

Analysis of Service Quality for Inpatient BPJS Health Patient Satisfaction in Hospitals: Literature Review.

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ABSTRACT

The creation of quality of service will certainly create satisfaction to service users. Quality of service itself is shaped by the comparison between expectations and the reality of the performance dimension of quality. The purpose of this study was to analyze the quality of service to bpjs health patient satisfaction, the method used is literature review by analyzing 11 articles from Google Scholar and Garuda Portal. Based on the results of literature studies from various studies obtained, eight of the eleven literature (72.7%) that showed that tangible dimensions are related to bpsj patient satisfaction hospitalization while three literature shows tangible dimensions are not related to satisfaction of BPSJ patients hospitalized. Nine out of eleven literatures (81.8%) showed that reliability dimensions were related to bpsj patient satisfaction in hospitalization. While the two literature shows the reliability dimension is not related to the satisfaction of BPSJ patients hospitalized. Seven of the eleven literatures (63.6%) showed that the Responsiveness dimension was related to bpsj patient satisfaction in hospitalization while four literature showed the responsiveness dimension was not related to bpsj patient satisfaction in hospital. Seven of the eleven literatures (63.6%) showed that the Assurance dimension was related to bpsj patient satisfaction in hospitals while four literatures showed assurance dimensions were not related to bpsj patient satisfaction in hospitals. Nine of the eleven literatures (81.8%) showed that empathy dimensions were related to bpsj patient satisfaction in hospitals while two literatures showed empathy dimensions were not related to bpsj patient satisfaction in hospitals.

Key Words : Patient Satisfaction, Service Quality, BPJS Patient