

***Analysis of BPJS Health Patient Satisfaction for Outpatient Services In The
Hospital: Literature Review***

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ABSTRACT

The success of health services is related to the level of patient satisfaction. The hospital are required to provide quality services in accordance with standards and goals. Based on several studies, the satisfaction rate of BPJS Kesehatan's outpatient is still less than 90%. It's related to the level of patient confidence and the success rate of the JKN program. The purpose is to analyze the satisfaction of BPJS Kesehatan's outpatient from five dimensions of SERVQUAL with literature reviews method. 15 articles fulfill the inclusion and exclusion criteria were obtained from Google Scholar, Crossref, and Garuda Portal. The results on the reliability; patients were satisfied with the accuracy of the patient care process, but they aren't satisfied with timeliness and procedures. Responsiveness; patient is satisfied with the officers ability when responding the patients, but they aren't satisfied with the quickness and responsiveness in handling the patients. Assurance; patients are satisfied with the officers competence and the security and safety provided, but they aren't satisfied with the officers competence and attitude. Empathy; patients are satisfied with the fair services and respect for patients, but there aren't satisfied with the inattentive officer. Tangible; patients are satisfied with the cleanliness, tidiness, and convinience, but they aren't satisfied it too. The suggestions offered are minimize service time, simplify administrative procedures and clarify the information provided, speed up service and analyze staff needs, improve service skillfully, improve friendliness and courtesy, increase attention and create a family atmosphere, and improve the cleanliness of medical and non-medical equipment.

Keywords: BPJS Kesehatan, Literature review, Outpatient, Patient Satisfactions, Servqual