

Relationship Between Nursing Service Quality And BPJS Patient Satisfaction In The Inpatient Room of The Lepo-Lepo Community Health Center In Kendari City

Zahalim

¹Nursing Study Program, Mandala Waluya University, Kendari City, Indonesia
Corresponding Author; E-mail: zahalimalim90@email.com

Abstract

Background: Based on data from the Lepo-Lepo Health Center in Kendari City, it is known that the number of patients of the Health Insurance Agency (BPJS) in the inpatient room from 2014-2016 was consecutively (2014) 248 patients, (2015) 418 patients, (2016) 581 patients, and in 2017, namely from January to April, there were 193 patients. In terms of quantity, there has been an increase, but in terms of quality it has not satisfied patients.

Aims: This study aims to determine the relationship between the quality of patient nursing services and BPJS patient satisfaction in the Inpatient Room of the Lepo-Lepo Health Center in Kendari City.

Method: This type of research is quantitative research with a cross-sectional study approach. The population in this study were all BPJS patients from January to April 2017, totaling 192 people. While the number of samples was 65 people, the sampling technique used Accidental sampling. The analysis test used was Chi Square.

Results: The test results show that there is a relationship between the quality of nursing services from the assessment aspect and patient satisfaction ($5.223 > 3.841$), there is a relationship between the quality of nursing services from the diagnosis aspect and patient satisfaction ($6.877 > 3.841$), there is a relationship between the quality of nursing services from the planning aspect and patient satisfaction ($6.471 > 3.841$), there is a relationship between the quality of nursing services from the action aspect and patient satisfaction ($9.376 > 3.841$), there is a relationship between the quality of nursing services from the evaluation aspect and patient satisfaction ($10.920 > 3.841$).

Conclusion: It can be concluded that there is a relationship between the quality of nursing services and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City. It is hoped that the results of this study can be used as input for the Health Center in improving the quality of nursing services.

Keywords: quality of nursing services, patient satisfaction, national health insurance

INTRODUCTION

As professional health workers in providing nursing care to patients, nurses are required to provide maximum nursing services with the aim of accelerating the healing process. Nursing care is a systematic method where nurses and patients directly determine the nursing problems experienced by patients (Putra, A. S., & Wirman, 2015).

Patients as users of nursing services demand nursing services that are in accordance with their rights, namely quality nursing services. Patients will complain if the caring behavior they feel does not provide satisfaction to them

(Rahmawati, R., & Fikri, A. M. 2014). Patient satisfaction with nursing services is one indicator of the quality of health services to patients at the Health Center. This happens because nursing is the professional group with the largest number, the most advanced and closest to sufferers, pain, and misery experienced by patients and their families (Ahmad Hasan Basri, 2016).

One indicator of the quality of nursing services is whether the nursing services provided satisfy the patient or not. Satisfaction is a comparison between the quality of services obtained with desires, needs, and expectations (Mardijanto & Priyono, 2017). Patients as users of

nursing services demand nursing services that are in accordance with their rights, namely quality and complete nursing services. Patients will complain if the caring behavior they feel does not provide satisfaction for them (Borrong, A., & Marten, P. 2016).

Health services that are lacking or of poor quality are expensive. According to calculations by several experts, the operational costs of a health service organization can increase by 30-40% if the health service organization produces poor or poor quality health services. Poor or poor quality health services will make the health service organization very wasteful or incur high or expensive costs (Andriani, 2017).

BPJS Kesehatan as a legal entity was formed to organize a health insurance program in the form of health protection so that participants receive health care benefits and protection in meeting basic health needs provided to everyone who has paid contributions or whose contributions are paid by the government (Hastuti, 2017). Health services require that there is no difference in the quality of nursing services for patients receiving contribution assistance and patients not receiving contribution assistance. Good quality nursing services are where nurses are able to carry out their responsibilities without differentiating nursing services for patients not receiving contribution assistance and patients receiving contribution assistance (Rattu et al., 2015).

According to BPJS Kesehatan, since January 1, 2014 to March 6, 2015, those who have registered as BPJS members have reached 139,007,646 people out of 237,641,326 people or 58.5% of the total population (BPJS, 2016). The number of BPJS patients in the inpatient room of Lepo-Lepo Health Center from 2014-2016 consecutively, namely in 2014 as many as 248 patients, in 2015 as many as 418 patients, in 2016 as many as 581 patients, and in 2017 from January to April as many

as 193 patients (Inpatient registration book of Lepo-Lepo Health Center, Kendari City in 2017). In terms of quantity there has been an increase, but in terms of quality it has not satisfied patients. This can be proven from the results of interviews with 10 patients (50%) 5 of whom said they were dissatisfied with health services. This satisfaction is triggered by the quality of nursing services that do not comply with the established nursing process standards, which include 5 stages starting from the assessment where in the assessment the nurse does not continuously assess the client's condition, and does not complete the patient assessment record format, in determining the diagnosis the nurse is still lacking in prioritizing problems, in the planning stage the nurse does not make a schedule in implementing the nursing plan, in the implementation stage the nurse is still lacking in providing comprehensive nursing care to the client, and the evaluation is not carried out continuously.

METHOD

This study is a quantitative study using a research design with a cross-sectional study approach to study the dynamics of the correlation between risk factors and effects, by means of an approach, observation or data collection at once at one time. This study was conducted at the Lepo-Lepo Health Center, Kendari City. The purpose of the study was to obtain a relationship between service quality and the level of patient satisfaction of BPJS Kesehatan participants in the Inpatient Installation. The population was all patients who were hospitalized and recorded in medical records totaling 193 people. The research sample was 65 people. Bivariate analysis was conducted to see the relationship between the independent variables and the dependent variables using the Chi-Square test. This test is used to compare categorical data

and determine the level of statistical significance between research variables.

RESULTS

1. Respondent Characteristics

Table 1. Distribution based on Age and Gender of respondents

Age Group (Years)	n	%
20-25	6	9,2
26-30	18	27,7
31-35	24	36,9
>35	17	26,2
Total	65	100
Gender	n	%
Male	36	55,4
Female	29	44,6
Total	65	100

Table 1 shows that of the 65 respondents, the largest age group of respondents was 31-35 years old with 24 respondents (36.9%) and the lowest was in the 20-25 age group with 6 respondents (9.2%). Male gender was 36 respondents (55.4%) while the number of female respondents was 29 respondents (44.6%).

2. Univariate Analysis

Univariate analysis was conducted on each research variable, namely the independent variables, namely Human Resources and Medical Facilities. While the dependent variable is Patient Satisfaction at the Lepo-Lepo Health Center in Kendari City.

Table 2. Distribution of Respondents According to the Quality of Nursing Services from the Aspects of Assessment, Diagnosis, Planning, Implementation and Evaluation

Assesment	n	%
Good	26	40,0
Less	39	60,0
Total	65	100
Diagnosis	n	%
Good	33	50,8
Less	32	49,2
Total	65	100
Planning	n	%
Good	27	41,5
Less	38	58,5
Total	65	100
Action	n	%
Good	23	35,4

Less	42	64,6
Total	65	100
Evaluation	n	%
Good	28	43,1
Less	37	56,9
Total	65	100
Patient Satisfaction	n	%
Satisfied	30	46,2
Less Satisfied	35	53,8
Total	65	100

Based on table 2 above, it was obtained that out of 65 respondents who assessed the quality of nursing services from the aspect of assessment carried out by nurses in the good category, there were 26 people (40.0%) while those who assessed the quality of nursing services from the aspect of assessment in the poor category were 39 people (60.0%). Respondents who assessed the quality of nursing services from the aspect of diagnosis in the good category were 33 people (50.8%) while those who assessed the quality of nursing services from the aspect of diagnosis in the poor category were 32 people (49.2%). Respondents who assessed the quality of nursing services from the aspect of planning in the good category were 27 people (41.5%) while those who assessed the quality of nursing services from the aspect of planning in the poor category were 38 people (58.5%). Respondents who

assessed the quality of nursing services from the aspect of action in the good category were 23 people (35.4%) while those who assessed the quality of nursing services from the aspect of action in the poor category were 42 people (64.6%). Respondents who assessed the quality of nursing services from the evaluation aspect of the good category were 28 people (43.1%), while those who assessed the quality of nursing services from the evaluation aspect of the less good category were 37 people (56.9%). Respondents who said they were satisfied with the quality of nursing services at the Lepo-Lepo Health Center were 30 people (46.2%), while those who were less satisfied with the quality of nursing services at the Lepo-Lepo Health Center in Kendari City were 35 people (53.8%).

3. Bivariate Analysis

Table 3. Analysis of the Relationship between the Quality of Nursing Services from the Assessment Aspect and the Satisfaction of BPJS Participant Patients

Number	Assessment Aspects	Patient Satisfaction				Amount		X ² table	X ² count
		Satisfied		Less		n	%		
		n	%	n	%				
1.	Good	17	65,4	9	34,6	26	100		
2.	Less	13	33,3	26	66,7	39	100	2,706	5,223
	Total	30	46,2	35	53,8	65	100		

Table 3 shows that out of 65 respondents, 26 respondents assessed the assessment

aspect conducted by nurses in the good category and 39 respondents assessed it as

less than good. Of the 26 respondents who assessed the nursing assessment aspect in the good category, 17 respondents (65.4%) were overall satisfied with the quality of nursing services and 9 respondents (34.6%) were less than satisfied. Furthermore, out of 39 respondents who assessed the assessment aspect conducted by nurses as less than good, 13 respondents (33.3%) were overall satisfied with the quality of nursing services and 26 respondents (75.0%) were less than satisfied. The results of the Chi-square statistical test obtained a calculated X^2 value $> X^2$ tab ($5.223 > 2.706$), so H_0 was rejected. Based on the bivariate analysis assessment criteria, H_0 was rejected and

H_a was accepted. This means that there is a relationship between the quality of nursing services from the assessment aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City. The results of the phi coefficient test show the strength of the relationship between the assessment aspect and patient satisfaction of 0.31. This indicates that there is a weak relationship between the quality of nursing services from the assessment aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City.

Table 4. Analysis of the Relationship between the Quality of Nursing Services from the Aspect of Diagnosis with the Satisfaction of BPJS Participant Patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City

Number	Diagnostic Aspects	Patient Satisfaction				Amount		X^2 table	X^2 count
		Satisfied		Less		n	%		
		n	%	n	%				
1.	Good	21	63,6	12	36,4	33	100	2,706	6,877
2.	Less	9	28,1	23	71,9	32	100		
Total		30	46,2	35	53,8	65	100		

Table 4 shows that out of 65 respondents, 33 respondents assessed the diagnostic aspect carried out by nurses in the good category and 32 respondents assessed it as less than good. Of the 33 respondents who assessed the nursing diagnostic aspect in the good category, 21 respondents (63.6%) were overall satisfied with the quality of nursing services and 12 respondents (36.4%) were less than satisfied. Furthermore, out of 32 respondents who assessed the diagnostic aspect carried out by nurses as less than good, 9 respondents (28.1%) were overall satisfied with the quality of nursing services and 23 respondents (71.9%) were less than satisfied. The results of the Chi-square statistical test obtained a calculated X^2

value $> X^2$ tab ($6.877 > 2.706$), so H_0 was rejected. Based on the bivariate analysis assessment criteria, H_0 was rejected and H_a was accepted. This means that there is a relationship between the quality of nursing services from the diagnostic aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City. The results of the phi coefficient test show the strength of the relationship between the diagnostic aspect and patient satisfaction of 0.35. This shows that there is a weak relationship between the quality of nursing services from the diagnostic aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City.

Table 5 Analysis of the Relationship between the Quality of Nursing Services from the Planning Aspect and the Satisfaction of BPJS Participant Patients

Number	Planning Aspects	Patient Satisfaction				Amount		X ² table	X ² count
		Satisfied		Less		n	%		
		n	%	n	%				
1.	Good	18	66,7	9	33,3	27	100	2,706	6,471
2.	Less	12	31,6	26	68,4	38	100		
Total		30	46,2	35	53,8	65	100		

Table 5 shows that out of 65 respondents, 27 respondents assessed the planning aspect carried out by nurses in the good category and 38 respondents assessed it as less than good. Of the 27 respondents who assessed the nursing planning aspect in the good category, 18 respondents (66.7%) were overall satisfied with the quality of nursing services and 9 respondents (33.3%) were less than satisfied. Furthermore, out of 38 respondents who assessed the planning aspect carried out by nurses as less than good, 12 respondents (31.6%) were overall satisfied with the quality of nursing services and 26 respondents (68.4%) were less than satisfied. The results of the Chi-square statistical test obtained a calculated X²

value > X² tab (6.471 > 2.706), so H₀ was rejected. Based on the bivariate analysis assessment criteria, H₀ was rejected and H_a was accepted. This means that there is a relationship between the quality of nursing services from the planning aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City. The results of the phi coefficient test show the strength of the relationship between the planning aspect and patient satisfaction of 0.34. This shows that there is a weak relationship between the quality of nursing services from the planning aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City.

Table 6 Analysis of the Relationship between the Quality of Nursing Services from the Action Aspect and the Satisfaction of BPJS Participant Patients in the Inpatient Room

Number	Action Aspect	Patient Satisfaction				Amount		X ² table	X ² count
		Satisfied		Less		n	%		
		n	%	n	%				
1.	Good	17	73,9	6	26,1	23	100	2,706	9,376
2.	Less	13	31,9	29	69,0	42	100		
Total		30	46,2	35	53,8	65	100		

Table 6 shows that out of 65 respondents, 23 respondents assessed the aspect of actions taken by nurses in the good category and 42 respondents assessed it as less than good. Of the 23 respondents who assessed the aspect of nursing actions in the good category, 17 respondents (73.9%) were overall satisfied with the quality of nursing services and 6 respondents (26.1%) were less than satisfied. Furthermore, out of 42 respondents who

assessed the aspect of actions taken by nurses as less than good, 13 respondents (31.0%) were overall satisfied with the quality of nursing services and 29 respondents (69.0%) were less than satisfied. The results of the Chi-square statistical test obtained a calculated X² value > X² tab (9.376 > 2.706), so H₀ was rejected. Based on the bivariate analysis assessment criteria, H₀ was rejected and H_a was accepted. This means that there is

a relationship between the quality of nursing services from the aspect of actions and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City. The results of the phi coefficient test show the strength of the relationship between the

aspect of actions and patient satisfaction of 0.41. This shows that there is a strong relationship between the quality of nursing services from the action aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City.

Table 7 Analysis of the Relationship between the Quality of Nursing Services from the Evaluation Aspect and the Satisfaction of BPJS Participant Patients in the Inpatient Room

Number	Evaluation Aspects	Patient Satisfaction				Amount		X ² table	X ² count
		Satisfied		Less		n	%		
		n	%	n	%				
1.	Good	20	71,4	8	28,6	28	100		
2.	Less	10	27,0	27	73,0	37	100	2,706	10,920
	Total	30	46,2	35	53,8	65	100		

Table 7 shows that out of 65 respondents, 28 respondents assessed the evaluation aspect conducted by nurses in the good category and 37 respondents assessed it as less than good. Of the 28 respondents who assessed the nursing evaluation aspect in the good category, 20 respondents (71.4%) were overall satisfied with the quality of nursing services and 8 respondents (28.6%) were less than satisfied. Furthermore, out of 37 respondents who assessed the evaluation aspect conducted by nurses as less than good, 10 respondents (27.0%) were overall satisfied with the quality of nursing services and 27 respondents (73.0%) were less than satisfied. The results of the Chi-square statistical test obtained a calculated X2 value > X2 tab (10.920 > 2.706), so Ho

was rejected. Based on the bivariate analysis assessment criteria, Ho was rejected and Ha was accepted. This means that there is a relationship between the quality of nursing services from the evaluation aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City. The results of the phi coefficient test show the strength of the relationship between the evaluation aspect and patient satisfaction of 0.44. This shows that there is a strong relationship between the quality of nursing services from the evaluation aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City.

DISCUSSION

Oliver defines satisfaction as the level of a person's feelings after comparing the performance or results they feel with their expectations (Robyardi, 2007). Tjiptono (2001), satisfaction is a comparison between the quality of service received with desires, needs and expectations. The level of satisfaction is a function of the difference between perceived performance

and expectations. If performance is below expectations, customers will feel disappointed. If performance is as expected, customers will feel satisfied (Dianto, 2014; Wulandari, 2017). The reality shows that dissatisfied patients will provide word-of-mouth recommendations, thus influencing the attitudes and beliefs of others not to visit the facility. Patients who are satisfied with nursing care services also recommend word-of-mouth to use the

service (Nursalam, 2013). The advantage of promotion using word-of-mouth marketing style can save marketing costs and is effective in building a loyal customer base (Wijaya, 2014). Good service quality has a positive impact on patient recovery in accordance with the nature of basic health care services is to meet the needs and demands of health service users which if successfully met will be able to create a sense of satisfaction with health services (Susanti, 2016). While the quality of health services that refer to the level of perfection of health services in creating a sense of satisfaction in each patient. The quality of nursing care services is the provision of care services that pay attention to the appropriate and appropriate appearance (related to standards) of an intervention that is known to be safe and comfortable, the satisfaction of outpatient BPJS patients can be felt through the complaints experienced. The minimum complaints indicate that the quality of service provided is very good (Khoiri & Hermastutik, 2014).

Relationship between the Quality of Nursing Services from the Assessment Aspect and the Satisfaction of BPJS Participant Patients

One indicator of nursing services is whether the nursing services provided provide satisfaction to patients or not (Widyastuti, A. S. 2013). Patients as users of nursing services demand nursing services that are in accordance with their rights, namely quality nursing services. Patients will complain if the caring behavior they feel does not provide satisfaction to them (Nursalam, 2014). Assessment is a record of information from patients, basic data about patients, and records of patient health responses. Comprehensive or thorough, systematic and logical assessments will lead to and support the identification of patient problems. These problems use assessment

data as the basis for formulations stated as nursing diagnoses (Lestari, 2015). The results of the study showed that 26 respondents reported that they were good at the nursing assessments carried out by nurses in the inpatient room of the Lepo-Lepo Health Center. Patients who stated that they were good were mostly satisfied with the nursing assessment and the others stated that they were less. On the other hand, 39 respondents stated that they were less satisfied with the implementation of the nursing assessment in the inpatient room of the Lepo-Lepo Health Center.

This is proven by the results of the analysis which show that most patients stated that they were less satisfied with the nursing assessment carried out by nurses in the inpatient room of the Lepo-Lepo Health Center and only a few stated that they were satisfied. The results of this study illustrate that the quality of nursing services from the aspect of nursing assessment still needs to be improved and evaluated by stakeholders of the Health Center so that services can be of better quality. Another aspect that is an element of patient satisfaction is the presence of nurses and other health workers who show a gentle nature when providing services and explain service procedures well to patients. Setiadi (2012) stated that in nursing assessments, one must actively ask about complaints experienced and nurses must also listen with full attention and feelings to everything the patient says.

The assessment consists of data collection and formulation of patient needs or problems so that nurses must routinely ask about problems that are still experienced by patients because patient data that has been obtained at the assessment stage is needed as a basis for determining a nursing diagnosis (Mundakir, 2006 & Nurjannah 2005). The results of the Chi-square statistical test obtained a value of $X^2_{count} > X^2_{tab} (5.223 > 2.706)$, with a phi

coefficient of 0.31. It can be concluded that there is a relationship between the quality of nursing services from the assessment aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City with a weak relationship level. The results of this study are in accordance with the study conducted by Putra (2015) with the title of the relationship between the implementation of nursing care and the satisfaction of BPJS card user patients in the Zal Bedah Inpatient Room of Dr. Achmad Mochtar Hospital, Bukittinggi. With the results that there is a significant relationship between the assessment in nursing care and the satisfaction of BPJS Card user patients.

Relationship between Nursing Service Quality from Nursing Diagnosis Aspect and BPJS Patient Satisfaction in the Inpatient Room

Nursing diagnosis is the result of a nurse's assessment involving the patient and family. The process of determining a patient's diagnosis by involving the patient and several parties attempts to validate, strengthen and determine the priority of the patient's problems correctly. The basic data that has been collected must be subjective and objective which are then interpreted so that specific diagnoses and problems can be formulated. The formulation of diagnosis and problems are both used because problems cannot be defined as diagnoses but still require treatment. Problems are often related to things that are being experienced by patients identified by nurses according to the results of the assessment.

The results of the study showed that it was reported that some 33 respondents stated that they were good regarding the nursing diagnosis aspect carried out by nurses in the inpatient room of Lepo-Lepo Health Center. Respondents who stated that they

were good were mostly satisfied with the nursing assessment and the others stated that they were lacking. Conversely, 32 respondents stated that they were lacking regarding the nursing diagnosis aspect in the inpatient room of Lepo-Lepo Health Center. This is proven by the results of the analysis which show that most patients expressed dissatisfaction with the nursing assessment carried out by nurses in the inpatient room of the Lepo-Lepo Health Center and only a few expressed satisfaction. The results of this study illustrate that the quality of nursing services from the nursing diagnosis aspect still needs to be improved and evaluated by stakeholders of the Health Center so that services can be of better quality.

Another aspect that is an element of patient satisfaction is the presence of nurses and other health workers who show a gentle nature when providing services and explain service procedures well to patients. The results of the Chi-square statistical test obtained a value of $X^2_{count} > X^2_{tab} (6.877 > 2.706)$, which means that there is a relationship between the quality of nursing services from the diagnosis aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City. The results of the phi coefficient test show the strength of the relationship between the diagnosis aspect and patient satisfaction of 0.35 (weak relationship). The results of this study are in accordance with the study conducted by Putra (2015) with the title of the relationship between the implementation of nursing care and the satisfaction of BPJS card users in the Zal Bedah Inpatient Room of Dr. Soetomo Hospital. Achmad Mochtar Bukittinggi. With the result that there is a significant relationship between the diagnosis in nursing care with the satisfaction of BPJS Card users.

Relationship between Nursing Service Quality from Nursing Intervention Aspects with BPJS Patient Satisfaction in the Inpatient Room

The nursing plan stage is to prepare a nursing action plan that will be carried out by nurses to handle patient problems according to the nursing diagnosis that has been determined with the aim of fulfilling patient health. The components of the nursing plan consist of objectives, outcome criteria and nursing action plans (Lestari, 2015). In the nursing plan, strategies are developed to prevent, limit or correct the problems that have been determined (Fitrianiingsih, 2014). Pottre and Perry (2009) stated that every action that will be carried out by nurses must be communicated both verbally and in writing and always use clear and precise language when nurses communicate nursing actions (Lestari, 2015).

The results of the study showed that 27 respondents stated that they were good towards the nursing intervention aspects carried out by nurses in the inpatient room of Lepo-Lepo Health Center. Respondents who stated that they were good were mostly satisfied with the nursing assessment and others stated that they were less satisfied. On the other hand, 38 respondents stated that they were not satisfied with the nursing diagnosis aspect in the inpatient room of Lepo-Lepo Health Center. This is proven by the results of the analysis which show that most patients stated that they were not satisfied with the nursing planning carried out by nurses in the inpatient room of Lepo-Lepo Health Center and only a few stated that they were satisfied. One of the factors that caused patient dissatisfaction was that nurses sometimes did not convey clear information to patients about the action plan that would be given to patients. Comprehensive care planning and clear action plan information are the keys to the

success of nurses in the nursing service process that need to be maintained by every nurse who carries out their duties.

A comprehensive care plan not only includes what has been identified from the client's condition or from related problems but also from the framework of guidelines for anticipating patients. The results of this study illustrate that the quality of nursing services from the aspect of nursing interventions still needs to be improved and evaluated by stakeholders of the Health Center so that services can be of better quality. However, besides that, there are other aspects that are elements of patient satisfaction in the inpatient room, namely the presence of nurses and other health workers who show a gentle nature when providing services and explain service procedures well to patients. The results of the Chi-square statistical test obtained a value of $X^2 \text{ count} > X^2 \text{ tab}$ ($6.471 > 2.706$), which means that there is a relationship between the quality of nursing services from the planning aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City.

The results of the phi coefficient test show the strength of the relationship between the planning aspect and patient satisfaction of 0.34 (weak relationship). The results of this study are in accordance with the study conducted by Putra (2015) entitled the relationship between the implementation of nursing care and the satisfaction of BPJS card user patients in the Zal Bedah Inpatient Room of Dr. Achmad Mochtar Hospital, Bukittinggi. With the results that there is a significant relationship between interventions in nursing care and the satisfaction of BPJS Card user patients. Each care plan must be approved by both parties, namely the nurse and the client so that it can be implemented effectively because the client will also implement the plan. All decisions developed in this

comprehensive care must be rational and truly valid based on up-to-date knowledge and in accordance with assumptions about what the client will do.

Relationship between Nursing Service Quality from the Aspect of Nursing Implementation and BPJS Patient Satisfaction in the Inpatient Room

Nursing implementation is an initiative of a nursing action plan to achieve specific goals. The purpose of implementation is to help patients achieve their predetermined goals, which include improving health, preventing disease, restoring health and facilitating coping (Dwidiyanti, 2017)). The procedure carried out by nurses when implementing is, nurses make a time contract with patients and convey and explain what will be done, the stages and the purpose of the action. Explaining the stages of action is an effort to increase patient knowledge about the actions to be taken so as to reduce patient anxiety and create a sense of security (Lestari, 2015).

The results of the study showed that 23 respondents stated that they were good regarding the aspects of nursing implementation carried out by nurses in the inpatient room of Lepo-Lepo Health Center. Respondents who stated that they were good were mostly satisfied with the nursing assessment and others stated that they were lacking. On the other hand, 42 respondents stated that they were not satisfied with the nursing diagnosis aspect in the inpatient room of Lepo-Lepo Health Center. This is proven by the results of the analysis which show that most patients stated that they were not satisfied with the implementation of nursing carried out by nurses in the inpatient room of Lepo-Lepo Health Center and only a few stated that they were satisfied. The results of this study illustrate that the quality of nursing services from the aspect of nursing implementation still needs to be improved

and evaluated by stakeholders of the Health Center so that services can be of better quality.

Another aspect that is an element of patient satisfaction is the presence of nurses and other health workers who show a gentle nature when providing services and explain service procedures well to patients. The results of the Chi-square statistical test obtained a value of $X^2_{count} > X^2_{tab} (9.376 > 2.706)$, which means that there is a relationship between the quality of nursing services from the aspect of action and BPJS patient satisfaction in the Inpatient Room of Lepo-Lepo Health Center, Kendari City. The results of the phi coefficient test show the strength of the relationship between the aspect of action and patient satisfaction of 0.41 (strong relationship).

The results of this study are in accordance with the study conducted by Putra (2015) with the title of the relationship between the implementation of nursing care and the satisfaction of BPJS card users in the Zal Bedah Inpatient Room of Dr. Achmad Mochtar Bukittinggi Hospital. With the results that there is a significant relationship between actions in nursing care and the satisfaction of BPJS Card user patients.

Relationship between Nursing Service Quality from Nursing Evaluation Aspect and BPJS Patient Satisfaction in the Inpatient Room

Nursing evaluation is the last stage of the nursing process to measure the client's response to nursing actions and the client's progress towards achieving goals. The purpose of the evaluation is to see the patient's ability to achieve goals that are adjusted to the outcome criteria at the planning stage (Widiyaningsih, 2015). By explaining the evaluation results, patients get the latest status information on their

health conditions so that patients can see changes and efforts to maintain and preserve their health. And patients have the right to know their health status (Fitrianingsih, 2014).

The results of the study showed that it was reported that some 28 respondents stated that they were good towards the nursing evaluation aspect carried out by nurses in the inpatient room of Lepo-Lepo Health Center. Respondents who stated that they were good were mostly satisfied with the nursing assessment and the others stated that they were lacking. Conversely, 37 respondents stated that they were lacking with the nursing diagnosis aspect in the inpatient room of Lepo-Lepo Health Center. This is proven by the results of the analysis which show that most patients expressed dissatisfaction with the nursing assessment carried out by nurses in the inpatient room of the Lepo-Lepo Health Center and only a few expressed satisfaction.

The results of this study illustrate that the quality of nursing services from the nursing evaluation aspect still needs to be improved and evaluated by stakeholders of the Health Center so that services can be of better quality. Another aspect that is an element of patient satisfaction is the presence of nurses and other health workers who show a gentle nature when providing services and explain service procedures well to patients. The results of the Chi-square statistical test obtained a value of $X^2_{count} > X^2_{tab}$ (10.920 > 2.706), which means that there is a relationship between the quality of nursing services from the evaluation aspect and the satisfaction of BPJS participant patients in the Inpatient Room of the Lepo-Lepo Health Center, Kendari City. The results of the phi coefficient test show the strength of the relationship between the evaluation aspect and patient satisfaction of 0.44 (strong relationship).

The results of this study are in accordance with the study entitled the relationship between the implementation of nursing care and the satisfaction of BPJS card users in the Zal Bedah Inpatient Room of Dr. Achmad Mochtar Hospital, Bukittinggi. The results show that there is a significant relationship between evaluation of nursing care and patient satisfaction of BPJS Card users (Putra, A. S., & Wirman, 2015).

CONCLUSION

Based on the results and discussion, this study concludes that the quality of nursing services is associated with the satisfaction of BPJS patient participants in the inpatient ward of the Lepo-Lepo Health Center, Kendari City. The assessment, diagnosis, and planning aspects of nursing services show weak relationships with patient satisfaction, indicating that these stages contribute but are not dominant determinants of satisfaction. In contrast, the implementation (action) and evaluation aspects demonstrate strong relationships with patient satisfaction, suggesting that direct nursing care and follow-up evaluation play a more influential role in shaping patients' experiences. Overall, the findings confirm that the quality of nursing services is related to the level of satisfaction among BPJS patients in the inpatient setting.

Acknowledgment

The researcher would like to thank all parties who have been involved in this research process.

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