



Exploring The Impact of Service Quality on BPJS Patient Satisfaction In Hospitals: A Scoping Review

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ABSTRACT

One of the key initiatives to regulate the healthcare system in Indonesia is the establishment of the National Health System, implemented through the BPJS program. Previous research has investigated the impact of healthcare service quality in hospitals on patient satisfaction among BPJS participants. This scoping review aims to map existing research on the relationship between service quality and BPJS patient satisfaction in hospitals. The stages of a scoping review consist of (1) Formulating the research question; (2) Identifying relevant literature; (3) Selecting studies; (4) Mapping the data; and (5) Summarizing, synthesizing, and reporting the results. The studies included in this review cover eight years from 2015 to 2023. The results indicate that all dimensions of service quality significantly influence patient satisfaction (Lahdji et al., 2015; Mukaromah et al., 2022; Natassa & Dwijayanti, 2019; Putri et al., 2016; Tridiyawati & Prahasta, 2022). However, as highlighted by Amalia et al. (2023), Fajri (2016), Pramita et al. (2019), Rahmadani et al. (2021), and Widyastuti et al. (2018), certain dimensions of service quality have a notable impact on patient satisfaction, while others do not

Keywords: service quality, patient satisfaction, scoping review

INTRODUCTION

Health is a basic human right regulated in the 1945 Constitution, Article 28H paragraph (1) and Article 34 paragraph (3). These articles explain that every person has the right to live a prosperous life, both physically and mentally, to have a place to live, to obtain a good and healthy living environment, and to receive health services, with the state being responsible for providing adequate health service facilities and public service facilities. These articles affirm that the right to health is a basic human right that the state must guarantee. The state should provide adequate healthcare facilities for all Indonesian citizens. This underscores that access to adequate healthcare services is a fundamental right of every individual, without discrimination.

The government's initiative to improve public health includes the National Health System (SKN), a comprehensive framework designed to achieve high health standards for all Indonesians, as outlined in Presidential Regulation No. 72 of 2012. A key aspect of SKN is the National Social Security Program, managed by PT Badan Penyelenggara Jaminan Sosial (BPJS), which offers social protection to help meet basic community needs, in line with Law No. 24 of 2011. The SKN also prioritizes accessible and affordable healthcare services, with healthcare facilities collaborating closely with BPJS Kesehatan. The Minister of Health Regulation No. 71 of 2013 specifies the rights and obligations of health facilities and BPJS Kesehatan in serving BPJS participants

Hospitals play a crucial role as providers of healthcare services for BPJS Kesehatan participants, and they often encounter complaints regarding service dissatisfaction. Patient satisfaction is a key indicator that gauges how satisfied patients feel with the healthcare services they receive. It reflects the effectiveness of healthcare providers in meeting or exceeding patients' expectations. According to Andreano and Pardede (2023), true patient satisfaction occurs when the services delivered surpass these expectations. Furthermore, patients' perceptions of healthcare service quality are essential for evaluating and continuously improving service standards (Almomani et al., 2020).

Some studies examine the relationship between quality dimensions and patient satisfaction, including research conducted by Anastasia (2021), Kalaja & Krasniqi (2022), Andreano & Pardede (2023), Putri et al. (2016), Natassa et al. (2019), Tridiyawati et al. (2022), and Lahdji et al. (2015), which state that service quality through the dimensions of reliability, responsiveness, assurance, empathy, and tangibles has a positive impact on patient satisfaction. Pramita et al (2019) in their research, concluded that there is an influence between empathy and reliability on patient satisfaction. However, a different finding was presented by Widyastuti et al (2018), Putri et al (2016), Fajri (2016), Rahmadani et al (2021), and Amalia et al (2023), whose research results concluded that not all dimensions of service quality have an impact on patient satisfaction.

The purpose of the research is to map the existing literature concerning the relevance of service quality satisfaction to patient satisfaction in hospitals. Therefore, this scoping review will map and review articles that have been published in several journals, namely the Jurnal Penelitian Kesehatan Suara Forikes, Jurnal Manajemen Kesehatan Indonesia, Jurnal Ilmu Kesehatan Masyarakat, Journal of Pharmaceutical and Health Research, Jurnal Kesehatan Healthcare, Journal Competitiveness, and Jurnal Dunia Kesmas, to identify in-depth and comprehensive literature from various sources on relevant topics. The topics discussed in the articles correspond to similar research article sources and are grouped to conclude

LITERATURE REVIEW

Factors influencing satisfaction include product quality, service quality, price, promotion, and atmosphere (Apriasty & Simbolon, 2022; Butarbutar et al., 2021). Kotler and Keller (2009) assert that the key factors influencing customer satisfaction are product quality, service quality, emotional factors, price, and cost. Hospitals deliver tangible healthcare services. Tangible services involve simultaneous production and consumption, where the processes greatly influence the service perceived by customers (Tjiptono, 2019). Parasuraman et al. (1985) explained that service quality is about making sure that customer needs and desires are met accurately, while also striving to meet their expectations. In conclusion, service quality is influenced by expected and perceived service factors. Consequently, defining, describing, and measuring service quality is more challenging than that of goods (Tjiptono, 2019). However, Tjiptono (2019) explains that service quality can be effectively evaluated through the dimensions of reliability, responsiveness, assurance, empathy, and physical evidence (tangible). According to Ahmed et al. (2014), quality is a multi-dimensional concept, meaning that a single indicator cannot—and should not—represent quality across different areas. In hospitals, the quality of service is essential for determining patient satisfaction levels. Delivering high-quality healthcare services not only improves patients' health but also shapes their perceptions and loyalty toward the hospital.

Parasuraman et al. (1985) explain that reliability refers to the company's ability to provide consistent and accurate service. This reliability encompasses timely service, accuracy in the grinding process, and meticulous documentation. Responsiveness includes the speed and promptness of staff in responding to customer requests and complaints. Good responsiveness can reduce waiting times and expedite service, which customers highly value. Assurance or guarantee encompasses the competence, politeness, and capability of medical staff to provide patients with a sense of security. This guarantee includes staff expertise, communication skills, and professional attitude. Empathy involves the attention and understanding provided by staff towards the needs and complaints of patients. Empathy can be reflected through good communication, a caring attitude, and efforts to understand the emotional condition of patients. The tangible dimension encompasses the physical aspects of the service, including facilities, equipment, cleanliness, and staff appearance. Research indicates that the physical appearance and adequate facilities can significantly enhance patients' positive perception of the hospital (Almomani et al., 2020). The initial impression of tangible elements significantly influences the patients' overall treatment experience.

RESEARCH METHOD

This study utilizes the scoping review method. O'Malley (2005) defines a scoping review as a knowledge synthesis technique aimed at identifying trends and gaps within the existing body of knowledge, to inform research, policy, and practice. Pham et al. (2014) and Westphaln et al. (2021) delineate five key steps in the scoping review process: 1) defining the research question; 2) identifying relevant literature; 3) selecting studies; 4) mapping data; and 5) summarizing, synthesizing, and reporting the analytical results of the selected literature.

Defining the research question

A clear research question is the first step in a scoping review. In this study, the research question is how the existing literature relates to the relevance of service quality and patient satisfaction in hospitals.

Identifying relevant literature

The literature in this study consists of previous research articles related to the influence of factors affecting service quality on patient satisfaction in hospitals. The criteria for the articles reviewed are studies conducted on BPJS Kesehatan patients in hospitals who have received healthcare services. The research period spans 8 years from 2015 to 2023. This period is considered sufficient to trace the relevance of hospital service quality research in Indonesia. The criteria for selecting literature are mentioned in Table 1

Table 1. Inclusion Criteria

Criteria	Inclusion	Note
Period	2015 – 2023	8 years of observation
Language	Indonesian	Article in Indonesian
Type of Publication	Journal Article	
Geographical region	Indonesia	

Selecting studies

The results of the electronic search using Google Scholar yielded 30 articles. These were then collected to select those that align with research questions and objectives.

Mapping data

At the data charting stage, the selected articles are extracted to summarize the most important data. Subsequently, the recorded data includes the author's name, article title, year of research, research location, method/design, and findings.

Summarizing, synthesizing, and reporting

The final stage of a scoping review is to summarize, synthesize, and report the results. Below is a tabulation of the results from the selected research articles in Table 2.

Table 2. Summary of research article

No	Writer (s)	Title	Year	Research Location	Method/ Design	Results
1.	Nur Widyastuti, Bagoes Widjanarko, Mateus Sakundarno Adi	Analysis of the Influence of Service Quality Dimensions on the Satisfaction of BPJS Kesehatan Patients in the Outpatient Installation of RSUD dr.H.Soewondo Kendal	(2018)	Kendal, Indonesia	100 outpatient BPJS Kesehatan members at the RSUD dr.H.Soewondo Kendal polyclinic, data analysis using the Smart PLS program	The Tangible Dimension (physical form), Reliability, Responsiveness, and Empathy Dimensions influence patient satisfaction. Meanwhile, the Assurance Dimension does not have a significant impact on Patient Satisfaction.
2.	Sintya Pramita, Samino, Fitri Eka Sari	Factors Affecting Patient Satisfaction of BPJS Kesehatan Participants in the Class III Inpatient Unit of Prabumulih Regional General Hospital	(2019)	Prabumulih, Indonesia	135 BPJS Kesehatan patient participants in the class III inpatient unit of the Prabumulih Regional General Hospital, univariate and bivariate data analysis (<i>chi-square</i>)	There is an influence of empathy and reliability on patient satisfaction.
3.	Ayut Dewantari Putri, Dewi Pascarani, Kadek Wiwin Dwi Wismayanti	The influence of healthcare service quality on the satisfaction of BPJS patient participants at Udayana Level II Hospital Denpasar (2016)	(2016)	Denpasar, Indonesia	100 BPJS inpatients participants at Udayana Hospital, data analysis using multiple linear regression	Service Quality (<i>tangible, empathy, reliability, responsiveness, assurance</i>) simultaneously affects patient satisfaction.
4.	Jihan Natassa, Silvia Sri Dwijayanti	The relationship between service quality and patient satisfaction of BPJS Kesehatan in the Inpatient Unit of RSUD Tengku Rafi'an, Siak Regency	(2019)	Siak, Indonesia	96 BPJS inpatient participants from May-July 2018, cross-sectional, with univariate and bivariate analysis	There is a relationship between service quality and patient satisfaction
5.	Penulis: Feva Tridiyawati, Deska Prahasta	The relationship between the quality of healthcare services and satisfaction of BPJS Kesehatan patients	(2022)	Jakarta, Indonesia	100 BPJS participants at RS Bhakti Husada. <i>Cross-sectional, chi-square analysis</i>	There is a relationship between service quality and patient satisfaction.
6.	Imam Khoiril Fajri	Analysis of the Influence of Healthcare Service Quality on Patient Satisfaction at the Regional General	(2016)	Karanganyar, Indonesia	110 BPJS patients at RSUD Karanganyar May – June 2016. Multiple linear	The variables of reliability and assurance do not have a significant impact on patient satisfaction,

No	Writer (s)	Title	Year	Research Location	Method/ Design	Results
		Hospital of Karanganyar Regency			regression analysis method	whereas the variables of tangibles, responsiveness, and empathy simultaneously have a significant impact on patient satisfaction.
7.	Rahmadani, Indar, Andi Jam'an	Analisis Tingkat Kepuasan Pasien BPJS non PBI Pada Rumah Sakit Pemerintah di Kota Makassar	(2021)	Makassar, Indonesia	100 inpatient BPJS non-PBI in May. <i>Cross-sectional</i> , Multiple linear regression analysis method.	There is an influence between reliability, empathy, responsiveness, and assurance on patient satisfaction, while the tangible variable does not affect patient satisfaction.
8.	Aisyah Lahdji, Muhammad Riza Setiawan, Wijayanti	Factors affecting the quality of healthcare services on the satisfaction of BPJS patients at the internal medicine clinic of RSUD Sunan Kalijaga Demak from May to October 2015	(2015)	Demak, Indonesia	285 BPJS patients at the Internal Medicine Clinic. Analysis with Spearman's rank correlation statistical test (univariate, bivariate)	There is an influence between the quality of BPJS healthcare services and patient satisfaction.
9.	Silfiatul Mukaromah, Selvia Juwita Swari, Ervia Rachmawati, Gandu Eko Julianto Suyoso	Analysis of BPJS Health Patients' Satisfaction with Outpatient Services at the Hospital	(2022)	Jember, Indonesia	Using the literature review method with 15 article data taken from Crossref, Google Scholar, and Portal Garuda.	Patients feel satisfied with the service, but there are still unavoidable dissatisfactions, namely delays in time and service procedures, lack of speed and responsiveness from the staff, incompetent staff, staff attitudes that are not friendly and polite, lack of attention from the staff, and lack of maintenance of cleanliness, tidiness, and comfort of facilities and infrastructure.
10.	Momen Amalia, Christa Bernadeth Ina Tulit,	Perception of BPJS Kesehatan Patient Satisfaction and Dimensions of Service Quality in Regional General Hospitals	(2023)	Makassar, Indonesia	100 BPJS Kesehatan Patients at Labuang Baji Hospital. <i>Cross-sectional</i> , univariate, bivariate, and multivariate analysis,	The dimensions of responsiveness, reliability, assurance, and empathy impact patient satisfaction. The tangible



No	Writer (s)	Title	Year	Research Location	Method/ Design	Results
					statistical test with chi-square	dimension does not have an impact on patient satisfaction.

RESULT AND DISCUSSION

Result

Widyastuti et al. (2018), in their research aimed to determine whether the dimensions of service quality, including tangible, reliability, responsiveness, assurance, and empathy, affect the satisfaction of outpatient BPJS participants at RSUD dr. H. Soewondo Kendal. This study employs a cross-sectional quantitative approach involving 100 outpatient patients who use BPJS 2-3 times. Data were collected using non-probability sampling techniques and subsequently analyzed using Smart PLS. The t-test results indicate that the dimensions of tangibility, reliability, responsiveness, and empathy significantly affect patient satisfaction. Meanwhile, the assurance dimension does not affect patient satisfaction. So not all service quality variables affect patient satisfaction.

The study by Pramita et al. (2019) at RSD Prabumulih aimed to determine the influence of empathy and reliability dimensions on BPJS patient satisfaction in the class III inpatient unit. It was a cross-sectional quantitative study, with a sample of 135 class III BPJS inpatients. Data collection was conducted using questionnaires and analyzed univariately and bivariately. The research results show that there is an influence of empathy and reliability on patient satisfaction.

The influence of healthcare service quality on patient satisfaction by Putri et al., (2016) on inpatient BPJS participants at RS Udayana Denpasar, aims to obtain empirical evidence regarding the influence of healthcare service quality on patient satisfaction. This study involved 100 inpatients using questionnaires and data analysis using the statistical method of multiple linear regression analysis. The test results show that the dimensions of service quality, which consist of tangibles, reliability, responsiveness, assurance, and empathy, simultaneously affect patient satisfaction. The R-squared result indicates that 78% of patient satisfaction is influenced by service quality, while the remaining 22% is influenced by other variables not examined in this study.

The research by Natassa & Dwijayanti (2019) at RSUD Tengku Rafi'an Siak Regency aimed to determine the relationship between service quality and BPJS patient satisfaction in the inpatient unit. It is a cross-sectional quantitative study, with a sample of 96 BPJS inpatients, data collection was conducted using a questionnaire and the data were analyzed bivariate using chi-square. The research results show that

there is a significant relationship between the dimensions of tangibility, reliability, responsiveness, assurance, and empathy toward the satisfaction of BPJS patients in the inpatient unit of RSUD Siak.

The relationship between the quality of Health Services and the satisfaction of BPJS Kesehatan patients was studied by Tridiyawati & Prahasta (2022) to understand the relationship between the quality of Health Services and the satisfaction of BPJS Kesehatan patients at RS Bhakti Husada in 2020. This study uses a cross-sectional quantitative approach with a sample of 100 BPJS outpatient patients, data collection through questionnaires, and data analysis using the chi-square test. The research results show that there is a significant relationship between the dimensions of tangibility, reliability, responsiveness, assurance, and empathy towards the satisfaction of BPJS Kesehatan patients at RS Bhakti Husada.

Fajri (2016) conducted research at the Karanganyar District Hospital, which involved 110 respondents including both outpatient and inpatient patients, was conducted using an observational analytic method and a cross-sectional approach. This research aims to analyze the impact of service quality on patient satisfaction in hospitals. The t-test results indicate that reliability and assurance variables do not have a significant effect on patient satisfaction, whereas the tangible, responsiveness, and empathy variables do have a significant effect on patient satisfaction. Meanwhile, the F-test results show that the tangible, reliability, responsiveness, assurance, and empathy variables simultaneously have a significant effect on patient satisfaction.

The analysis of patient satisfaction conducted by Rahmadani et al. (2021) on Non-PBI BPJS patients at RSUD Labuang Baji Makassar City was carried out to determine the factors that influence BPJS patients' satisfaction with healthcare services. This cross-sectional study involves 100 non-PBI BPJS inpatient patients using questionnaires and data analysis using statistical method of multiple linear regression analysis. The results of the statistical calculations show that there is an influence between reliability ($p=0.002$), empathy ($p=0.000$), responsiveness ($p=0.037$), assurance ($p=0.000$), and patient satisfaction. Meanwhile, the tangible variable ($p=0.545$) does not affect patient satisfaction. Based on the results of the linear regression test, the empathy variable is the most dominant, following the facts at the research site that in providing services, the officers behave well, are friendly, and polite, and do not discriminate between general patients and BPJS patients.

Lahdji et al. (2015) conducted a study at the Internal Medicine Clinic of RSUD Sunan Kalijaga. The research involving 285 respondents from the internal medicine clinic aims to identify the factors affecting the quality of healthcare services on the satisfaction of BPJS patients at the clinic. This research is motivated by complaints related to BPJS services concerning administration, nurses, doctors, facilities, infrastructure, down payments, medications, costs, and other services. This study uses a cross-sectional

approach and data analysis using Spearman's rank statistical test with a significance level of 95%. The results of the bivariate analysis of 285 individuals showed that the influence of the quality of BPJS healthcare services on patient satisfaction had a p-value of 0.000 and an r-value of 0.214, which indicates a significant influence of the quality of BPJS healthcare services on patient satisfaction.

Mukaromah et al. (2022) in their research analyzing the relationship between BPJS patient satisfaction and outpatient services in hospitals, are based on the premise that the success of healthcare services is related to patient satisfaction levels, and hospitals are required to provide quality services under standards and objectives. The method used is a literature review with 15 articles that meet the inclusion and exclusion criteria obtained from Google Scholar, Crossref, and Portal Garuda. Several factors contribute to patient satisfaction with outpatient services, namely reliability, responsiveness, assurance, empathy, and tangible. Several things to consider in providing outpatient services include the accuracy of the service process, timeliness and procedures of the service, staff response to patient requests, staff competence, security assurance, non-discriminatory service, cleanliness, tidiness, and comfort of healthcare facilities.

The research on patient satisfaction perceptions based on service quality dimensions at RSUD Labuang Baji was conducted by Amalia et al. (2023) due to patient dissatisfaction with the services and the instability in the number of patient visits at RSUD Labuang Baji. According to Amalia et al. (2023), service satisfaction is determined by the perception or performance of the service in meeting patient expectations. The research involving 87 respondents who are BPJS participant patients used a quantitative method with a cross-sectional approach. Data from the questionnaire results were statistically tested using chi-square. The results show that there is an influence between BPJS Kesehatan patients' perceptions and patient satisfaction based on the dimensions of responsiveness (quick response) with a p-value of $0.001 < 0.05$, reliability with a p-value of $0.010 < 0.05$, assurance with a p-value of $0.008 < 0.05$, and empathy with a p-value of $0.002 < 0.05$. However, perceptions of satisfaction in the tangible dimension do not influence with a p-value of 0.064.

Discussion

Research on service quality and patient satisfaction at the Outpatient Installation of RSUD dr. H. Soewondo Kendal on the dimensions of tangible, reliability, responsiveness, and empathy significantly affect patient satisfaction. This is in line with the research of Parasuraman and A. Valerie (2001) that tangibles in service quality are forms of physical reality that can be utilized and felt by customers in the service received, leading to satisfaction. Reliability in service quality is the form of reliable and prompt

service to customers, resulting in satisfaction. Responsiveness in service quality is the quick response or sensitivity of staff to the complaints and needs of hospital patients, ensuring that the service provided satisfies the patients. Empathy in service quality is the special attention and service felt by hospital patients, which also ensures that the service provided satisfies the patients. The assurance indicator does not significantly affect the satisfaction of BPJS Kesehatan patients, possibly represented by respondents who already feel comfortable or accept all outpatient services.

Reliability according to Nursalam (2016) is the ability to provide precise or accurate service and the ability to deliver service as promised. Empathy is the ability to build influence and individual attention given by the company to customers, such as listening to consumer complaints, the ease with which consumers can contact the company, and the ability of health personnel to communicate with consumers/customers. The influence of reliability and empathy on BPJS Kesehatan class III patients in the inpatient unit of RSUD Prabumulih significantly affects patient satisfaction. Patient dissatisfaction is often expressed regarding the attitude and behavior of hospital healthcare staff, as well as the healthcare personnel who are less communicative and informative towards patients.

The dimensions of service quality, which consist of tangible (physical evidence), empathy, reliability, responsiveness, and assurance, simultaneously affect the satisfaction of inpatients participating in BPJS at Udayana Level II Hospital in Denpasar and partially have a significant impact on the satisfaction of inpatients participating in BPJS at Udayana Level II Hospital in Denpasar. This dissatisfaction includes the presence of some registration staff who are not friendly, the occurrence of discrimination during service, some class III rooms that are not equipped with partitions making patients and their companions uncomfortable, the need for the hospital to provide a cafeteria or convenience store to support the needs of patients and their companions, and the non-compliance with patient visiting hours. There is a significant relationship between the quality of healthcare services (reliability, responsiveness, assurance, empathy, and tangible) and the patient satisfaction experienced by BPJS Kesehatan participants. The good quality of service is related to the satisfaction experienced by BPJS Kesehatan patients in the inpatient units of RSUD Tengku Rafi'an Siak Regency, Bhakti Husada Hospital, and the internal medicine clinic of RSUD Sunan Kalijaga Demak during the period of May-October 2015.

Research on patients at the Regional General Hospital of Karanganyar Regency shows that the variables of reliability and assurance do not have a significant impact on patient satisfaction. The variable of reliability is one of the service quality assessments considered in determining patient satisfaction at RSUD Karanganyar. Reliability measurement indicators use a simple (not convoluted) reception procedure, the information provided to patients is accurate, the doctor's examination schedule is timely

(as scheduled), and the handling of administrative matters after the examination follows the procedure.

The assurance measurement indicators use the disease diagnosis process conducted according to the established procedure: doctors are skilled in their work, nurses are skilled in their work, staff have adequate understanding competence, and doctors behave politely during patient examinations. The variables of tangibility, responsiveness, and empathy have a significant impact on patient satisfaction.

The level of satisfaction of non-PBI BPJS patients at RSUD Labuang Baji in Makassar City shows that the tangible dimension has a positive but insignificant effect on patient satisfaction. The factors of reliability, empathy, responsiveness, and assurance have a significant impact on patient satisfaction. In particular, the reliability of nurses is vital for delivering accurate and prompt services from the moment a patient arrives. Nurses play a vital role in delivering immediate and precise care. By doing so without any errors, they instill trust and confidence in their abilities, ensuring patients feel safe and supported. The responsiveness of healthcare service personnel is crucial; their ability to provide accurate services and ensure nurses are readily available is essential. Timely and satisfactory nursing services are non-negotiable, as patients expect prompt care that meets their needs without delays or disappointments. Assurance is essential and requires a precise understanding of the product, exemplary politeness and courtesy from employees in delivering service, the ability to provide information competently, a strong focus on ensuring safety, and a commitment to instilling trust and confidence in patients regarding the hospital. Empathy is the ability of doctors and nurses to provide individual service, assist, and give special attention to patients while ensuring their comfort and safety

CONCLUSION

The JKN program is a health initiative established by the government to enhance health standards by ensuring the fulfillment of basic living needs. The partnership between healthcare providers and BPJS aims to deliver comprehensive healthcare services.

Service quality can be assessed through patient satisfaction and is evaluated based on the five dimensions of Service Quality (SERVQUAL): 1) Reliability, this dimension reflects the service provider's ability to consistently deliver promised services accurately. 2). Responsiveness, this pertains to the provider's readiness to assist patients and deliver prompt service. 3). Assurance, includes the knowledge, competence, and courtesy that foster trust in patients. 4). Empathy, involves providing genuine attention by understanding and addressing the specific needs of patients. 5). Tangibles, refers to the physical facilities, equipment, and communication tools that healthcare providers offer, all of which contribute to the overall service quality. Together, these dimensions serve as essential criteria for evaluating service quality in healthcare settings

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