

***Analysis of Health Service Quality on Satisfaction Levels of Inpatient BPJS  
Patients in Hospital: Literature Review.***

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**ABSTRACT**

*The quality of health services is closely related to patient satisfaction. Patient satisfaction from previous studies have been shown to give 63.3%, 42.7% and 48.2%, these values were not in accordance with the standard of inpatient satisfaction, which was  $\geq 90\%$ . Low patient satisfaction will have an impact on the number of patient visits, therefore hospitals need to provide services quality and be improved on an ongoing basis. The purpose of this study is to analyze the quality of health services on the level of patient satisfaction of the inpatient Health Social Security Agency. This study used a literature review method by analyzing 16 articles from Google Scholar and Crossref. Based on the results of the literature review, there were 14 articles (88%) showing the relationship between the quality of health services tangible on patient satisfaction of the inpatient Health Social Security Agency and 2 articles (12%) which had no relationship. There were 14 articles (88%) showing a relationship with reliability and 2 articles (12%) which did not have a relationship. There were 15 articles (94%) showing a relationship with responsiveness and 1 article (6%) which had no relationship. There were 13 articles (81%) showing a relationship with assurance and 3 articles (19%) not having a relationship. There were 14 articles (88%) showing a relationship with empathy and 2 articles (12%) which have no relationship. The recommendation is to improve the skills of workers by training or providing opportunities for workers to take education to a higher level.*

**Keywords:** *Health Service Quality, Patient Satisfaction, BPJS, Inpatient, Hospital, Quantitative, Servqual*