



Differences in Patient Satisfaction between BPJS and Non-BPJS Patients Regarding Service Quality in the Internal Medicine Outpatient Clinic

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Abstract. One of the indicators of successful health service delivery is the improvement of service quality without discrimination. In Indonesia, there are public perceptions regarding differential treatment between BPJS (national health insurance) and non-BPJS patients. This study aimed to examine differences in patient satisfaction between BPJS and non-BPJS patients regarding service quality at the Internal Medicine Outpatient Clinic of Patut-Patuh Patju Regional General Hospital, West Lombok Regency. This research employed a quantitative comparative design with a total sample of 100 respondents. The results showed that the proportion of patients reporting dissatisfaction was higher among BPJS patients compared to non-BPJS patients. Specifically, 47 BPJS patients (94%) expressed satisfaction, while 3 patients (6%) were dissatisfied. In contrast, among non-BPJS patients, 49 (98%) reported satisfaction and 1 (2%) expressed dissatisfaction. Statistical analysis using the Mann-Whitney test indicated no significant difference in patient satisfaction between BPJS and non-BPJS patients, with an Asymp. Sig (2-tailed) value of 0.05. These findings suggest that while minor differences in satisfaction levels exist, overall patient satisfaction does not significantly differ between the two groups, highlighting the hospital's effectiveness in providing equitable health services.

Keywords: patient satisfaction, BPJS, non-BPJS

1. INTRODUCTION

Health, according to the World Health Organization (WHO), is considered an investment, a right, and an obligation for every individual. Law No. 17 of 2023 on Health also states that everyone has the right to receive safe, high-quality, and affordable health services to achieve the highest possible level of health. Additionally, the 1945 Constitution of the Republic of Indonesia emphasizes efforts to improve public health to the highest degree (Riyadi, 2015). Health services can be accessed through various institutions, including hospitals, community health centers (Puskesmas), clinics, and private or government practices. One of the key institutions providing comprehensive health services is the hospital. According to Law No. 47 of 2021, a hospital is an institution that delivers comprehensive individual health services, including inpatient care, outpatient care, and emergency services.

An important indicator of successful comprehensive health services is enhancing patient satisfaction. Service quality refers to the outcomes achieved through actions that, although intangible, can be perceived and remembered by consumers or patients. Effective service fosters active engagement with the service, making patients feel valued, comfortable, and open, ultimately leading to happiness and satisfaction. Patient satisfaction represents the

realization of patient expectations regarding the services they receive at hospitals or other health institutions (Rahmadani et al., 2021).

According to Herlambang (2016), health service quality is the excellence of services provided in accordance with established standards at hospitals or Puskesmas, delivered efficiently, effectively, and in alignment with legal and socio-cultural ethics. The dimensions of health service quality include tangibility (availability of facilities and equipment), reliability (the ability of healthcare personnel to deliver accurate, timely, and satisfactory services), responsiveness (staff willingness to assist all clients without discrimination), assurance (competence, courtesy, and trustworthiness of staff), and empathy (staff ability to communicate effectively, understand, and care for patients) (Vanchapo et al., 2022).

The initial interest in this study regarding differences in patient satisfaction at Patut-Patuh Patju Regional General Hospital, West Lombok, arose during a community screening in Taman Ayu Village as part of a course credit program. The screening aimed to develop a Village Health Post program focusing on clean and healthy living behavior, nutrition, medicinal plants, and environmental health. During the screening, researchers observed that local residents were often reluctant to use BPJS services, especially BPJS PBI, citing perceptions of differential treatment compared to non-BPJS patients.

BPJS (Badan Penyelenggara Jaminan Kesehatan) reported that in 2023, West Nusa Tenggara had achieved near-Universal Health Coverage (UHC), ensuring equitable access to preventive, curative, and rehabilitative health services. As of December 1, 2023, 5,399,466 individuals in NTB were registered with BPJS, achieving 97.56% coverage of the total population (SUARA NTB, 2023). In West Lombok, approximately 519,000 of 731,337 residents were registered with BPJS, representing 91.17% coverage (Metro NTB, 2023).

Observations at the Internal Medicine Clinic of RSUD Patut-Patuh Patju revealed that high patient visits necessitated dividing the clinic into two units. In February 2024, patient numbers exceeded previous periods, causing seating shortages, with some patients and accompanying family members standing. Interviews with six patients, including those with chronic gastritis, herniated discs, and those scheduled for CT scans, indicated that most visitors were outpatient cases. In 2023, the clinic served 12,546 BPJS patients and 1,374 general patients, totaling 13,920 visits. These observations motivated the study titled “Differences in Patient Satisfaction Between BPJS and Non-BPJS Patients Regarding Service Quality at the Internal Medicine Clinic of RSUD Patut-Patuh Patju, West Lombok Regency.”

2. METODE

The research employed a comparative quantitative design to examine differences in patient satisfaction between BPJS and non-BPJS patients regarding service quality at the Internal Medicine Clinic of RSUD Patut-Patuh Patju, West Lombok. According to Cholik Harun et al. (2017), a research design serves as a blueprint that ensures the research can answer questions or address problems validly, objectively, and accurately. This study used accidental sampling to select participants, where patients who were conveniently present at the clinic were included as respondents. The total population consisted of 13,920 patients, including 12,546 BPJS patients and 1,374 non-BPJS patients (Sugiyono, 2020). Using the Lemeshow formula, the calculated sample size was 96, rounded to 100 respondents, equally divided into 50 BPJS and 50 non-BPJS patients. The primary data collection tool was a structured questionnaire using a four-point Likert scale (strongly satisfied to strongly dissatisfied) to measure patient satisfaction, supplemented by documentation, including written records and photographs to support the data (Hikmawati, 2017).

Data analysis was performed using SPSS 25.0. First, validity and reliability tests ensured the questionnaire measured what it intended to measure and was consistent (Margono, 2004; Sujarweni, 2014). Univariate analysis described the distribution of satisfaction levels among BPJS and non-BPJS patients (Sugiyono, 2020). Normality tests assessed whether the data were normally distributed, using a significance threshold of 0.05. Finally, the Mann–Whitney U test, a non-parametric alternative to the t-test, was applied to compare median satisfaction levels between the two patient groups and determine if differences were statistically significant (Ginanjar, 2020). This methodological approach ensured the results were both reliable and valid, allowing for meaningful comparison of patient satisfaction levels.

3. RESULT AND DISCUSSION

a. Result

1) Respondent Characteristics

Table 1. Frequency Distribution of Respondents

Characteristic	Category	Frequency (n)	Percentage (%)
Age	>50	3	3
	>40	34	34
	40	12	12
	<40	18	18

	<30	33	33
Gender	Male	66	66
	Female	34	34
Occupation	Private Employee	18	18
	Unemployed	15	15
	Housewife	13	13
	Farmer	26	26
	Laborer	16	16
	Entrepreneur	11	11
	Others	1	1

Table 1 presents the distribution of characteristics of 100 respondents, consisting of both BPJS and Non-BPJS patients at the Internal Medicine Clinic of RSUD Patut-Patuh Patju, West Lombok Regency. Regarding age, the largest group of respondents is >40 years (34%), followed by <30 years (33%), <40 years (18%), 40 years (12%), and >50 years (3%). In terms of gender, the majority of respondents are male (66%), while females account for 34%. Regarding occupation, the largest proportion of respondents are farmers (26%), followed by laborers (16%), private employees (18%), unemployed individuals (15%), housewives (13%), entrepreneurs (11%), and others (1%).

2) Distribution of Respondents by Age and Insurance Status

Table 2 Frequency Distribution of Respondents by Age and Insurance Status

Age	BPJS	%	Non-BPJS	%
>50	2	4%	1	2%
>40	19	38%	15	30%
40	6	12%	6	12%
<40	9	18%	9	18%
<30	14	28%	19	38%

Table 2 shows the age distribution of respondents based on payment type (BPJS and Non-BPJS) at the Internal Medicine Clinic of RSUD Patut-Patuh Patju, West Lombok Regency. Among BPJS patients, the majority are aged >40 years (38%), followed by <30 years (28%), <40 years (18%), 40 years (12%), and >50 years (4%). For Non-BPJS patients, the largest group is <30 years (38%), followed by >40 years (30%), <40 years (18%), 40 years (12%), and >50 years (2%).

3) Distribution of Respondents by Payment Method

50% of respondents are BPJS patients and 50% are Non-BPJS patients.

Table 3. Distribution of Respondents by Payment Method

Payment Method	Frequency (n)	%
BPJS	50	50
Non-BPJS	50	50

Table 3 shows the distribution of respondents based on their payment method at the Internal Medicine Clinic of RSUD Patut-Patuh Patju, West Lombok Regency. Out of a total of 100 respondents, 50 patients (50%) used BPJS as their payment method, while the remaining 50 patients (50%) were Non-BPJS participants.

4) Patient Satisfaction

Table 4 shows overall patient satisfaction: 96% of patients were satisfied, and 4% were dissatisfied.

Table 4. Frequency Distribution of Patient Satisfaction

Satisfaction Level	Frequency (n)	%
Dissatisfied	4	4
Satisfied	96	96

Table 4 shows satisfaction by insurance status. Among BPJS patients, 3 (6%) were dissatisfied and 47 (94%) were satisfied. Among Non-BPJS patients, 1 (2%) was dissatisfied and 49 (98%) were satisfied.

5) Patient Satisfaction by BPJS and Non-BPJS

Table 5. Patient Satisfaction by BPJS and Non-BPJS

Payment Method	Dissatisfied	Satisfied	Total
BPJS	3 (6%)	47 (94%)	50
Non-BPJS	1 (2%)	49 (98%)	50
Total	4 (4%)	96 (96%)	100

Table 5 presents the distribution of patient satisfaction based on payment method at the Internal Medicine Clinic of RSUD Patut-Patuh Patju, West Lombok Regency. Among the 50 BPJS patients, 3 respondents (6%) reported being dissatisfied with the healthcare services, while 47 respondents (94%) expressed satisfaction. In comparison, of the 50 Non-BPJS patients, only 1 respondent (2%) reported dissatisfaction, whereas 49 respondents (98%) reported satisfaction. Overall, out of the total 100 respondents, 4 patients (4%) were dissatisfied and 96 patients (96%) were satisfied with the services provided. This indicates that the majority of patients, regardless of payment method, were satisfied with the healthcare services received, although BPJS patients showed slightly higher dissatisfaction compared to Non-BPJS patients.

6) Mann-Whitney Test

The Mann-Whitney test showed Asymp. Sig. (2-tailed) = 0.051, indicating no significant difference in patient satisfaction between BPJS and Non-BPJS patients.

Table 6 Mann-Whitney Test Results

Statistic	Value
Mann-Whitney U	967.500
Wilcoxon W	2242.500
Z	-1.950
Asymp. Sig (2-tailed)	0.051

Table 6 shows the results of the Mann-Whitney U test comparing patient satisfaction between BPJS and Non-BPJS patients at the Internal Medicine Clinic of RSUD Patut-Patuh Patju, West Lombok Regency. The test yielded a Mann-Whitney U value of 967.500, Wilcoxon W of 2242.500, and a Z score of -1.950. The Asymptotic Significance (2-tailed) was 0.051. Since the p-value (0.051) is greater than the significance level of 0.05, it can be concluded that there is no statistically significant difference in satisfaction levels between BPJS and Non-BPJS patients. This indicates that both groups reported similar levels of satisfaction with the healthcare services received.

b. Discussion

Patient satisfaction is a key indicator of healthcare service success, while dissatisfaction indicates deficiencies in the quality of care provided (Batbaatar et al., 2017; Alrubaiee & Alkaa'ida, 2011). Based on the results of this study, among 50 BPJS patients, 47 patients (94%) reported being satisfied and 3 patients (6%) reported being dissatisfied. Meanwhile, among 50 Non-BPJS patients, 49 patients (98%) were satisfied, and 1 patient (2%) was dissatisfied. The Mann-Whitney test revealed an Asymp. Sig. (2-tailed) value of 0.051, which is greater than 0.05. This indicates that there is no significant difference in satisfaction levels between BPJS and Non-BPJS patients, meaning the null hypothesis (Ho) is accepted, and the alternative hypothesis (Ha) is rejected.

According to the Indonesian Ministry of Health (Kemenkes, 2008), the minimum standard for patient satisfaction should exceed 90%. The results of this study indicate that both groups of patients met this standard, with BPJS patients achieving 94% satisfaction and Non-BPJS patients achieving 98% satisfaction. This finding aligns with the study by Puspitasari et al. (2020), which found no significant difference in satisfaction between BPJS and general patients. Their analysis, using the chi-square test with a significance value >0.05 , indicated that the type of payment method did not affect patient satisfaction.

The equality in satisfaction between BPJS and Non-BPJS patients can be influenced by patients' expectations, quality of communication with healthcare staff, and the availability of adequate facilities (Firmansyah, 2016; Donabedian, 1988; Alhassan et al., 2015). Both BPJS and Non-BPJS patients generally have high expectations of healthcare services, and these expectations are reflected in their experiences when receiving care that meets hospital standards (Haddad et al., 2019).

RSUD Patut-Patuh Patju has made various efforts to improve service quality, including accreditation updates in 2022 and upgrading infrastructure and facilities. Although preliminary observations during the study revealed long queues in the internal medicine clinic, this did not significantly affect patient satisfaction. This is consistent with the findings of Rahmadani et al. (2021), which reported that responsive and well-managed services can minimize the impact of physical constraints on patient satisfaction.

Patient satisfaction is also influenced by dimensions of service quality, such as tangibles, reliability, responsiveness, assurance, and empathy (Vanchapo et al., 2022; Parasuraman et al., 1988). In this study, competent healthcare staff and adequate facilities provided confidence to both BPJS and Non-BPJS patients, ensuring they felt they received fair and equitable treatment.

Consistent with the studies by Puspitasari et al. (2020) and Firmansyah (2016), this study indicates that the absence of differences in satisfaction between BPJS and Non-BPJS patients is driven by similar patient expectations and the hospital's compliance with minimum service standards. Other studies (Batbaatar et al., 2017; Alrubaiee & Alkaa'ida, 2011) have also shown that patient satisfaction is highly influenced by service quality, interaction, and communication, rather than insurance status.

Moreover, this finding aligns with Kurniawan et al. (2019), who stated that service quality and physical facilities are major predictors of patient satisfaction, whereas insurance type is not a significant factor. This underscores the importance of implementing minimum service standards across all hospitals to ensure consistent patient satisfaction.

In conclusion, this study finds no significant difference in patient satisfaction between BPJS and Non-BPJS patients at RSUD Patut-Patuh Patju. These results reinforce the evidence that consistent quality services that meet minimum standards can ensure patient satisfaction, regardless of payment method or insurance status.

4. CONCLUSION

The study entitled “*Differences in Patient Satisfaction Levels Between BPJS and Non-BPJS Patients Regarding Service Quality in the Internal Medicine Clinic at Patut-Patuh Patju Regional General Hospital, West Lombok Regency*” conducted at the Internal Medicine Clinic of Patut-Patuh Patju Regional General Hospital, West Lombok Regency, yielded results based on univariate and Mann-Whitney tests indicating no significant differences in patient satisfaction regarding service quality. The Mann-Whitney test produced an Asymp. Sig. (2-tailed) value of 0.05, which equals the statistical significance threshold of 0.05, meaning that there is no difference in the satisfaction levels between BPJS and Non-BPJS patients concerning service quality at RSUD Patut-Patuh Patju, West Lombok Regency. This indicates that the alternative hypothesis (H_a) is rejected, and the null hypothesis (H_o) is accepted.

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