), 89-101.

Cahyono, Heri. (2022). Analisa Evaluasi Sarana Prasarana Fisioterapi di Unit Rehabilitasi Medik Rumah Sakit X Tahun 2021 (Deskriptif Kualitatif). Jakarta: Universitas Binawan Jakarta

Oktober 2024 | Vol. 4 | No. 2|

The Influence of Service Quality and Infrastructure on the Level of Satisfaction of BPJS Physiotherapy Patients at Dompet Dhuafa Bogor Integrated Health Home Hospital

Ghozali, Imam. (2018). Aplikasi Analisis Multivariate Dengan Program IBM SPSS. Edisi Sembilan. Semarang:Badan Penerbit Universitas Diponegoro

Hartono, Bambang. (2019). Manajemen Pemasaran Untuk Rumah Sakit. Cetakan Kedua. Rineka Cipta, Jakarta

Indrasari, Meithiana. 2019. Pemasaran dan Kepuasan Pelanggan. Cetakan pertama. Surabaya: Unitomo Press

Kim, Y. K., C. H. Cho, S. K. Ahn, I. H. Goh, and H. J. (2008). A study on medical services quality and its influence upon value of care and patient satisfaction Focusing upon outpatients in a large-sized hospital. Total Quality Management 19 (11):1155–71. doi:10.1080/14783360802323594

Komite Mutu RS RST DD. (2023). RST DD

Peraturan Menteri Kesehatan Republik Indonesia Nomor 30 Tahun 2019 Tentang Klasifikasi Dan Perizinan Rumah Sakit.

Peraturan Menteri Kesehatan Republik Indonesia Nomor 65 Tahun 2015 Tentang Standar Pelayanan Fisioterapi

Sekaran, U., & Bougie, R. (2016). Research Methods for Business: A Skill Building Approach. Wiley.

Sugiyono. (2018). Metode Penelitian Kuantitatif, Kualitatif, Dan R&D. Edisi Cetakan 1. Bandung: Alfabeta

YB. Marhenta, Satibi, C. Wiedyaningsih. (2018). The Effect of BPJS Service Quality Level and Patient Characteristics to Patient Satisfaction In Primary Health Facilities. JMPF Vol. 8 No. 1 : 18 – 23