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DOI: [10.31965/infokes.Vol21Iss2.1155](https://doi.org/10.31965/infokes.Vol21Iss2.1155)Journal homepage: <http://jurnal.poltekkeskupang.ac.id/index.php/infokes>**RESEARCH****Open Access****The Influence of Service Quality on BPJS Health Patient Satisfaction in the Outpatient Unit at Mitra Siaga Hospital, Tegal****Muslih Dahlan^{1a*}, Bagoes Widjanarko^{1b}, Sutopo Patria Jati^{1c}**¹ Faculty of Public Health, University of Diponegoro, Semarang, Central Java, Indonesia^a Email address: muslihdahlan31@gmail.com^b Email address: bagoes62@gmail.com^c Email address: sutopopatriajati@gmail.com

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Abstract

Good health services provide services that are effective, safe, and of high quality. Efforts that have been made by the management of Tegal MS Hospital in maintaining and improving the quality of service, namely by holding training and simulation of excellent service, socializing BPJS Health related to a tiered referral system, equipping medical and non-medical equipment, repairing infrastructure, and carrying out standardization according to accreditation guideline assessments. This research was conducted to determine the effect of service quality on BPJS Health patient satisfaction in the outpatient unit of Tegal MS Hospital. This type of research is observational research with a quantitative approach. The population in this study were BPJS Kesehatan patients in the outpatient unit of Tegal MS Hospital who met the inclusion criteria of this study. Based on calculations with the Slovin formula above, a research sample of 99.9 was obtained, and the results were rounded up to 100 respondents. Data analyzed use univariate analysis, bivariate analysis, and multivariate analysis. The infrastructure variable positively and significantly influences patient satisfaction with a p- value of 0.026 <0.05. Research results from Infrastructure variable, variable Personnel Quality, Clinical Care Process Variables, Administrative Procedure Variables, Variables Patient Safety Indicator, Hospital Image Variable, Social Responsibility Variable, Trust Variable to House Sick has a positive and significant effect on patient satisfaction variables with the results of p- values each variable < 0.05. To examine patient satisfaction, apart from using service quality as the dependent variable, future researchers are also expected to be able to add other dependent variables such as hospital cost factors, patient emotional factors, or family economic conditions and even other variables that might affect the level of patient satisfaction.

Keywords: House Pain, Quality Service Dimensions Quality Service, Satisfaction Patient.***Corresponding Author:**

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1. INTRODUCTION

Hospitals are health service institutions that provide complete individual health services which include medical services, medical rehabilitation and nursing services, these services are carried out through emergency units, outpatient units and inpatient units (Andriani, et al., 2022). Outpatient services are the provision of outpatient health services in hospitals that are organized through the services of specialist doctors-subspecialists. As a community service institution, hospitals are required always to provide quality health services (Meara et al., 2015). The success of a hospital is not only seen from the completeness of the equipment facilities developed in the service, but the attitude of health workers in providing services is a factor that influences patient satisfaction with hospital services (Rifai et al, 2022).

In regulating health problems, a special agency is needed responsible for administering health insurance, where the agency must provide good quality service to achieve service satisfaction. House Siaga Partner Hospital (RS MS) Tegal in service cooperate with BPJS Health, with a large number of BPJS participants National Health and as a large and new system takes place in a relatively short time, where there are problems in its application, many people do not know the technique get services in accordance with BPJS Health rules, so there are many BPJS participants Health who complains about the tiered referral service system implemented by BPJS Kesehatan. This tiered referral service system is also a challenge that is often faced by BPJS Health patients in various hospitals, with this system BPJS Health patients before going to a hospital or specialist doctor must first go to the designated First Level Health Facility (FKTP), namely the puskesmas, family doctors or clinics that work with BPJS Health to get referral letters, this can be affect the quality of service or the quality of health services (Murtiana, 2016). According to Toliasso, et al., (2018) quality health services are health services that can meet patient expectations, so that patients will feel satisfied, comfortable and very grateful because everything that is expected is in accordance with what they want (Toliasso, et al., 2018). The quality of hospital services can be assessed from three things, namely: 1) structure, which includes: physical facilities, equipment, funds, health workers, support and patients; 2) process, which includes hospital management both interpersonal and technical which is reflected in medical and non-medical actions for patients; 3) outcome, which includes services that can provide patient satisfaction (Widadi, 2020).

With BPJS Health, the quality of services provided to patients has been determined, where there are differences in contributions that make health services provided to BPJS participants also differentiated based on their membership, (Syaputra, 2016) most of these things affect the level of patient satisfaction BPJS Health participants. Quality health services is one aspect of health services and an important factor in achieving patient satisfaction (Murtiana, 2016). Patient satisfaction is a person's feeling of pleasure or disappointment that arises after comparing the performance of the product in question with the expected results (Soumokil, et al., 2021). Service quality cannot be separated from customer satisfaction (Padma et al., 2009). The impact of patient dissatisfaction with services, namely dissatisfied customers will switch to other service providers and they will never return, dissatisfied customers will convey their dissatisfaction with others so that they get justice and compensation.

Quality encourages patients to form strong bonds with health care providers (Chinintyas & Manalu, 2020). Patients who get optimal quality service from the hospital will automatically create satisfaction for their customers. In addition, patient satisfaction can be used as a benchmark for the success of the quality of service in a health facility. Patient satisfaction will be created when what is obtained is greater than expected. In everyday experience patient dissatisfaction is often expressed in relation to the attitudes and behavior of hospital staff, including: delays in doctor and nurse services, doctors are difficult to find, length of admission

process, limited drugs and equipment, availability of facilities and order and cleanliness of the hospital. According to Nursalam, (2014), factors that influence patient satisfaction are product or service quality, price, emotional, performance, aesthetics, product characteristics, service, location, facilities, communication, atmosphere and visual design .

Tegal Mitra Siaga Hospital is a type C private hospital in Tegal Regency which provides services for BPJS Kesehatan patients , both outpatients and inpatients. Based on data for 2021, public visits using BPJS Health payments are in the range of 70% -80%, while general payments (non BPJS Health) occupy a portion of 13%. Tegal MS Hospital has advantages in terms of facilities so that it gains high enough trust from the people of Tegal City and Tegal Regency.

The management of Tegal MS Hospital has made various efforts to maintain the quality of outpatient services, including 1) Conducting excellent service training and simulations. 2) Socializing BPJS Health, management conducts socialization regarding the tiered referral system, actions and diseases that can be borne by BPJS Health through direct exposure while waiting for queues, leaflets and social media, but from these activities there are still quite a lot of patients who do not understand this this, so that patients have unfavorable views regarding BPJS Health and especially with Tegal MS Hospital; 3) Complementing medical and non-medical equipment, this effort is carried out by management in order to upgrade the inventory of old equipment and balance the development of knowledge both in the health sector which is developing quite rapidly and outside the health sector; 4) Carry out routine maintenance on the tools they own, these efforts are made to ensure that the equipment they have functions optimally and is proper; 5) Improving infrastructure, this is realized by improving waiting rooms, examination rooms, these efforts are made to provide comfort to patients and patient companions; and 6) Carry out standardization according to the assessment of accreditation guidelines, this is done to meet hospital accreditation standards.

Even though various efforts have been made, in fact there are still complaints experienced by patients related to patient satisfaction, such as the waiting time for doctor's services is quite long because the doctor does not arrive on time, medical or non-medical staff lack of empathy and sympathy, lack of communication between staff and patients, murky water, toilets for the elderly still using squat toilets, queues for medicines at the pharmacy are quite long, the amount of drugs received does not match the doctor's prescription. These complaints were obtained from Google reviews, criticism and suggestion boxes available in the corners of the room. The existence of these complaints can affect patient satisfaction in assessing the hospital. Data obtained in the last three years in 2019 Tegal MS Hospital had a patient satisfaction rate of 75%, in 2020 it was 74%, and in 2021 it was 75%. These results are still below the minimum service standard that has been determined, the Ministry of Health of the Republic of Indonesia sets a minimum service standard for patient satisfaction of more than 95%.

Refers on the results of research conducted by Padma et al., (2009), dimensions of quality can shape service quality which can be used as service quality parameters, such as: infrastructure, personnel quality, clinical care processes, administrative procedures, patient safety indicators, hospital image, hospital social responsibility and trust in hospital. Research conducted by Singh and Dixit, (2021) entitled “ Impact Of Service Quality Dimensions On Patient Satisfaction And Behavioral Intentions : A Study Of Indian Public Hospitals ”, the results of this study indicate that the dimensions of infrastructure, clinical care processes, trust in the hospital and social responsibility of the hospital significantly affect patient satisfaction, while behavioral intention or intention to return is significantly influenced by the dimensions of infrastructure, quality of personnel and social responsibility of the hospital.

Ali and Kodikal, (2021) conducted research related to patient perceptions of service quality at the Dakhsina hospital Kannada , this study uses 5 dimensions of service quality, namely as follows infrastructure, personnel quality, administrative processes, patient safety and

reliability, of the five dimensions of service quality, all of which have an influence on customer perceptions. Nugroho, (2021) in his research entitled "Evaluation of Quality of Health Services at Solo Eye Hospital". This study examines the effect of the 8 service quality dimensions on patient satisfaction. The results of this study, of the 8 dimensions that become variables, 6 of them have a significant effect on patient satisfaction, while what is not significant is the dimensions of administrative procedures and patient safety indicators.

Research conducted by Tan et al., (2019) who measured the effect of service quality on patient satisfaction in Malaysia using the service quality dimensions developed by Padma et al (2009), the research results show that the 8 dimensions affect patient satisfaction. The dimension of personnel quality has a stronger influence than the other dimensions. Georgiadou and Maditinos (2017) with the title "Measuring the quality of health services provided at a Greek Public Hospital through patient satisfaction. Case Study: The General Hospital of Kavala", in this study using the 8 dimensions proposed by Padma et al., (2009). From this study, the 5 dimensions of service quality have a significant impact on patient satisfaction, the 5 dimensions are clinical care, hospital social responsibility, staff quality, infrastructure and hospital case studies conducted by Wardani, (2019) with the title "The Influence of Service Quality on Customer Satisfaction From the Perspective of Patients and Patient Companions". The study uses the 8 dimensions proposed by Padma et al (2009). From the results of this study, service quality variables jointly influence customer satisfaction from the patient's point of view and service quality variables jointly influence customer satisfaction from the patient companion's point of view. This research was conducted to determine the effect of service quality on BPJS Health patient satisfaction in the outpatient unit of Tegal MS Hospital.

2. RESEARCH METHOD

This type of research is observational research with a quantitative approach. In terms of data collection, this research is classified as *cross research sectional*. The population in this study were BPJS Kesehatan patients in the outpatient unit of Tegal MS Hospital who met the inclusion criteria of this study. The sample collection method used is *Stratified Sampling*. Determining the size of the sample is carried out using the Slovin formula proposed by (Suryoto, 2013). The required size or sample size of all BPJS Kesehatan patients in the outpatient unit of Tegal MS Hospital is taken from the number of outpatient visits in September 2021-October 2021, namely 23,347 BPJS Kesehatan patients in the outpatient unit at MS Tegal Hospital. Based on calculations with the Slovin formula, a research sample of 99.9 was obtained, the results were rounded up to 100 respondents.

Data collected from the results of filling out questionnaires by respondents which are primary data are then processed and analyzed using statistical analysis to prove the hypothesis using the techniques Univariate data analysis was carried out to describe, explain/describe the characteristics of each of the variables studied such as the independent variables (Dimensions of Service Quality: Infrastructure, quality of personnel, treatment process, administrative procedures, patient safety indicators, hospital image, hospital social responsibility, and trust in the hospital), the dependent variable (patient satisfaction). Bivariate data analysis was carried out using the Chi-square test with a significance level of 0.05 to see whether there is a relationship between each of the variables studied, namely the independent variables (Dimensions of Service Quality: Infrastructure, personnel quality, treatment process, administrative procedures, patient safety indicators, hospital image, hospital social responsibility, and trust in the hospital), the dependent variable (patient satisfaction). Multivariate analysis used in this study aims to determine the significant independent variables

to dependent, and the selection of regression tests binary logistics due variable dependent form categorical with 2 categories.

3. RESULTS AND DISCUSSION

Table 1. Characteristics Respondents.

Characteristics Respondents Based on Age				
	Average	Standard deviation	Min	Max
Age	46.75	14,19	17	75
Characteristics of Respondents by Gender				
No	Type Sex	Frequency	Percentage	
1.	Man	29	29%	
2.	Woman	71	71%	
	Amount	100	100%	
Characteristics of Respondents Based on Education				
No	Education	Frequency	Percentage	
1.	SD / SMP	47	47%	
2.	Senior High School	38	38%	
3.	College	15	15%	
	Amount	100	100%	
Characteristics of Respondents Based on Occupation				
No	Work	Frequency	Percentage	
1.	IRT	37	37%	
2.	Employee Private	19	19%	
3.	Self-employed	12	12%	
4.	Other	12	12%	
5.	No Work	20	20%	
	Amount	100	100%	
Characteristics of Respondents Based on BPJS Membership				
No	BPJS membership	Frequency	Percentage	
1.	Non PBI	55	55%	
2.	PBI	44	44%	
	Amount	100	100%	

Table 1 show the average age of the patients was 46.75 years with a standard deviation of 14.19, and with a minimum age of 17 years and a maximum of 75 years. 100 respondents studied, the majority of respondents were female, 71 respondents (71%) , while male respondents amounted to 29 respondents (29%). From the 100 respondents studied, respondents who had an elementary/junior high school education level totaled 47 respondents (47%), respondents who had a high school education level totaled 38 respondents (38%), and respondents who had a college education level amounted to 15 respondents (15%). From the 100 respondents studied, the majority of respondents who were dominated by women who worked as housewives totaled 19 respondents (19%), respondents who worked as entrepreneurs amounted to 12 respondents (12%), respondents who did not work amounted to 20 respondents (20%), and 12 other respondents have jobs such as high school administration staff, retirees, and others. From the 100 respondents studied, most of the respondents were non-BPI BPJS participants, totaling 55 respondents (55%), while 44 respondents or 44% were BPJS BPI participants.

Table 2. Analysis Univariate.

Infrastructure Variables			
No	Infrastructure	Frequency	Percentage
1.	No Good	52	52%
2.	Good	48	48%
	Amount	100	100%
Personnel Quality Variables			
No	Quality Personnel	Frequency	Percentage
1.	No Good	44	44%
2.	Good	56	56%
	Amount	100	100%
Clinical Process Variables			
No	Treatment Process Clinical	Frequency	Percentage
1.	No Good	46	46%
2.	Good	54	54%
	Amount	100	100%
Administrative Procedure Variables			
No	Procedure Administrative	Frequency	Percentage
1.	No Good	45	45%
2.	Good	55	55%
	Amount	100	100%
Patient Safety Indicator Variables			
No	Indicator Safety Patient	Frequency	Percentage
1.	No Good	43	43%
2.	Good	57	57%
	Amount	100	100%
Hospital Image Variables			
No	Home Image Sick	Frequency	Percentage
1.	No Good	49	49%
2.	Good	51	51%
	Amount	100	100%
Social Responsibility Variables			
No	Social Responsibility	Frequency	Percentage
1.	No Good	58	58%
2.	Good	42	42%
	Amount	100	100%
Trust Variables To House Sick			
No	Social Responsibility	Frequency	Percentage
1.	No Good	63	63%
2.	Good	37	37%
	Amount	100	100%
Patient Satisfaction Variables			
No	Social Responsibility	Frequency	Percentage
1.	No Satisfied	28	28%
2.	Satisfied	72	72%
	Amount	100	100%

Table 2 show from the 100 respondents studied, the majority of respondents thought that the hospital infrastructure was still not good, namely 52 respondents (52%), while 48 respondents or 48% thought the infrastructure was good. The majority of respondents considered that the quality of personnel at the hospital was good, namely 56 respondents (56%), while 44 respondents or 44% thought the quality of personnel was not good. From the 100 respondents studied, the majority of respondents considered that the clinical care process at the hospital was good, namely 54 respondents (54%), while 46 respondents or 46% thought the clinical care process was not good. The majority of respondents considered that the administrative procedures at the hospital were good, namely 55 respondents (55%), while 45 respondents or 45% thought the administrative procedures were not good. The majority of respondents considered that the Patient Safety Indicators at the hospital were good, namely 57 respondents (57%), while 43 respondents or 43% thought the Patient Safety Indicators were not good. Most of the respondents considered that the image of the hospital was good, namely 51 respondents (51%) , while 49 respondents or 49% thought the image of the hospital was not good. The majority of respondents considered that social responsibility in hospitals was still not good, namely 58 respondents (58%), while 42 respondents or 42% others considered social responsibility to be good. Most of the respondents considered that trust to hospitals are still not good, namely 63 respondents (63%), while 37 respondents or 37% others consider trust in House Sick already well. Most of the respondents were satisfied with the services at the hospital, namely 72 respondents (72 %) , while 28 respondents or 28% were not satisfied.

Table 3. Analysis Bivariate.

Test of the Relationship Between Infrastructure and Patient Satisfaction				
Infrastructure	Patient Satisfaction		Total	p-value
	Not satisfied	Satisfied		
Not good	20 (38.5%)	32 (61.5%)	52	0.015
Good	8 (16.7%)	40 (83.3%)	48	
Total	28	72	100	
Test of the Relationship Between Personnel Quality and Patient Satisfaction				
Personnel Quality	Patient Satisfaction		Total	p- value
	Not satisfied	Satisfied		
Not good	19 (43.2%)	25 (56.8%)	44	0.003
Good	9 (16.1%)	47 (83.9%)	56	
Total	28	72	100	
Test of the Relationship Between Clinical Treatment Process and Patient Satisfaction				
Clinical Treatment Process	Patient Satisfaction		Total	p-value
	Not satisfied	Satisfied		
Not good	22 (47.8%)	24 (52.2%)	46	0.000
Good	6 (11.1%)	48 (88.9%)	54	
Total	28	72	100	
Test of the Relationship Between Administrative Processes and Patient Satisfaction				
Administrative Process	Patient Satisfaction		Total	p-value
	Not satisfied	Satisfied		
Not good	22 (48.9%)	23 (51.1%)	45	0.000
Good	6 (10.9%)	49 (89.1%)	56	
Total	28	72	100	

Test of Relationship Between Indicators of Patient Safety and Patient Satisfaction				
Patient Safety Indicator	Patient Satisfaction		Total	p-value
	Not satisfied	Satisfied		
Not good	19 (44.2%)	23 (55.8%)	43	0.002
Good	9 (15.8%)	48 (84.2%)	57	
Total	28	72	100	
Test the Relationship Between Hospital Image and Patient Satisfaction				
Hospital Image	Patient Satisfaction		Total	p-value
	Not satisfied	Satisfied		
Not good	21 (42.9%)	23 (57.1%)	49	0.001
Good	9 (13.7%)	44 (86.3%)	51	
Total	28	72	100	
Test of the Relationship Between Social Responsibility and Patient Satisfaction				
Social Responsibility	Patient Satisfaction		Total	p-value
	Not satisfied	Satisfied		
Not good	22 (37.9%)	36 (62.1%)	58	0.009
Good	6 (14.3%)	36 (85.7%)	42	
Total	28	72	100	
Test the Relationship Between Trust Against House Sick and Patient Satisfaction				
Trust	Patient Satisfaction		Total	p-value
	Not satisfied	Satisfied		
Not good	23 (36.5%)	40 (63.5%)	63	0.013
Good	5 (13.5%)	32 (86.5%)	37	
Total	28	72	100	

Table 3 shows that of the 48 respondents who considered the hospital infrastructure to be good, 40 of them or 83.3% were satisfied with hospital services, while the other 8 respondents or 16.7% said they were not satisfied with hospital services. The results of the hypothesis test obtained $p\text{-value}$ (0.015) $<$ $\alpha(0.05)$, it can be concluded that there is a significant relationship between infrastructure and patient satisfaction. 56 respondents who considered the quality of hospital personnel to be good, 47 of them or 83.9% were satisfied with hospital services, while the other 9 respondents or 16.1% said they were not satisfied with hospital services. The results of the hypothesis test obtained $p\text{-value}$ (0.003) $<$ $\alpha(0.05)$, so it can be concluded that there is a significant relationship between the quality of personnel and patient satisfaction. 54 respondents considered the hospital's clinical care process good, 48 of them or 88.9% were satisfied with hospital services, while the other 6 respondents or 11.1% said they were dissatisfied with hospital services. The results of the hypothesis test obtained $p\text{-value}$ (0.000) $<$ $\alpha(0.05)$, so it was concluded that there was a significant relationship between clinical care processes and patient satisfaction. 56 respondents who considered the hospital's Administrative processes to be good, 49 of them or 89.1% were satisfied with hospital services, while the other 6 respondents or 10.9% said they were dissatisfied with hospital services. The results of the hypothesis test obtained $p\text{-value}$ (0.000) $<$ $\alpha(0.05)$, so it is concluded that there is a significant relationship between Administrative processes on patient satisfaction. 55 respondents who considered the hospital's Patient Safety Indicators to be good, 48 of them or 84.2% were satisfied with hospital services, while the other 9 respondents or 15.8% said they were dissatisfied with hospital services. The results of the hypothesis test obtained $p\text{-value}$ (0.002) $<$ $\alpha(0.05)$, so it can be concluded that there is a significant relationship between Patient Safety Indicators and patient satisfaction. 51 respondents who considered the image of the hospital to

be good, 44 of them or 86.3% were satisfied with hospital services, while the other 9 respondents or 13.7% said they were dissatisfied with hospital services. The results of the hypothesis test obtained p -value (0.001) $< \alpha$ (0.05), so it can be concluded that there is a significant relationship between hospital image and patient satisfaction. 42 respondents who considered Social Responsibility at the Hospital to be good, 36 of them or 85.7% were satisfied with hospital services, while the other 6 respondents or 14.3% said they were dissatisfied with hospital services. Sick. The results of the hypothesis test obtained p -value (0.009) $< \alpha$ (0.05), so it can be concluded that there is a significant relationship between Social Responsibility and patient satisfaction. 37 respondents who considered trust in the hospital to be good, 32 of them or 86.5% were satisfied with hospital services, while the other 5 respondents or 13.5% said they were dissatisfied with hospital services. The results of the hypothesis test obtained p -value (0.013) $< \alpha$ (0.05) so it is concluded that there is a significant relationship between trust to House Sick on patient satisfaction.

Table 4. Goodness Results of Fit.

Goodness - of -Fit		
Chi- Square	Df	Sig .
5,855	8	0.663

Table 4 obtained from the results of the regression analysis shows that the results of the *goodness test of fit Hosmer and Lemeshow* gives a *chi-square value* of 5.855 with a significance level of 0.663. The test results show that the probability value (P -value) ≥ 0.05 (significant value), the *Hosmer value and Lemeshow* $0.663 \geq 0.05$, then H_0 is accepted, this indicates that there is no significant difference between the model and the data, so the regression model in this study is valid and can predict the observed value.

Table 5. Coefficient of Determination.

Pseudo R- Square	
Nagelkerke	0.645

Table 5 obtained from the results of the regression analysis shows that taking into account the *Nagelkerke's R-square* value, the coefficient of determination is 0.645, this indicates that the ability of the independent variables to explain the dependent variable is 64.5%. The rest is explained by other variables outside the research model.

Table 6. Hypothesis Testing.

Independent Variable	B	Wald	Sig .	Exp (B)	Lower	Upper
Constant	-16.75	20.84	0.00	0.00		
Infrastructure	1.67	4.94	0.026	5,33	1.22	23,29
Personnel Quality	1.47	4.01	0.045	4,34	1.03	18,22
Clinical Treatment Process	1.51	3.97	0.046	4.53	1.02	20.07
Administrative Procedures	1.50	3.89	0.049	4.48	1.01	19,92
Patient Safety Indicator	1.56	4.81	0.028	4.76	1.18	19,23
Hospital Image	1.54	3.89	0.049	4.64	1.01	21.35
Social Responsibility	1.62	4.62	0.032	5.06	1.15	22,18
Trust in Hospitals	1.73	4,15	0.042	5,63	1.07	29,74

Based on a partial test to find out which independent variables really have a significant effect on the dependent variable. The series of hypothesis testing for each explanatory variable is infrastructure variable has a positive and significant influence on patient satisfaction with a p -value of $0.026 < 0.05$. Personnel quality variable has a positive and significant effect on patient satisfaction with a p -value of $0.045 < 0.05$. Clinical care process variable has a positive

and significant effect on patient satisfaction with a p- value of $0.046 < 0.05$. Administrative Procedure variable has a positive and significant effect on patient satisfaction with a p- value of $0.049 < 0.05$. Patient safety indicator variable has a positive and significant influence on patient satisfaction with a p- value of $0.028 < 0.05$. Hospital image variable has a positive and significant effect on patient satisfaction with a p- value of $0.049 < 0.05$. Social Responsibility variable has a positive and significant influence on patient satisfaction with a p- value of $0.032 < 0.05$. Trust Variable To House Sick has a positive and significant effect on patient satisfaction with a p- value of $0.042 < 0.05$.

Based on the binary logistic regression test the resulting model is as follows: $Y = -16,75 + 1,67X_1 + 1,47X_2 + 1,51X_3 + 1,50X_4 + 1,56X_5 + 1,54X_6 + 1,62X_7 + 1,73X_8$. Based on the equation above it can be concluded that infrastructure variable with $\text{Exp}(B)$ 5.33, so that people who think the infrastructure is good are 5.33 times more likely to be satisfied with hospital services than people who think the infrastructure is not good. B value is positive, this shows that infrastructure has a positive influence on patient satisfaction. The variable quality of personnel with $\text{Exp}(B)$ 4.34, so that people who think the quality of personnel is good, are 4.34 times more likely to be satisfied with hospital services than people who think the quality of personnel is not good. B value is positive, matter it shows that personnel quality has a positive influence on patient satisfaction. The clinical care process variable with $\text{Exp}(B)$ 4.53, so that people who think the clinical care process is good are 4.53 times more likely to be satisfied with hospital services than people who think the clinical care process is not good. B value is positive, it shows that clinical care process has a positive influence on patient satisfaction. Administrative procedure variable with $\text{Exp}(B)$ 4.48, so that people who think administrative procedures are good are 4.48 times more likely to be satisfied with hospital services than people who think administrative procedures are not good. The value of B is positive, this shows that Administrative procedures have a positive influence on patient satisfaction. Patient safety indicator variable with $\text{Exp}(B)$ 4.76, so that people who think patient safety indicators are good are 4.76 times more likely to be satisfied with hospital services than people who think patient safety indicators are not good. B value is positive, it shows that Patient safety indicators have a positive influence on patient satisfaction. Hospital image variable with $\text{Exp}(B)$ 4.64, so that people who think the hospital's image is good are 4.64 times more likely to be satisfied with hospital services than people who think the hospital's image is not good. B value is positive, it shows that Hospital image has a positive influence on patient satisfaction. Social responsibility variable with $\text{Exp}(B)$ 5.06, so that people who think social responsibility is good are 5.06 times more likely to feel satisfied with hospital services as much as compared to people who think social responsibility is not good. The value of B is positive, this shows that social responsibility has a positive influence on patient satisfaction. The variable trust in the hospital with $\text{Exp}(B)$ 5.63, so that people who think trust in the hospital is good, 5.63 times more likely to feel satisfied with hospital services as much as compared to people who think trust in the hospital is not good. B value is positive, it shows that Trust in the hospital has a positive influence on patient satisfaction.

The results of Influence Infrastructure To Satisfaction Patient the hypothesis test stated that the significance value between infrastructure and patient satisfaction was 0.026 which was smaller than the value of α (0.05), this indicated that infrastructure variables had a significant effect on patient satisfaction variables, by therefore, hypothesis in this research namely " There is a positive influence between infrastructure on patient satisfaction at MS Tegal Hospital " is declared accepted. People who think the infrastructure is good are 5.33 times more likely to be satisfied with hospital services than people who think the infrastructure is not good. Infrastructure is of course one of the most important facilities to support hospital equipment,

ranging from health facilities used to public facilities for visitors or patient families, which are seen as a means to achieve certain goals or fulfill certain satisfactions and needs. Infrastructure is defined as public facilities and infrastructure. According to Aji, et al., (2021) infrastructure is a physical resource that must exist before a service can be delivered to consumers. Infrastructure can also be anything that facilitates customer satisfaction, because the form of service cannot be seen, smelled or touched, then the appearance of the physical form becomes important as a measure of service. Customers assess service quality by using their visual senses so that customers feel satisfied, this is reinforced by the research by Setyawati *et al* (2018), Russell *et al.*, (2015), and Suyitno, (2018) who found that infrastructure has a positive and significant effect on patient satisfaction .

The results of the Influence Quality Personnel To Satisfaction Patient hypothesis test stated that the significance value between the quality of personnel on patient satisfaction was 0.045 which was smaller than the value of α (0.05) , this indicated that the variable quality of personnel had a significant effect on patient satisfaction variables , by therefore, hypothesis in this research namely " There is a positive influence between the quality of personnel on patient satisfaction at MS Tegal Hospital " is declared accepted. People who think the quality of personnel is good, are 4.34 times more likely to be satisfied with hospital services than people who think the quality of personnel is not good. This research is in line with that conducted by Miftah, (2022) regarding the effect of service quality, employee performance and facilities on BPJS patient satisfaction at ABC Hospital with the result that the quality of hospital employee performance is a factor influencing patient satisfaction. This research is also in line with that conducted by (Luan *et al.*,2018) concerning the Relationship between Nurse Performance and Patient Satisfaction in the Inpatient Room of Dr. Soetarto Yogyakarta with the results obtained that the better the nurse's performance, the patient's satisfaction with hospital services will also increase. Patient satisfaction is determined not only by the quality of service, but also by the performance of each health worker. Evaluation performance officer health neither lost important in evaluation patient satisfaction. Health worker performance appraisal is a job performance evaluation process used by management to inform individual health workers about the quality of their work from the perspective of their best interests. institution or agency. The role of health workers is very important to support the success of a hospital. Health workers have the power to influence patient perceptions of hospital quality, health workers are part of the service itself, for patients health workers are ambassadors and representatives of the image of the hospital. services provided to patients so that hospitals can assess the quality of services provided by their health workers. The key to better service quality is meeting or exceeding patient expectations.

4. CONCLUSION

The results Influence of Treatment Process Clinical To Satisfaction Patient of the hypothesis test stated that the significance value between clinical care processes on patient satisfaction was 0.046 which was smaller than the value α (0.05) , this indicated that the clinical care process variables had a significant effect on patient satisfaction variables o, by therefore, hypothesis in this research that is " There is a positive influence between the process of clinical care on patient satisfaction at MS Tegal Hospital " is declared accepted. People who think the clinical care process is good are 4.53 times more likely to be satisfied with hospital services as much as people who think the clinical care process is not good. This research is in line with that conducted by Singh and Dixit (2021) entitled *Impact of service quality dimensions on patient satisfaction and behavioral intentions : A study of Indian public hospitals* with the results stating that the process of clinical care determines whether patients are satisfied or not because the professionalism of nurses when carrying out clinical processes is very important for patient satisfaction. Research conducted by Ali and Kodikal, (2021), with the result that

there is a positive influence between the process of clinical care on patient satisfaction. Health workers, especially nurses, have an important role in optimizing patient satisfaction which is currently growing and developing, where the role of nurses is more focused on fundamental factors. the knowledge and information they have about how to behave and good skills or abilities to manage care services where patient safety is a priority. The skills of every health worker can always be trained and developed to enable individuals to become experts or professionals in a particular field. These skills can be developed through a continuous process of learning and training so that they can be applied to any activity and practice. at workplace.

The results Influence Procedure Administrative To Satisfaction Patient of the hypothesis test stated that the significance value between administrative procedures on patient satisfaction was 0.049 which was smaller than the value of α (0.05) , this indicated that the administrative procedure variable had a significant effect on patient satisfaction variable, by therefore, hypothesis in this research namely " There is a positive effect between administrative procedures on patient satisfaction at Tegal MS Hospital " is declared accepted. People who think administrative procedures are good are 4.48 times more likely to be satisfied with hospital services than people who think administrative procedures are not good. Administrative and financial services include administrative services, one of which is administration such as registration, medical records and management, while the financial sector includes the payment of ambulance and hospital fees, when patients feel comfortable in hospital administration services, this comfort affects patient satisfaction and encourages patient to return to treatment. Comfort and pleasure can make someone loyal to seek treatment at the same health service again. The research is in line with that carried out by Ali and Kodikal, (2021), entitled *Patients Perception Of Service Quality Towards In Hospitals Of Dakshina Kannada District Of Karnataka* with the result that the administrative process of a hospital is one of the factors of patient satisfaction.

The results Influence Indicator Safety Patient To Satisfaction Patient of the hypothesis test stated that the significance value between patient safety indicators on patient satisfaction was 0.028 which was smaller than the value of α (0.05) , this indicated that the patient safety indicator variable had a significant effect on patient satisfaction variable , by therefore, hypothesis in this research namely " There is a positive influence between patient safety indicators on patient satisfaction at MS Tegal Hospital " is declared accepted. People who think patient safety indicators are good are 4.76 times more likely to be satisfied with hospital services than people who think patient safety indicators are not good. Patient safety is one measure of the quality of service in hospitals. Quality improvement and patient safety are interrelated, the higher the patient safety, the better the quality of the hospital. Patient safety and hospital quality are positively correlated. Patient safety in Indonesia is regulated by the Hospital Law. Number 44 of 2009 Article 43 which requires hospitals to pay attention to patient safety standards. More complete regulations regarding patient safety are regulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 11 of 2017 which requires every health institution to maintain patient safety. Patient safety is far more important than just service efficiency. The behavior of nurses with nursing expertise plays an important role in the implementation of patient safety. Unsafe behavior, forgetfulness, lack of attention/motivation, carelessness, imprecision, and lack of skill and care for patient safety all risk mistakes and result in patient injury in the form of near misses. or unwanted events (Unexpected Events (KTD)), further error reduction can be achieved by changing behavior. In terms of service, companies need to ensure that employees and customers feel safe and comfortable, if you feel threatened, it has a psychological effect on both of you. Security is very important because it relates to survival issues and basic needs of individuals. If a service

company cannot make its customers feel safe, it quickly loses customers and becomes a failure. This research is in line with Handayani, (2019) with the title patient satisfaction with the implementation of patient safety in hospitals with the results obtained that there is a significant relationship between patient safety measures and patient satisfaction. This research is also in line with research Tan *et al* (2019), with the title *Measuring the influence of Service Quality on patient Satisfaction in Malaysia* with the result that of the 8 dimensions of service quality seen in the variable work safety indicators have a significant effect on patient satisfaction.

The results The Effect of Home Image Sick To Satisfaction Patient of the hypothesis test stated that the significance value between hospital image and patient satisfaction was 0.049 which was smaller than the value α (0.05), this indicated that the hospital image variable had a significant effect on patient satisfaction variable, by therefore, hypothesis in this research namely " There is a positive influence between the image of the hospital on patient satisfaction at MS Tegal Hospital " is declared accepted. People who think the image of the hospital is good are 4.64 times more likely to be satisfied with hospital services than people who think the image of the hospital is not good. Study this is also in line with research conducted by Ramli, (2017), in their research obtained home image results Sick influential positive and significant to patient satisfaction. Study another conducted by Yulianto and Yosepha (2022) is safe in the research conducted obtained results that image House Sick influential positive to patient satisfaction. Study this is also aligned reluctantly research conducted by Adriyanto and Tabrani (2018) concerning the Effect of Hospital Image and Service Quality on Patient Loyalty Through Patient Satisfaction (Study at Tegal Kardinah General Hospital) with the results showing that hospital image has a significant effect on patient satisfaction and loyalty. Image is a function of consumer experience and expectations. When consumers construct expectations and realities in technical and functional terms and these are perceived as fulfilling the image, the image is strengthened and even grows. Image has a major impact on management, negative and unclear image has a negative impact on employee performance and customer relations. On the other hand, a clear positive image, for example an excellent organizational image, conveys clear values internally and reinforces positive attitudes towards the organization, hence the importance of a positive hospital image in patient perceptions to create patient loyalty towards hospital .

The results Influence Responsibility Against Satisfaction Patient of the hypothesis test stated that the significance value between social responsibility and patient satisfaction was 0.032 which was smaller than the value of α (0.05), this indicated that the social responsibility variable had a significant effect on patient satisfaction variables, by therefore, hypothesis in this research namely " There is a positive influence between social responsibility on patient satisfaction at MS Tegal Hospital " is declared accepted. people who think social responsibility is good, 5.06 times more likely to be satisfied with hospital services as much as people who think social responsibility is not good. One way to increase patient satisfaction is the social responsibility of health workers for their work for the benefit of patients. Several previous studies have shown that excellent service must be implemented in every hospital as a prerequisite for increasing patient satisfaction. Responsible for excellent service affects patient satisfaction. Research conducted at Muhammadiyah Babat Hospital, Lamongan Regency also shows that excellent service by medical staff is significantly related to patient satisfaction. The better the nursing staff is held accountable for the services offered, the happier the clients will be. The most important thing for excellent service to achieve patient satisfaction is communication and a friendly attitude.

The results Influence Trust To House Sick To Satisfaction Patient of the hypothesis test stated that the significance value between trust in the hospital and patient satisfaction was 0.042 which was smaller than the value of α (0.05) , this indicated that the trust variable in the hospital had a significant effect on the patient satisfaction variable , by therefore, hypothesis in this

research namely " There is a positive influence between Trust in the hospital on patient satisfaction at Tegal MS Hospital " is declared accepted. People who think their trust in the hospital is good are 5.63 times more likely to be satisfied with the hospital's services as much as people who think their trust in the hospital is not good. The results of this study are in line with those conducted by Purba, Halim, and Widyatsari (2021) with the results of the study showing that trust in the hospital has a significant effect on satisfaction, which means that the higher the trust in the hospital given to patients, the more satisfied the patient is in using hospital health services. The results of this study are also supported by research conducted by Rizkiawan (2019) and Rizaq. (2019) who both state that trust in hospitals has a positive and significant effect on customer satisfaction. Building trust is one of the successes of the marketing process, because good trust in principle can be seen as recognition and appreciation of the usefulness of products or services provided by service providers that meet customer expectations, because trust is directly related to the patient's view of the reputation of the hospital, patient receiving services that meet expectations, pleasant services, services can be felt useful, patients are satisfied after using the service and feel safe or comfortable after using hospital products, and patients trust the hospital, this causes patients to continue using the hospital's services and finally recommending to others because they are satisfied with the hospital's services.

4. CONCLUSION

Based on research for see The Influence of Quality of Service on Patient Satisfaction of BPJS Health in the Outpatient Unit of Mitra Siaga Hospital Tegal, the following conclusions are obtained variable Infrastructure have influence positive and significant to variable satisfaction patient BPJS Health in the Outpatient Unit at Mitra Siaga Hospital, Tegal. Variable Quality Personnel have influence positive and significant to variable satisfaction patient BPJS Health in the Outpatient Unit at Mitra Siaga Hospital, Tegal. Treatment Process Variables Clinical have influence positive and significant to variable satisfaction patient BPJS Health in the Outpatient Unit at Mitra Siaga Hospital, Tegal. Variable Procedure Administrative have influence positive and significant to variable satisfaction patient BPJS Health in the Outpatient Unit at Mitra Siaga Hospital, Tegal. Variable Indicator Safety Patient have influence positive and significant to variable satisfaction patient BPJS Health in the Outpatient Unit at Mitra Siaga Hospital, Tegal. Home Image Variables Sick have influence positive and significant to variable satisfaction patient BPJS Health in the Outpatient Unit at Mitra Siaga Hospital, Tegal. Variable Social Responsibility have influence positive and significant to variable satisfaction patient BPJS Health in the Outpatient Unit at Mitra Siaga Hospital, Tegal. Variable Trust to House Sick have influence positive and significant to variable satisfaction patient BPJS Health in the Outpatient Unit at Mitra Siaga Hospital, Tegal.

Based on the results of testing on eight dimensions of satisfaction, it can be seen that the infrastructure dimension and the trust dimension are the dimensions with the most dominant odd ratio, so that the management of MS Tegal Hospital is expected to maintain these two dimensions and improve other dimensions so that patient satisfaction can be maximized.

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