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Influence of nursing services and facilities on the satisfaction level of BPJS Patients in the inpatient ward of Wajo health Center

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Abstract

Overview: The research conducted at the Wajo Health Center in Baubau City in 2023 aims to evaluate the impact of nursing services and facilities on the satisfaction of BPJS patients. Using an analytical cross-sectional approach, this study involved 42 patients selected through accidental sampling. Primary data were collected through survey questionnaires, while secondary data were obtained from the health center's medical records.

Body of Knowledge: This study evaluates the influence of nursing services and health facilities on BPJS patient satisfaction as a key indicator of the effectiveness of the National Health Insurance. The research highlights the importance of improving service quality and health infrastructure to achieve equitable health coverage in line with the WHO's Universal Health Coverage goals.

Methods: The study employed an analytical cross-sectional design at the Wajo Health Center in Baubau City from May to June 2023. Out of a population of 55 patients, 42 were selected via accidental sampling. Primary data were gathered through questionnaires and analyzed using univariate, bivariate, and Chi-Square statistical methods. Ethical considerations were maintained by ensuring informed consent, anonymity, and data confidentiality.

Results: The majority of respondents were female (81%), predominantly aged 20-29 years (54.8%), and had a high school education (57.1%). Most were housewives (66.7%). There was a high level of satisfaction with nursing care (71.4%) and health facilities (81%). Bivariate analysis showed a significant relationship between satisfaction with nursing services ($X^2 = 10.438$, $p = 0.005$) and health facilities ($X^2 = 12.101$, $p = 0.003$) and BPJS patient satisfaction.

Recommendation: It is recommended to enhance service quality through regular training for medical personnel to improve interpersonal and clinical skills. Periodic evaluations of health infrastructure are necessary to ensure reliability. Continuous support from management is required for ongoing improvements, ensuring that health service standards meet BPJS patient expectations.

Keywords: BPJS patient satisfaction; Nursing services; Health facilities; Patient Care Satisfaction; Quality Improvement

1. Introduction

Patient satisfaction is one of the primary indicators in assessing the quality of healthcare services. In the context of the National Health Insurance (JKN) managed by BPJS Health, patient satisfaction reflects the effectiveness of this program

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in providing quality and equitable health services for all levels of society. As a primary healthcare facility, the health center plays a crucial role in the implementation of JKN, making it essential to evaluate the services provided, especially in inpatient wards (1).

Nursing services are a key component of healthcare services at health centers. The quality of nursing services significantly impacts patient experience and satisfaction. Good nursing care encompasses not only clinical aspects but also interpersonal aspects, such as effective communication and empathy towards patients. Therefore, assessing the impact of nursing services on patient satisfaction is highly relevant in efforts to improve the quality of healthcare services (2).

Healthcare facilities also play a vital role in determining the level of patient satisfaction. Adequate and quality facilities, such as clean rooms, comfortable beds, and availability of medical equipment, can enhance patient satisfaction. Conversely, inadequate facilities can reduce patient satisfaction and trust in the services provided. Therefore, evaluating healthcare facilities at health centers is necessary to ensure optimal service standards.

This study was conducted at the Wajo Health Center in Baubau City, one of the health centers in Indonesia that provides inpatient services. This health center serves BPJS patients, making it important to assess the extent to which existing nursing services and facilities meet the expectations and needs of patients. This aligns with the government's efforts to improve the quality of healthcare services and achieve Universal Health Coverage (UHC) as recommended by WHO.

The state must ensure the fulfillment of the basic rights and needs of every citizen, as mandated in the 1945 Constitution Article 28 H, which states, "Everyone has the right to live in physical and spiritual prosperity, to reside, and to obtain a good and healthy living environment and is entitled to health services." Public service is an activity to meet the basic rights and needs of all citizens, thus access to these services is guaranteed by the state without discrimination. Everyone has the right to social security for the fulfillment of their basic living needs, according to Law No. 24 of 2011 on the National Social Security System, including the need for health (3).

Nursing, as an integral part of healthcare services, plays a vital role in promoting healthy behavior. Nurses guide patients in managing their illness to take positive actions to improve their health status. This role implies the nurse's responsibility to serve patient needs 24 hours a day and as the largest proportion of healthcare workers (4).

The World Health Organization (WHO) encourages all countries to develop health insurance for their entire population (Universal Health Coverage). With health insurance, people need not worry about costs while receiving healthcare services, and all residents, including health insurance participants, can obtain optimal healthcare services (5).

According to data from the Indonesian Ministry of Health (2023), nurses constitute the largest proportion of healthcare workers in Indonesia, reaching 237.181 people (41%), followed by midwives with 124.948 people (22%), specialists with 46.994 people (8%), and general practitioners with 40,787 people (7%). In 2018, BPJS users reached 192.029.645 individuals. Of the PBI (Subsidized Contribution Recipients) there are about 115,931,696 participants, the PPU (Wage Recipient Workers) category has 38.697.609 participants, and independent participants number 25.925.000 individuals (6).

In Southeast Sulawesi, of the 2.551.146 population, 1.831.610 people or 71.09% have health insurance, while 737.536 people or 28.91% do not. BPJS health services focus on primary healthcare facilities such as health centers, so the quality of these facilities must be maintained considering the impact of JKN implementation will increase the demand for healthcare services (7).

An initial survey at the Wajo Health Center in Baubau City showed that the number of BPJS patients who visited the inpatient ward in 2022 was 932, and in 2023 it was 560. Interviews with 13 BPJS inpatients revealed dissatisfaction with the health center's facilities, such as the lack of air conditioning or fans, cabinets, and seating for visitors, as well as issues with medication dispensing.

This study aims to evaluate the impact of nursing services and healthcare facilities on the satisfaction level of BPJS patients in the inpatient ward of Wajo Health Center in Baubau City. This study seeks to provide empirical data that can be used as a basis for improving the quality of services at the health center. The results of this study are expected to highlight areas needing improvement to achieve higher patient satisfaction. Additionally, this study aims to support the government's efforts to improve the quality of primary healthcare services. By understanding the factors that influence patient satisfaction, health centers can implement targeted interventions to enhance services and facilities, considering health centers are at the forefront of the national healthcare system.

This study also contributes to the academic literature on the evaluation of healthcare services in Indonesia. Research on patient satisfaction at health centers is still limited, so this study is expected to provide insights and become a reference for future research. Thus, this study benefits not only the Wajo Health Center in Baubau City but also the broader development of healthcare policy.

Based on the above, the researcher is interested in conducting a study titled "Influence of Nursing Services and Facilities on the Satisfaction Level of BPJS Patients in the Inpatient Ward of Wajo Health Center."

1.1. Statement of the Problem

Patient satisfaction is one of the primary indicators in assessing the quality of healthcare services, especially within the context of the National Health Insurance (JKN) managed by BPJS Health. As a primary healthcare facility, the health center plays a crucial role in the implementation of JKN, particularly in providing inpatient services to BPJS patients. However, there are indications that the quality of nursing services and healthcare facilities at the Wajo Health Center in Baubau City is still not optimal, which can affect patient satisfaction levels. This suggests the need for a comprehensive evaluation of these two components to ensure that the services provided meet patient expectations and needs.

Nursing services at the health center, encompassing both clinical and interpersonal aspects, play a significant role in shaping patient experience and satisfaction. The quality of communication and empathy from nurses, as well as their clinical competence, is essential in ensuring that patients feel satisfied with the care they receive. Additionally, adequate healthcare facilities, such as room cleanliness, bed comfort, and availability of medical equipment, also greatly contribute to patient satisfaction. Deficiencies in facilities, as revealed in the initial survey and patient interviews at the Wajo Health Center in Baubau City, indicate an urgent need for improvement in health infrastructure.

This study aims to evaluate the impact of nursing services and healthcare facilities on the satisfaction level of BPJS patients in the inpatient ward of the Wajo Health Center in Baubau City. By providing empirical data that can be used as a basis for improving service quality, this study is expected to offer concrete recommendations for enhancing nursing services and healthcare facilities. In addition to supporting the government's efforts to improve the quality of primary healthcare services, the results of this study also contribute to the academic literature on healthcare service evaluation in Indonesia and serve as a reference for future research.

1.2. Purpose of the study

To evaluate the impact of nursing services and healthcare facilities on the satisfaction level of BPJS patients in the inpatient ward of the Wajo Health Center in Baubau City.

1.3. Conceptual Framework

The conceptual framework of this study aims to evaluate the relationship between the quality of nursing services and healthcare facilities and the satisfaction level of BPJS patients in the inpatient ward of the Wajo Health Center in Baubau City. Nursing services, which include clinical aspects (technical skills, response speed, diagnostic accuracy) and interpersonal aspects (effective communication, empathy, emotional support), and adequate healthcare facilities (room cleanliness, bed comfort, availability of medical equipment), are the independent variables predicted to influence the dependent variable, which is patient satisfaction. This framework assumes that improvements in the quality of these two independent variables will positively contribute to increasing patient satisfaction levels, which can then be used as a basis for recommendations to improve service quality at the health center, as illustrated by the arrows in Figure 1.



Figure 1 Conceptual Framework of the Study

1.4. Significance of the Study

This research holds substantial significance in efforts to improve the quality of healthcare services at health centers, particularly in the inpatient ward of the Wajo Health Center in Baubau City. By evaluating the impact of nursing services and healthcare facilities on the satisfaction levels of BPJS patients, this study provides critical empirical data for operational improvements. The findings are expected to serve as the basis for concrete recommendations that can be implemented by the management of the health center to enhance the quality of nursing services and healthcare facilities. Additionally, this research contributes to the academic literature on healthcare service evaluation in Indonesia, providing new insights and serving as an important reference for future research. It also supports government efforts to achieve Universal Health Coverage (UHC).

2. Material and method

2.1. Study Design

This study employs an analytical design with a cross-sectional approach to evaluate the relationship between the independent variables (8) (nursing services and healthcare facilities) and the dependent variable (BPJS patient satisfaction) in the inpatient ward of the Wajo Health Center in Baubau City. Data were collected through a questionnaire survey from BPJS inpatients and analyzed using univariate and bivariate statistics to identify significant correlations and impacts, providing a comprehensive overview of the factors influencing patient satisfaction.

2.2. Research site

The study was conducted at the Wajo Health Center in Baubau City, a primary healthcare facility playing a crucial role in the implementation of the National Health Insurance (JKN) for BPJS participants. This site was chosen because it provides inpatient services, allowing for a comprehensive evaluation of the quality of nursing services and healthcare facilities. The study was scheduled from May 21 to June 21, 2023, with the aim of collecting empirical data to be used for improving service quality and patient satisfaction at the health center.

2.3. Population, sample and sampling procedure

The population in this study comprised 55 BPJS participants who were inpatients at the Wajo Health Center in Baubau City in 2023. The sample consisted of 42 patients selected using accidental sampling, where individuals were chosen based on availability during data collection. Inclusion criteria for the sample included inpatients who were willing to participate, able to read and write, and did not have impaired consciousness. Exclusion criteria included patients under 17 years old and those in critical condition. The sampling procedure involved directly approaching eligible patients in the inpatient ward of the health center. Each participant was interviewed using a questionnaire to assess their satisfaction with nursing services and healthcare facilities. Secondary data were obtained from the health center's medical records to enrich the primary survey results.

2.4. Data Analysis

The data analysis methods in this study included univariate and bivariate analyses. Univariate analysis was used to describe the characteristics of each research variable, including independent and dependent variables. For numerical data, measures such as mean, median, and standard deviation were used to provide a frequency distribution overview of each variable. Subsequently, bivariate analysis was conducted to evaluate the relationship between two variables suspected to be related or correlated. This analysis used the Chi-Square test (X^2) with Yates Correction if the expected value was more than 5, or the Fisher Exact Test if the expected value was less than 5, with a significance level of $\alpha = 0.05$. The results of the bivariate analysis provided information on whether there was a significant effect between the independent variables and the dependent variable. Data processed using the Statistical Program for Social Sciences (SPSS) were presented in distribution tables accompanied by explanations to facilitate the interpretation of the research findings. This method ensured that data analysis was conducted scientifically and structurally to obtain valid and reliable conclusions in this study.

2.5. Ethical Considerations

This research took ethical aspects into account by obtaining permission from the leadership and the research site before conducting interviews and filling out questionnaires by respondents. Informed consent was obtained from respondents before data collection, ensuring the confidentiality of the information provided and explaining the purpose of data collection. The study avoided pressuring respondents to participate and respected individual privacy according to ethical guidelines.

3. Results

The following findings and discussion are presented according to set research objectives:

3.1. Gambaran Karakteristik Responden

The results of this study include the characteristics of respondents and the impact of nursing services and healthcare facilities on the satisfaction of BPJS patients in the inpatient ward of the Wajo Health Center.

Table 1 Distribution of Respondents by Age Group at Wajo Health Center in 2023

Age Group	Number (n)	Percentage (%)
20-29 Years	23	54.8
30-39 Years	17	40.5
40-49 Years	2	4.8
Total	42	100

Based on Table 1, it shows that out of 42 respondents, the highest number of respondents are in the 20-29 year age group, with a total of 23 people (54.8%), while the lowest number is in the 40-49 year age group, with 2 people (4.8%).

Table 2 Distribution of Respondents by Gender at Wajo Health Center in 2023

Gender	Number (n)	Percentage (%)
Male	8	19
Female	34	81
Total	42	100

Based on Table 2, it shows that out of 42 respondents, the majority are female, with 34 people (81.0%), while the minority are male, with 8 people (19.0%).

Table 3 Distribution of Respondents by Education Level at Wajo Health Center in 2023

Education	Number(n)	Percentage(%)
Elementary	6	14.3
Junior High	9	21.4
High School	24	57.1
Higher Ed	3	7.1
Total	42	100

Based on Table 3, it shows that out of 42 respondents, the majority have a high school education, with 24 people (57.1%), while the minority have higher education, with 3 people (7.1%).

Table 4 Distribution of Respondents by Occupation at Wajo Health Center in 2023

Occupation	Number(n)	Percentage (%)
Temporary Staff	5	11.9
Housewife	28	66.7
Trader	3	7.1
Farmer	3	7.1
Private Sector	2	4.8
Entrepreneur	1	2.4
Total	42	100

Based on Table 4, it shows that out of 42 respondents, the majority are housewives, with 28 people (66.7%), while the minority are entrepreneurs, with 1 person (2.4%).

3.2. Univariate Analysis

Table 5 Distribution of Respondents Based on Health Services at Wajo Health Center in 2023

Nursing Services	Number (n)	Percentage (%)
Good	30	71.4
Poor	12	28.6
Total	42	100

Based on Table 5, it shows that out of 42 respondents, the majority rated the health services as good, with 30 people (71.4%), while the minority rated the health services as poor, with 12 people (28.6%).

Table 6 Distribution of Respondents Based on Health Facilities at Wajo Health Center in 2023

Health Facilities	Number (n)	Percentage(%)
Good	34	81
Poor	8	19
Total	42	100

Based on Table 6, it shows that out of 42 respondents, the majority rated the health facilities as good, with 34 people (81%), while the minority rated the health facilities as poor, with 8 people (19%).

Table 7 Distribution of Respondents Based on BPJS Patient Satisfaction at Wajo Health Center in 2023

Patient Satisfaction	Number (n)	Percentage (%)
Satisfied	34	81
Dissatisfied	8	19
Total	42	100

Based on Table 7, it shows that out of 42 respondents, the majority were satisfied with the health services and facilities, with 34 people (81%), while the minority were dissatisfied, with 8 people (19%).

3.3. Bivariate Analysis

The bivariate data analysis in this study is as follows:

Table 8 The Influence of Nursing Services on the Level of Satisfaction of BPJS Patients in the Inpatient Room at Wajo Health Center in 2023

Nursing Services	Patient Satisfaction				Total		X ² Hit., df, p
	Satisfied		Dissatisfied				
Good	28	93.3	2	6.7	30	100	X ² hit= 10.438 df = 1 p = 0,005
Poor	6	50.0	6	50.0	12	100	
Total	34	81.0	8	19.0	42	100	

From the results of the study in Table 8, it is explained that the cross-tabulation between nursing services and patient satisfaction of BPJS participants in the inpatient room shows that 28 people (93.3%) were satisfied with good nursing services, while 2 people (6.7%) were dissatisfied with good nursing services. Thus, it can be concluded that patients who rated the nursing services as good were more satisfied than those who were not. The chi-square statistical test results on the influence of nursing services on the satisfaction of BPJS patients obtained a value of X² hit. = 10.438 (X² table = 3.841), p = 0.005. Thus, X² hit. is greater than X² table, or p = 0.005 is less than $\alpha = 0.05$, indicating that Ho is rejected and Ha is accepted, meaning there is an influence between nursing services and the satisfaction of BPJS patients at Wajo Health Center in Baubau City in 2023.

Table 9 The Influence of Health Facilities on the Level of Satisfaction of BPJS Patients in the Inpatient Room at Wajo Health Center in 2023

Health Facilities	Patient Satisfaction				Total		X ² Hit., df, p
	Satisfied		Dissatisfied				
	n	%	n	%	n	%	
Good	31	91.2	3	8.8	34	100	X ² hit= 12.101 df = 1 p = 0.003
Poor	3	37.5	5	62.5	8	100	
Total	34	81.0	8	18.0	42	100	

From the results of the study in Table 9, it is explained that the cross-tabulation between health facilities and patient satisfaction of BPJS participants in the inpatient room shows that 31 people (91.2%) were satisfied with good health facilities, while 3 people (8.8%) were dissatisfied with good health facilities. Thus, it can be concluded that patients who rated the health facilities as good were more satisfied than those who were not. The chi-square statistical test results on the influence of health facilities on the satisfaction of BPJS patients obtained a value of X² hit. = 12.101 (X² table = 3.841), p = 0.003. Thus, X² hit. is greater than X² table, or p = 0.003 is less than $\alpha = 0.05$, indicating that Ho is rejected and Ha is accepted, meaning there is an influence between health facilities and the satisfaction of BPJS patients at Wajo Health Center in Baubau City in 2023.

4. Discussion

4.1. The Impact of Nursing Services on Patient Satisfaction of BPJS Participants

Nursing services are an essential component of the healthcare system, significantly influencing the overall quality of healthcare services. According to the Servqual theory proposed by Parasuraman et al., service quality can be measured through five main dimensions: tangibility, reliability, responsiveness, assurance, and empathy (9). Each of these dimensions contributes to patients' perceptions of the quality of care they receive. In this context, good nursing service quality is expected to enhance patient satisfaction, which is an indicator of how well patients' expectations are met by the healthcare services provided.

Various studies have supported the positive relationship between the quality of nursing services and patient satisfaction. In their study, (10) demonstrated that improvements in nursing quality can significantly reduce patient dissatisfaction and improve overall health outcomes. Additionally, research by (11) emphasized that a supportive work environment for nurses is crucial for improving service quality and, consequently, patient satisfaction. These studies highlight the importance of factors such as managerial support, continuous training, and conducive working conditions in influencing the quality of care provided by nurses.

Data analysis from Puskesmas Wajo shows that out of 30 respondents who received good nursing services, 93.3% (28 people) felt satisfied, while only 6.7% (2 people) felt dissatisfied. Conversely, out of 12 respondents who received poor nursing services, only 50% (6 people) were satisfied, and 50% (6 people) were dissatisfied. This data indicates a strong correlation between the quality of nursing services and patient satisfaction. The high satisfaction among patients who received good nursing services suggests that the quality of interaction and care provided by nurses significantly affects patients' experiences at Puskesmas Wajo.

To test the hypothesis regarding the impact of nursing services on patient satisfaction, a chi-square test was used. The chi-square test results showed a calculated X^2 value of 10.438 with a p-value of 0.005. Since the calculated X^2 value is greater than the critical X^2 value (3.841) and the p-value is less than 0.05, the null hypothesis (H_0) is rejected, and the alternative hypothesis (H_a) is accepted. This means there is a significant impact of nursing services on the satisfaction of BPJS patients at Puskesmas Wajo. These findings are consistent with previous research showing that the quality of nursing services is an important determinant of patient satisfaction.

Based on the research results on the influence of nursing services, which include the five dimensions of service quality, namely tangibility, reliability, responsiveness, assurance, and empathy, it appears that nursing services at Puskesmas Wajo have met most patients' expectations. In the tangibility dimension, respondents generally expressed satisfaction with the physical facilities and equipment used, as well as the information provided by nurses. The reliability dimension showed satisfaction with nurses' ability to handle care issues accurately and professionally. In the responsiveness dimension, high satisfaction was related to nurses' promptness in offering help and addressing patients' needs. The assurance dimension reflected the nurses' competence in providing a sense of security and answering patients' questions well. Finally, the empathy dimension showed that nurses gave full attention, understood patients' needs, and provided good moral support.

A study by (12) found that good nursing services significantly influence patient satisfaction. This study also affirmed that aspects such as clear administrative information, accurate handling of care issues, responsiveness in providing assistance, the competence and politeness of nurses, and the attention and moral support given by nurses are important factors determining patient satisfaction. These findings are consistent with those at Puskesmas Wajo, indicating that good nursing service quality is closely related to high patient satisfaction levels.

The research results indicate that good nursing services should be supported by factors such as managerial support, continuous training, conducive working conditions, and adequate resources. Additionally, patient characteristics such as age and education level can also influence their perceptions of the services provided. Therefore, it is important for Puskesmas Wajo to continuously improve the quality of nursing services by considering various factors affecting patient satisfaction. These improvements will positively impact not only patient satisfaction but also the overall quality of healthcare services at Puskesmas Wajo.

The findings of this research have significant implications for policies and practices at Puskesmas Wajo. The high level of patient satisfaction among those who received good nursing services indicates that investing in the training and development of nurses is crucial. By improving the quality of nursing services, Puskesmas Wajo can not only increase patient satisfaction but also enhance the clinic's reputation and boost public trust in the healthcare services they provide. Additionally, improvements in nursing service quality can contribute to better health outcomes for patients overall.

Based on these findings, Puskesmas Wajo is expected to continue improving the quality of nursing services by focusing on several key aspects. First, continuous training for nurses is essential to ensure they are always ready to provide the best service. Second, enhancing communication between nurses and patients can help better understand patients' needs and expectations. Third, regular monitoring and evaluation of nurse performance are necessary to ensure service quality is maintained. Furthermore, clinic management should provide a supportive work environment and adequate resources to enable nurses to perform their duties optimally.

The importance of nursing service quality in determining patient satisfaction is evident. With strong statistical evidence, Puskesmas Wajo is encouraged to take strategic steps to enhance nursing services. These efforts will not only increase patient satisfaction but also improve the overall quality of healthcare services at Puskesmas Wajo. Consequently, Puskesmas Wajo can continuously strive to meet and exceed patient expectations, creating a better and more satisfying healthcare experience for all BPJS participants.

4.2. The Impact of Health Facilities on Patient Satisfaction of BPJS Participants

The quality of health facilities is one of the main determinants in assessing patient satisfaction (13). According to the Servqual theory, healthcare service quality depends not only on direct interactions between patients and service providers but also on the quality of physical facilities provided (14). In the context of Puskesmas Wajo, good health facilities play a crucial role in creating an environment that supports the healing process of patients. The research results indicate that most patients who receive good health facilities feel satisfied, suggesting a strong correlation between facility quality and patient satisfaction.

The research conducted at Puskesmas Wajo supports the Servqual theory proposed by Parasuraman et al. This theory emphasizes that the dimension of tangibility or physical appearance is one of the five main dimensions influencing the perception of service quality. The research results at Puskesmas Wajo show that 91.2% of patients who rated the health facilities as good felt satisfied. This aligns with the theory that the physical quality of facilities, such as cleanliness, comfort, and medical equipment, significantly influences patient satisfaction.

The chi-square test results showed a calculated χ^2 value of 12.101 with a p-value of 0.003, which is less than $\alpha = 0.05$. This indicates a significant impact of health facilities on patient satisfaction. In other words, good quality health facilities increase the likelihood of patients feeling satisfied. This confirms the importance of adequate facilities in enhancing patients' experiences in healthcare facilities.

Good quality health facilities not only increase patient satisfaction but also contribute to patients' trust and loyalty towards the healthcare services provided (15). Satisfied patients tend to have a positive perception of the clinic and are more likely to recommend the services to others (16). This suggests that investing in the improvement of health facilities can have a long-term positive impact on the clinic's reputation and attractiveness.

The research findings have important implications for the management of Puskesmas Wajo. Management must ensure that health facilities are always in good condition and adequate to meet patient needs. Additionally, regular maintenance and upkeep of facilities are crucial in maintaining service quality. Improving health facilities should be a top priority to ensure that patients receive high-quality services and feel satisfied with the services provided.

Based on these research findings, Puskesmas Wajo is expected to continue improving the quality of available health facilities. Some recommendations that can be considered include enhancing infrastructure, modernizing medical equipment, and improving the cleanliness and comfort of inpatient environments. Additionally, management needs to conduct regular evaluations of facility conditions to ensure that all physical aspects of healthcare services remain optimal.

This research underscores the importance of health facilities in determining patient satisfaction. With strong statistical evidence, Puskesmas Wajo is encouraged to take strategic steps to enhance the quality of health facilities. These efforts will not only increase patient satisfaction but also improve the overall quality of healthcare services. Consequently, Puskesmas Wajo can continuously strive to meet and exceed patient expectations, creating a better and more satisfying healthcare experience for all BPJS participants.

From the research results on the impact of health facilities on the satisfaction of BPJS patients in the inpatient room of Puskesmas Wajo, 34 respondents (81%) expressed satisfaction with the facilities provided. In this context, facilities refer to anything that facilitates patients in receiving services provided by the Puskesmas. According to the research, respondents generally expressed satisfaction with the comfort, security, cleanliness, and neatness of the treatment room, making them feel comfortable and safe during their treatment at the Puskesmas. The completeness of facilities also determines patient satisfaction, such as health facilities like parking spaces, comfortable waiting rooms, and inpatient rooms, which require the Puskesmas to pay attention to its facilities.

This research aligns with the study conducted by (17), which showed at the First Level Health Facilities in Karanganyar Regency that there was a positive and significant influence on BPJS patient satisfaction in the t-test, covering variables of participation ($p = 0.02$), service ($p = 0.00$), and financing ($p = 0.00$). The F-test simultaneously also showed a positive

and significant influence on BPJS patient satisfaction with a value of ($p = 0.00$). According to the researchers themselves, health facilities such as infrastructure, parking spaces, comfortable waiting rooms, and inpatient rooms need more attention to enhance patient satisfaction.

In general, satisfaction can be defined as the congruence between the facilities and services received and the facilities and services expected by consumers. Based on Table 9 on the influence of health facilities on the satisfaction of BPJS patients in the inpatient room of Puskesmas Wajo, 8 respondents (19%) stated dissatisfaction with the facilities provided. Generally, respondents mentioned that the shortcomings in service facilities were the lack of medical equipment in the treatment room and the cleanliness of the treatment room (presence of insects such as ants or flies).

One factor influencing comfort is the infrastructure of the treatment room, such as a noisy environment, cold, heat, humidity, which can increase patient discomfort and lead to dissatisfaction (18). Good facilities will influence patient attitudes and behavior, creating a sense of health, safety, and comfort. Other factors can also be caused by patient characteristics based on age and education (19). The majority of respondents had a high school and bachelor's education, possibly indicating that the optimal service provided by the Puskesmas was not well received by patients due to their high demands and knowledge of various optimal service procedures.

Researchers assume that the better the facilities provided by the Puskesmas, the higher the level of patient satisfaction. The facilities and infrastructure of nursing service activities reflecting the quality of Puskesmas are the main determinants of patient satisfaction. Patients will evaluate various service activities they receive as well as the health facilities related to the provision of nursing services. Therefore, more attention to health facilities is a strategic step to enhance patient satisfaction and service quality at Puskesmas Wajo.

4.3. Influence of BPJS Patient Satisfaction in the Inpatient Room of Puskesmas Wajo

Based on Table 7, the research results showed that 34 respondents (81%) were satisfied with the nursing services and health facilities provided by nurses in the inpatient room of Puskesmas Wajo. This study aligns with the research conducted by (20), which found that 75% of respondents were satisfied with the nursing services and health facilities provided by nurses. Patients feel satisfied if the service performance they receive matches or exceeds their expectations, indicating that patient satisfaction is a feeling that arises as a result of the comparison between the health service performance obtained and their expectations.

According to the researchers, based on the research results, the performance of nursing services and health facilities provided by nurses at Puskesmas Wajo has met the operational standards of the Puskesmas. Good services and adequate facilities make patients feel comfortable during their stay in the inpatient room. This indicates that professional nurses and adequate facilities can significantly increase patient satisfaction.

However, Table 7 also shows that 8 respondents (19%) stated dissatisfaction with the nursing services and health facilities provided by nurses. This also aligns with the research (21) which found that 25% of respondents were dissatisfied with the nursing services and health facilities. This dissatisfaction arises when the service performance and health facilities do not meet patient expectations. This indicates that certain factors still need to be improved to enhance patient satisfaction.

Patients will feel satisfied if the nursing service performance and health facilities obtained match or exceed their expectations. Conversely, dissatisfaction or disappointment will arise if the service performance and facilities obtained do not meet expectations (22). Based on the concept of patient satisfaction, the level of satisfaction is the result of the comparison between patient expectations and the reality received from health services and facilities (23). Therefore, it is important for Puskesmas Wajo to continuously evaluate and improve the quality of its services and health facilities.

Researchers assume that some patients' dissatisfaction is related to nursing services, including responsiveness, reliability, assurance, empathy, and tangible aspects of nurses that are still considered lacking. Additionally, dissatisfaction is also related to health facilities that are perceived as not meeting patient needs. For example, the treatment rooms provided are only dormitory rooms without class 1 and 2, consisting of male, female, and child wards, each with three beds.

According to the Servqual theory proposed by Parasuraman et al., service quality is influenced by five main dimensions: tangibility (physical appearance), reliability, responsiveness, assurance, and empathy (24). This study shows that the dimensions of tangibility and reliability still need improvement at Puskesmas Wajo. By enhancing physical facilities and ensuring reliability in providing services, Puskesmas Wajo can increase patient satisfaction.

This research emphasizes the importance of fulfilling patient expectations in nursing services and health facilities. To enhance patient satisfaction, Puskesmas Wajo must pay attention to complaints, especially related to treatment rooms that do not meet patient expectations. Improving facilities such as adding class treatment rooms and improving the cleanliness and comfort of rooms is essential. This will not only increase patient satisfaction but also the overall reputation of Puskesmas Wajo.

It is hoped that Puskesmas Wajo can continuously improve the quality of its services and health facilities. Recommendations for management include infrastructure improvements, modernization of medical equipment, and enhancing the cleanliness and comfort of inpatient environments. Regular evaluations of facility conditions are also necessary to ensure that all aspects of health services remain optimal. Thus, Puskesmas Wajo can meet and even exceed patient expectations, creating a better and more satisfying healthcare experience for all BPJS patients.

5. Conclusion

The research results show that the quality of nursing services and health facilities at Puskesmas Wajo has a significant influence on the satisfaction level of BPJS patients. Most patients are satisfied with the services provided, especially in the dimensions of tangibility, reliability, responsiveness, assurance, and empathy. However, there are still some patients who are dissatisfied, particularly related to physical facilities and service reliability. Statistical analysis supports these findings, indicating that improving the quality of nursing services and health facilities can significantly increase patient satisfaction.

Recommendations

Based on the research results, several recommendations can be given to enhance patient satisfaction at Puskesmas Wajo, including:

- Improving Nursing Service Quality: Through training and development to enhance nurses' ability to provide more responsive, empathetic, and reliable services.
- Enhancing Health Facilities: Investing in improvements and upgrading facilities and infrastructure at the Puskesmas, including the completeness of medical equipment and room cleanliness.
- Regular Monitoring and Evaluation: Conducting regular evaluations of the quality of services and facilities provided to ensure that service standards are maintained and meet patient expectations.
- Education and Communication: Enhancing communication between nurses and patients to ensure that all information related to treatment and medical procedures is well understood by patients and their families.

Compliance with ethical standards

Disclosure of conflict of interest

No conflict of interest to be disclosed.

Statement of informed consent

Informed consent was obtained from all individual participants included in the study.

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