
**ANALYSIS OF SERVICE QUALITY FOR HEALTH SOCIAL SECURITY
ADMINISTERING AGENCY (BPJS) USERS AT THE REGIONAL GENERAL
HOSPITAL (RSUD) DR. SUHATMAN, MARS DUMAI CITY**

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ABSTRACT

Received: 07-04-2024

Accepted: 29-06-2024

Keywords:

Quality of Service, BPJS Health, Hospitals

This research was motivated by complaints from patients using BPJS Health that the author found at the Regional General Hospital (RSUD) Dr. Suhatman, MARS Dumai City who were not satisfied with the health services provided by officers, so this research aims to analyze the quality of service for users of the Health Social Security Administering Body (BPJS) at the Regional General Hospital (RSUD) dr. Suhatman, MARS Dumai City. The method used is qualitative and is explained descriptively. The data sources used in this research are primary data and secondary data. The techniques used in collecting data are observation, interviews, and documentation, and then analyzed using an interactive model. Miles and Huberman, this model starts from collecting raw data, displaying data, reducing data, and arriving at data verification and conclusions. There were 10 informants interviewed in this study, namely 4 officers and 6 BPJS Health patients. The results of this research based on Tangibles, Reliability, Responsiveness, Assurance, and Empathy are classified as "Good enough" because there are still inhibiting factors in providing services such as infrastructure, lack of specialist doctors, medical equipment is still lacking, electricity is out, referrals are not online, mics are still not strong enough to match the sound of busy patients.

1. INTRODUCTION

Service quality is a basic indicator of a nation's progress. A government system that supports the creation of excellent public services to meet the basic needs and civil rights of every citizen based on public goods, public services and administrative services, this is the state's obligation to meet the needs of citizens and is in line with increasing national and state awareness and increasing knowledge.(Saptawan & Nengyanti, n.d.)

The implementation of public services to meet the needs of the community and the desires and expectations of the community means that public services are the implementation of the rights and obligations between the

government and the community which must be realized in a balanced manner to provide satisfaction to both parties.(Hildawati¹ Dia Meirina Suri² Dedy Afrizal³ Dila Erlianti⁴, 2022)

Sinambela (2005:5) in the book Harbani Pasolong (2019: 148) states that public service is every activity carried out by the government for several people who have profitable activities in a group or unit, and offer satisfaction, even though the results are not tied to a physical product.

Public service is a disciplinary focus of state administration science which remains interesting to observe because government officials providing services are still considered "unsatisfactory or not good" to the public.

Based on Law Number 25 of 2009 concerning Public Services in Article 1, it is explained that public services are a series of activities to fulfill service needs by statutory regulations for every citizen and resident regarding goods, services, and/or administrative services provided by public service providers.

Public service quality is a dynamic condition related to products, services, people, processes, and the environment where the quality assessment is determined at the time the public service is provided, this is according to Ibrahim in Hardiansyah (2011: 40). Meanwhile, Service Quality in Parasuraman's (2012) statement is a comparison between the perception of the service received and the expected service.

Service Quality Indicators According to Zeithamel-Parasurman-Berry (1990) in Harbani Pasolong (2019:155) each element that determines the quality of service has indicators, namely as follows:

1. Tangibles: Quality services in the form of means physique offices, computerization administration, space wait, and place information.
2. Reliability: Capability and reliability to provide trusted service.
3. Responsiveness: Ability To help and provide service in a way fast and precise, as well as responsive to the desired consumer.
4. Assurance: Ability and friendliness as well as the polite polite employee in convincing trust consumer.
5. Empathy: Attitude firm but full attention from employee to consumer.

Adequate health services are a foundation and basic need. Quality health services mean caring about what the community needs, this is a benchmark value for providing health services that can provide satisfaction to the community as service users. The comprehensive success of health services has a multiplier effect on other areas of life, so this health service paradigm is very important in public administration relations and efforts to improve the nation's welfare.(Saptawan & Nengyanti, n.d.)

The role of the government is based on the Indonesian Ministry of Health in the definition of health services as all efforts carried out by oneself or an organization to improve

and maintain health, cure and prevent disease, and restore health to individuals, families, groups, or the wider community.

One of the agencies providing public services in the health sector is a hospital. Law No. 44 of 2009 concerning Hospitals " Plenary Health Services are health services that include promotive, preventive, curative and rehabilitative."

Based on Dumai Mayor Regulation Number 75 of 2022 concerning the Organization and Work Procedures of Regional Technical Institutions, the Dumai City Regional General Hospital is the Technical Implementation Unit of the Dumai City Health Service. Regional General Hospitals must carry out health efforts efficiently and effectively by prioritizing healing and recovery efforts which are carried out harmoniously, integrated with improvement and prevention efforts as well as carrying out referral efforts. Dumai City Hospital provides 3 (three) types of services, namely Inpatient, Outpatient, and Emergency Installation. Services provided by Dumai City Hospital can use BPJS Health or General cards (Do not use BPJS).

Constitution Number 24 of 2011: Organizing Body Social Security or BPJS is an institution established to organize a guarantee program in Indonesia. Organizing Body Social Security (BPJS) consists of BPJS health and BPJS employment. In terms of BPJS Health is a legal entity that was formed to organize a guaranteed program of health. All Indonesian residents are required to become participants to guarantee health managed by BPJS including foreigners who have worked the shortest time of six months in Indonesia and have paid dues. (Indonesian Ministry of Health, 2013).

Study This focuses on Inpatient and Outpatient services for BPJS Health users. Outpatient for BPJS Health users includes Administration service, service promotive and preventive, examination, treatment or consultation medical, non-specialist medical procedures, good operative or non-operative. The Service takes care road There are also drug and material services medical finished use, blood transfusion in accordance needs medical, yes Inspection supporting laboratory diagnosis level first and inpatient level First in accordance Indication. Services taken care to stay for BPJS Health users are non-intensive services and space intensive care provided by the government and also borne by the government to society, p This is very helpful for the public.

Service takes care to stay for BPJS Health users are also necessary to care place Sleep For needs observation, diagnosis, therapy, rehabilitation medical for several days forward until healed.

For now, amount patients taking care of roads in 2021-2023, can be seen in the following table.

Tabel 1.1
Pasien Rawat Jalan BPJS 2021-2023

Pada RSUD dr. Suhatman, MARS Kota Dumai

No	Poliklinik	Tahun 2021	Tahun 2022	Tahun 2023
1.	Penyakit Dalam	14.126	15.321	17.134
2.	Anak	2.632	3.595	5.146
3.	Kebidanan	5.788	6.897	7.756
4.	Bedah	12.476	13.440	14.674
5.	Mata	4.544	5.778	6.267
6.	Gigi	967	1.222	2.598
7.	THT	1.976	2.567	3.587
8.	Svaraf	6.215	7.145	8.372
9.	Radiologi	9.469	10.313	11.468
10.	Bedah Orthopedi	5.789	6.178	7.219
11.	Kulit dan Kelamin	978	1.795	2.605
12.	Jiwa/Psikiatr	473	562	687
13.	Kardiologi	1.746	2.884	3.769
	Jumlah	67.179	77.697	91.309

Sumber Data: RSUD dr. Suhatman, MARS Kota Dumai tahun 2021-2023

And to find out the number of BPJS Health inpatients for 2021-2023, you can see the following table.

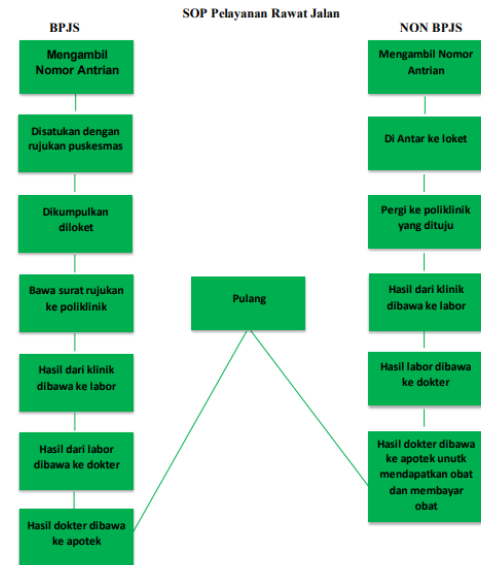
Tabel 1.2
Pasien Rawat Inap BPJS 2021-2023

Pada RSUD dr. Suhatman, MARS Kota Dumai

No	Ruang	Tahun 2021	Tahun 2022	Tahun 2023
1.	Irna A	6.766	7.087	8.748
2.	Irna B	5.746	6.342	7.442
3.	Irna C	2.768	3.461	4.134
4.	Irna D	3.425	3.669	4.367
5.	VIP A	1.155	1.452	2.546
6.	VIP B	1.589	1.991	2.678
7.	VIP C	897	1.005	1.693
8.	Kebidanan	7.159	7.821	8.912
9.	HC	14.167	15.701	16.523
	Jumlah	43.672	48.529	57.043

Sumber Data: RSUD dr. Suhatman, MARS Kota Dumai tahun 2021-2023

Then, to find out the Standard Operating Procedures (SOP) for Outpatient Services, both BPJS Health and Non-BPJS Health, you can see the following.



Sumber Data : Observasi Penulis Tahun 2023

To find out the Standard Operating Procedures (SOP) for Inpatient Services for both BPJS Health and Non-BPJS Health, you can see the following.

Pelayanan Rawat Inap Pengguna BPJS & Non BPJS
Pada RSUD dr. Suhatman, MARS Kota Dumai

No	Komponen	Keterangan
1.	Produk Pelayanan	Pelayanan Instalasi Rawat Inap
2.	Pesyaratan	1. Surat Pengantar / Permintaan rawat inap 2. Fotocopy Kartu BPJS/ KIS/ JAMKESKO, Kartu Keluarga, Kartu Tanda Penduduk, Surat Jaminan Perusahaan 3. Surat rujukan 4. Surat Elektabilitas Peserta (SEP) 5. Rekam medis
3.	Sistem, Mekanisme dan Prosedur	1. Petugas pengantar pasien mengantar pasien ke ruang rawat inap 2. Patugas rawat inap serah terima pasien dan pasien diantar ke kamar 3. Asuhan medis dan keperawatan selama perawatan 4. Perencanaan pulang pasien / rujuk 5. Penyelesaian administrasi di kasir 6. Pasien Pulang / rujuk
4.	Waktu Penyelesaian	30 Menit / Lebih kurang 30 menit sejak serah terima pasien
5.	Biaya/Tarif	Umum: Peraturan Walikota Dumai No. 19 Tahun 2019 JKN: Prmenkes RI No. 4 Tahun 2017
6.	Penanganan Pengaduan, Saran dan Masukan	1. Email: dr.heriman1003@gmail.com 2. Telp/ Hp: 08117504114 3. SMS: 08117504114 4. Kotak Saran/ Kritik: Di masing masing Instalasi 5. Unit Pelayanan Pelanggan: 08117504114

Sumber Data : rsudkotadumai.com dalam sippp.go.id

From the statement that the author has presented, we know that health services must comply with existing regulations, but this may not be achieved because there are still services provided that do not satisfy patients, such as several phenomena that the author discovered during pre-research or observation. by interviewing inpatients and outpatients using BPJS Health, namely:

Firstly, in an interview with Mrs. Yanti, 50 years old, "When I was hospitalized, the doctor took a long time to

check, after being examined, the doctor explained a little about the development of my health, if the nurse waited to ask, then answer, then if I wanted to take medicine to the pharmacy downstairs, there was always no one, So we bought the medicine outside."

Second, the examination was delayed, because the doctor took a long time to arrive, so the examination started when the doctor had already arrived, as stated by Mr. Ali, 48 years old, as an outpatient in an interview, "I came from 07.00 to go to the neurological polyclinic for treatment, but yes, it's called BPJS, it's always busy. That's why I came early so I could get a queue number quickly, but it still took a long time because the doctor came at 10 or so."

Third, the doctor's explanation to the patient about his illness was not transparent, based on an interview with Mr. Anin, 55 years old, "When I was checked in, the doctor just asked me what the complaint was, then he checked a little and then gave me a prescription for medicine, even though I thought my illness was quite serious, but the doctor didn't explain much. -Lots"

Fourth based on an interview with Tun's mother is 43 years old "If you complain This anyway his name I Already old so when called the mic not enough strong So No sounds Possible Because lots of people."

Study This aims to analyze quality service for BPJS Health users who seek treatment at RSUD Dr. Suhatman., MARS Dumai City in an effort moment give service Better Again.

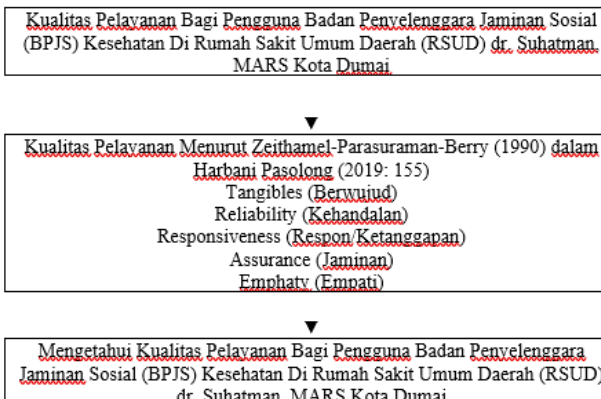
2. RESEARCH METHODS

This research uses a qualitative method with a descriptive approach, which is a research method that utilizes qualitative data and is described descriptively. This type of qualitative descriptive research is often used to analyze social events, phenomena, or situations.

Descriptive qualitative data collection techniques are observation, interviews, and documentation. The informants who could provide information regarding the desired data related to what was being studied were 4 officers and 6 BPJS Health patients at RSUD Dr. Suhatman, MARS Dumai City.

Then the results of this research will use data analysis techniques with an interactive model. Miles and Huberman,

this model starts from collecting raw data, displaying data, reducing data, and arriving at data verification and conclusions. The research flow is as follows.



3. RESULTS AND DISCUSSION

Analysis of Service Quality for Health Social Security Administering Body (BPJS) Users at the Regional General Hospital (RSUD) Dr. Suhatman, MARS Dumai City, uses the theory of Service Quality dimensions proposed by Zeithamel-Parasuraman-berry (1990) in the book Harbani Pasolong (2019:155), namely, Tangibles, Reliability, Responsiveness, Assurance (Guarantee), and Empathy (Empathy), the description:

1. Tangibles (Tangible)

Judging from the physical office, computerized administration, waiting room, and information area, based on the results of the interview, it is available according to the type of hospital and is used well in providing services, but if the medical equipment is not complete, the patient will be referred to a hospital where the equipment is available and There are enough chairs in the waiting room but there are still not enough to accommodate a large number of patients.

2. Reliability (Reliability)

Judging from the ability and reliability of the doctors or officers, based on the results of the interviews, they are by their respective skills in serving patients with various

types of illnesses and have complied with the SOP in carrying out their duties.

3. Responsiveness (Response / Responsiveness)

Judging from the ability to help and provide services quickly, accurately, and responsively, based on the results of interviews, doctors or officers come according to hospital working hours but prioritize emergency patients first, so non-emergency patients can wait, so this is what the patient said that we have to ask a lot of questions from the nurse.

4. Assurance (Guarantee)

Judging from the ability, friendliness and manners of doctors or officers, it is quite good, because based on the results of interviews there are still complaints from patients.

5. Empathy (Empathy)

Judging from the firm but attentive attitude, based on the results of interviews with doctors or officers, there is no differentiation between service treatment for both BPJS Health and non-BPJS Health patients.

From the results of interviews using dimensions of public service quality from Zeithamel-Parasuraman-berry (1990) in the book Harbani Pasolong (2019:155), the author also found inhibiting factors, namely in infrastructure such as lack of specialist doctors, lack of medical equipment, electricity blackout, referrals not online, mic still not strong enough to match the noise of the crowd of patients.

4. CONCLUSION

Based on the results of research and analysis carried out by researchers, it can be concluded that the Analysis of Service Quality for Users of the Health Social Security Administering Agency (BPJS) at the Regional General Hospital (RSUD) Dr. Suhatman, MARS Dumai City seen from public service quality indicators, namely Tangibles (Tangible), Reliability (Reliability), Responsiveness (Response/Responsiveness), Assurance (Guarantee), and Empathy (Empathy) is classified as "Good enough" because it still has inhibiting factors in infrastructure such as a lack of specialist doctors, insufficient medical equipment, power outages, referrals not being online, microphones that are still not strong enough to match the sound of busy patients.

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