

Review

BPJS Patient's Satisfaction towards Waiting Time of Administrative and Pharmacy Services



Silvia Intan Wardani^{1*} & Gusti Agung Sri Guntari¹

¹*Sekolah Tinggi Ilmu Kesehatan Kesdam IX/Udayana, Denpasar, Indonesia*

Article Info	Abstract
<p>Article history: Received: 9 November 2023 Accepted: 25 April 2024</p> <hr/> <p>Keywords: administration services, patient satisfaction, health services, pharmacy</p>	<p><i>Introduction:</i> The waiting time for services is one of the aspects that is thought to affect patient satisfaction. In many hospitals, patients frequently complain about the length of the wait for services. The study aims to explore BPJS patients' satisfaction with the waiting time of administrative and pharmacy services.</p> <p><i>Methods:</i> The literature review was to examine the results of previous research in published articles. Articles were carried out via PubMed, Science Direct, and Google Scholar using the keywords using keyword were "BPJS patient's satisfaction", "administrative services", and "waiting time pharmacy". The inclusion criteria of this study were BPJS patients' satisfaction, published articles in Bahasa or English, and full-text access. The study only focused on administrative services and waiting time pharmacy, all of the studies involved other conditions that were removed. Data were extracted and recorded using a table consisting of author names, years, methods, instruments, and findings, including factors related to and variable dimensions.</p> <p><i>Results:</i> The findings of this study highlight several key factors influencing BPJS patients' satisfaction with waiting times for administrative and pharmacy services.</p> <p><i>Conclusion:</i> BPJS patient satisfaction is influenced by multiple factors, including waiting times for administrative and pharmacy services, overutilization, patient expectations, communication, and perceived quality of service.</p>

*Corresponding Author:

e-mail: wardanisilviaintan@gmail.com



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INTRODUCTION

Health insurance is a guarantee based on health protection that targets every individual who has paid their premiums or whose premiums are paid by the government [1]. The Social Security Administration Agency, known as BPJS, is a legal entity established to administer a health insurance plan [2]. As the administrator of the National Health Insurance (JKN), hospitals and community health centers (puskesmas) play a crucial role in supporting health services for the Indonesian population. The quality of health services is a primary concern for hospitals and puskesmas, which serve as the preferred venues for providing health services to the community [3].

Hospitals, to fulfill their obligations, have four main tasks that must be completed [3], [4]. Hospitals have intricate organizational structures made up of internal units and subunits that enable them to perform these tasks. These components include management/administration, services, and several smaller units like the pharmacy and various health services [5], [6]. The need for high-quality services is growing as hospital competition intensifies, especially as people's expectations become more critical. As a result, hospitals must deliver services that are both genuinely high-quality and satisfying [1], [7].

Patient satisfaction is crucial in the competitive field of health services. When patients are satisfied with the services provided, they are more likely to remain loyal to those services [8]. High patient loyalty helps healthcare institutions survive and positively impacts the quality of the hospital.

Patient satisfaction depends significantly on the quality of services provided [9], [10]. The waiting time for services is one aspect that affects patient satisfaction, with many hospitals receiving frequent complaints about long wait times [4], [11].

From registration until they enter the doctor's examination room, patients receiving outpatient or inpatient services often face long waits [12]. One factor that can make patients unhappy is the length of their wait [13]. The amount of time patients must wait for services reflects how well the hospital manages service elements tailored to patient needs and expectations. Categories of waiting time considered satisfactory or unsatisfactory include when a patient arrives, registers at the counter, queues, and waits for a call to the general polyclinic for anamnesis and examination by a doctor, nurse, or midwife. These waiting times are categorized as long (more than 90 minutes), medium (30-60 minutes), and fast (less than 30 minutes). To ensure that consumers who are waiting still feel comfortable, service businesses must be creative and look for novel solutions. The relationship between waiting times and customer satisfaction shows that, in addition to the waiting times themselves, customers' expectations of those wait times and the reasons behind them also impact their satisfaction. Customers encounter this waiting period with certain expectations as they wait [12], [13].

In the current situation in Indonesia, due to the large number of people utilizing health services covered by the state, overutilization of health services has become an issue [14]. If healthcare providers cannot balance the

number of service users with appropriate service standards, it can lead to underutilization of health facilities or a decrease in the quality of services provided [15]. Therefore, understanding patient satisfaction regarding waiting times for administrative and pharmacy services and identifying the indicators affecting this satisfaction is crucial. This study aims to identify BPJS patients' satisfaction with waiting times for administrative and pharmacy services.

METHODS

This study was conducted from January to March 2024. An article review method was used to analyze and synthesize BPJS patients' satisfaction with administrative services and pharmacy waiting times. The analysis and synthesis followed the Preferred Reporting Items for Systematic Reviews and Meta-Analysis (PRISMA) guidelines, a 27-step checklist [16]. All authors checked the final review to ensure fulfillment of the checklist.

A search of journal articles was conducted using several databases, including

PubMed, Web of Science, Scopus, and Google Scholar, covering publications from 2019 to March 2024. The search strategy used keywords such as "BPJS patient satisfaction," "administrative services," and "waiting time pharmacy," employing a Boolean search strategy with the operators OR and AND. For example, "patient satisfaction" OR "BPJS patient satisfaction" AND "administrative services" AND "waiting time pharmacy."

The inclusion criteria for this study were articles focusing on BPJS patient satisfaction, published articles in Bahasa or English, and full-text access. The study focused specifically on administrative services and pharmacy waiting times, and studies involving other conditions were excluded.

Data were extracted and recorded in a table consisting of author names, years, methods, instruments, and findings, including related factors and variable dimensions. Content analysis was used, with all authors reading each article and labeling meaningful content. The content was then mapped and grouped into categories.

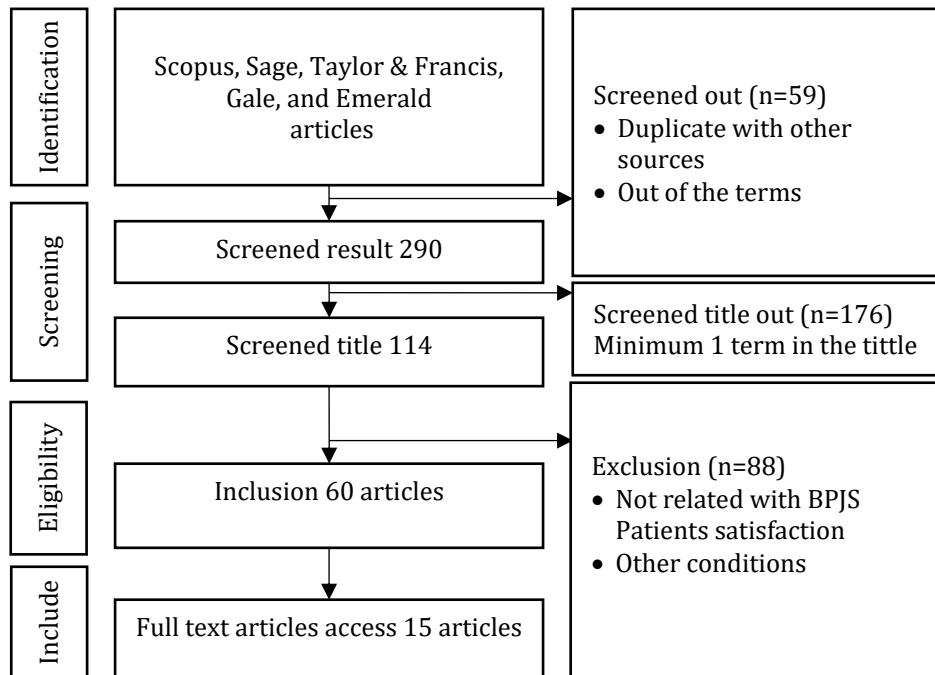


Fig. 1. Study frame work

Table 1

Summary of the literature

No.	Author	Years	Sample size	Analysis	Result
1	Aminingsih et al.	2023	400	Descriptive study	The outcomes of the research showed a favorable association between BPJS and the level of satisfaction experienced by patients
2	Auliya et al.	2019	120	Cross-sectional Study	It was shown that 18 out of 25 items were negative statements, indicating that the patients were not satisfied.
3	Darmawan et al.	2022	110	Cross-sectional study	The results showed that BPJS patients were more satisfied (CSI 83.9%) than non-BPJS patients (CSI 83.4%).
4	Dewi & Ernawati	2023	93	Cross-sectional study	The study found that the number of respondents satisfied with reliability factors was 83 (89.2%), assurance was 83 (89.2%), tangible factors were 85 (91.4%), empathy was 84 (90.3%), and responsiveness was 81 (87.1%).
5	Dolok Seribu et al.	2022	100 BPJS outpatients	Quantitative explanatory	The results showed that service quality had a significant effect on BPJS outpatient satisfaction in the

					dimensions of reliability (p = 0.019), responsiveness (p = 0.013), assurance (p = 0.026), tangible factors (p = 0.006), and empathy (p = 0.003).
6	Eliya Astutik	2020	63	Cross-sectional study	There was a significant relationship between service quality and patient satisfaction among BPJS outpatient members in Bangsalsari clinic.
7	Juwita et al.	2023	365	Descriptive study	The level of patient satisfaction was categorized as "satisfied," with an average score of 3.49. The study found that patients were satisfied with the pharmaceutical services at Padang Panjang Hospital's Outpatient Pharmacy.
8	Lubis et al.	2023	80	Descriptive study	The level of satisfaction of BPJS Health respondents with drug services at Pharmacy X in Sibolga City was categorized as excellent.
9	Maria et al.	2020	92	Cross-sectional study	Partially and simultaneously, the p-values showed that the quality of services and the implementation of policies influence patient satisfaction, as the values are less than 0.05.
10	Nur Mazdalifah	2020	94	Cross-sectional study	The results showed that there was patient satisfaction using BPJS based on physical evidence (p-value = 0.024), reliability (p-value = 0.002), and responsiveness (p-value = 0.001).
11	Parinduri & Khalid		50	Cross sectional study	The analysis showed that there was a relationship between patient satisfaction and reliability (p=0.016) and a relationship between patient satisfaction and responsiveness (p=0.001).
12	Tikirik et al.	2021	97	Descriptive study	The results showed that the percentage of patient satisfaction with the service and the availability of medical facilities and medicines in the inpatient unit of the West Sulawesi Provincial Hospital was high, particularly in terms of the completeness of medical equipment and laboratory services.
13	Yulyanti et al.	2020	123	Descriptive study	The study results showed that 84.85% of patients were satisfied with the service, and 97.0% of patients were satisfied with outgoing administration services.
14	Sabri & Rasyid	2023	8 informan	Qualitative research	The man, tool, and material factors are inadequate and do not comply with the provisions,

					resulting in patient dissatisfaction with the services.
15	Rethamana et al.	2024	123	Cross-sectional study	The most related factor is the type of prescription. Efforts that can be made by the hospital to improve waiting times to standard include maximizing resources and increasing the hospital's capacity.

RESULTS

The findings of this study highlight several key factors influencing BPJS patients' satisfaction with waiting times for administrative and pharmacy services. Overall, patient satisfaction is a multifaceted issue that is significantly affected by both the efficiency of service delivery and the perceived quality of care.

1. Administrative Services Waiting Time

Patients often experience long waiting times for administrative processes, negatively impacting their overall satisfaction. Several factors contribute to these delays, including insufficient staffing, inadequate use of technology, and bureaucratic procedures. Improving administrative efficiency requires streamlining processes through better staff training, implementing electronic health records, and simplifying bureaucratic procedures [2], [15], [23].

2. Pharmacy Services Waiting Time

Waiting time at the pharmacy is another critical aspect affecting patient satisfaction. Delays in receiving medication can be

attributed to a high volume of prescriptions, limited pharmacy staff, and inventory management issues. To mitigate these issues, healthcare facilities should consider adopting automated prescription systems, increasing pharmacy staff, and improving inventory management practices to ensure medications are readily available [12], [13].

3. Impact of Overutilization

The overutilization of health services covered by BPJS significantly strains the system, leading to longer waiting times and reduced quality of care. Overutilization occurs when more patients seek services than the system can efficiently handle, often due to the free or low-cost nature of BPJS-covered services. Addressing overutilization requires a multifaceted approach, including enhancing patient education on appropriate service use, implementing stricter eligibility criteria for certain services, and increasing the capacity of healthcare facilities [1], [6], [11], [18], [21].

4. Patient Expectations and Communication

Patient satisfaction is also closely tied to their expectations and the communication they receive regarding wait times. When patients

are informed about expected waiting times and the reasons for delays, their satisfaction tends to be higher despite the wait. Healthcare providers should prioritize clear and frequent communication with patients, set realistic expectations, and provide updates on any delays [8].

5. Quality of Service and Patient Perception

The quality of service, as perceived by the patients, often outweighs the actual waiting time in determining satisfaction levels. Friendly and professional interactions with staff, clean and comfortable waiting areas, and efficient service processes can enhance the overall patient experience, even if the waiting times are longer than desired [1], [6], [7], [19], [21].

6. Policy Implications

Policymakers need to consider these findings to improve BPJS services. Investments in infrastructure, staff training, and technology are crucial to enhance service efficiency. Additionally, policies aimed at optimizing resource allocation and reducing overutilization will be essential in maintaining a sustainable and high-quality healthcare system [23].

DISCUSSION

Patient satisfaction within the BPJS healthcare system is a multifaceted issue influenced by various factors, particularly the waiting times for administrative and pharmacy services. This discussion aims to integrate the study's

findings with broader research evidence to provide a comprehensive understanding of these influences and suggest potential improvements.

The study identified long waiting times for administrative processes as a significant source of patient dissatisfaction. These delays are attributed to insufficient staffing, inadequate technology use, and complex bureaucratic procedures. Efficient administrative services are crucial for patient satisfaction. Streamlining processes through better staff training, implementing electronic health records, and simplifying bureaucratic procedures can reduce waiting times. For instance, Aminingsih et al. [17] found a positive correlation between BPJS efficiency and patient satisfaction, while Dewi & Ernawati [1] emphasized the importance of reliability and assurance in administrative services. Therefore, healthcare facilities should invest in technology and staff development to improve administrative efficiency.

Delays in pharmacy services are another critical factor affecting patient satisfaction. High prescription volumes, limited pharmacy staff, and inventory management issues contribute to these delays. Efficient pharmacy operations are essential for timely patient care. Automated prescription systems, increasing pharmacy staff, and improving inventory management can significantly reduce waiting times. Juwita et al. [20] reported general satisfaction with pharmacy services, indicating that further improvements could enhance this satisfaction. Similarly, Lubis et al. [11] categorized pharmacy service satisfaction as

excellent, reinforcing the need for continuous improvement in pharmacy operations.

Overutilization of BPJS services strains the healthcare system, leading to longer waiting times and reduced quality of care. This overutilization is often due to the free or low-cost nature of BPJS services. Managing overutilization is crucial for maintaining service quality. This requires patient education on appropriate service use, stricter eligibility criteria, and increased healthcare facility capacity. Sabri & Rasyid [12] pointed out the inadequacy of resources contributing to patient dissatisfaction, emphasizing the need for effective management of patient load. Dolok Seribu et al. [19] also highlighted the significant impact of service quality on patient satisfaction, suggesting that addressing overutilization can help maintain high standards of care.

Patient satisfaction is closely linked to their expectations and the communication they receive about wait times. Well-informed patients tend to be more satisfied even if waiting times are long. Clear and frequent communication about waiting times and delays can enhance patient satisfaction. Dewi & Ernawati [1] highlighted that assurance and empathy from staff are critical to patient satisfaction, which includes effective communication. Auliya et al. [18] found that negative patient feedback often relates to poor communication, underscoring the importance of managing patient expectations through transparent communication.

The perceived quality of service often outweighs actual waiting times in determining patient satisfaction. Friendly staff interactions, clean environments, and

efficient processes contribute to a better patient experience. Improving the quality of interactions and the environment can significantly boost patient satisfaction. Darrmawan et al. [6] found higher satisfaction among BPJS patients compared to non-BPJS patients, highlighting the role of perceived service quality. Nur Mazdalifah [21] reported significant relationships between service quality dimensions (reliability, responsiveness, physical evidence) and patient satisfaction, indicating that enhancements in these areas can positively impact patient perceptions.

Policymakers need to address the identified issues to improve BPJS services. Investments in infrastructure, staff training, and technology are essential, along with policies to optimize resource allocation and manage overutilization. Strategic investments and policy reforms are necessary for sustainable improvements in BPJS services. Parinduri & Khalid [7] emphasized the importance of reliability and responsiveness in patient satisfaction, suggesting targeted policy interventions. Dolok Seribu et al. [19] supported the need for tangible service quality improvements, advocating for infrastructure investments.

NURSING IMPLICATION

Nurses play a crucial role in managing patient expectations and satisfaction. Effective communication about waiting times and reasons for delays can help mitigate patient frustration. Nurses can educate patients on the appropriate use of health services to prevent overutilization, which contributes to

longer waiting times. This involves informing patients about the best times to seek care, alternative care options, and the importance of following prescribed treatments. Therefore, nurses should be adept at using electronic health records and other healthcare technologies that facilitate faster administrative processing and reduce waiting times.

CONCLUSIONS

BPJS patient satisfaction is influenced by multiple factors, including waiting times for administrative and pharmacy services, overutilization, patient expectations, communication, and perceived quality of service. Addressing these issues through comprehensive strategies, including staff training, technology implementation, and policy adjustments, can enhance the efficiency and quality of BPJS services. Integrating the study's findings with broader research evidence underscores the need for a multifaceted approach to improve patient satisfaction in the BPJS healthcare system.

LIMITATION OF STUDY

Patient satisfaction is inherently subjective and can be influenced by personal expectations, previous experiences, and individual perceptions. This variability can make it challenging to draw definitive conclusions about the factors affecting satisfaction.

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CONFLICT OF INTEREST

The author does not disclose any conflicts of interest related to the work in this manuscript.

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