THE INFLUENCE OF THE QUALITY OF HEALTH CLINIC SERVICES ON THE SATISFACTION OF BPJS USER INMATES IN CLASS IIA PURWOKERTO PRISON INSTITUTIONS

Check for updates

1*Nabilla Khoerun Nisa, 2Wido Cepaka Warih

1,2Program Studi Teknik Pemasyarakatan, Politeknik Ilmu Pemasyarakatan – Indonesia

e-mail:
1*nabillanisa61@gmail.com (*corresponding author*)
2wido.cepaka@gmail.com

ABSTRACT

This study aims to determine the effect of the quality of health clinic service on the satisfaction of BPJS user inmates at the Class IIA Purwokerto Correctional Institution. The quality of health services is assessed based on eight main dimensions, namely technical competence, access to services, effectiveness, human relations, efficiency, continuity, security, and safety. The sample of this study consisted of 127 prisoners using BPJS who were selected by purposive sampling. The research method used is a quantitative approach with data collection through questionnaires. Data were analyzed using simple linear regression techniques to test the influence between variables of health service quality and inmate satisfaction. The results showed a positive and significant influence between the quality of health clinic services and the satisfaction of BPJS user inmates. Therefore, it is recommended that the Correctional Institution continues to improve health services, especially regarding the convenience of facilities and the competence of medical personnel.

Keywords: Service Quality; Prisoner Satisfaction; BPJS

INTRODUCTION

Prisoners, as part of society, still have a social instinct to interact and depend on each other, even though they are in a correctional environment. This interaction is essential because prisoners, like other members of society, have basic social and emotional needs. Therefore, providing adequate medical facilities and infrastructure in correctional institutions is crucial to ensure their health and well-being. Law No. 22 of 2022 regulates the right of prisoners to obtain proper health services, including food that meets their nutritional needs, as part of efforts to prevent and treat health problems (Article 9).

However, there are often discrepancies between the standards of prisoners' health rights and the reality on the ground. For example, the lack of polyclinic facilities and health workers in correctional institutions, which PP No.32/1999 should be provided, can hinder the fulfillment of these rights. Ministry of Law and Human Rights regulations also emphasize the need to improve the quality of health services to ensure optimal health efforts for employees, families, and prisoners (Permenkumham M.HH.02.UM.06.04/2011).

Table 1
Total capacity of prisons and detention centers in Indonesia

No	Description	Total
1.	Total residents	265.375
2.	Capacity	137.418
3.	Overcapacity	93%

Source: sdppublik.ditjenpas.go.id (accessed on 25 February 2024)

Data shows that many correctional institutions in Indonesia experience significant overcapacity, with a total population of 265,375 compared to an available capacity of 137,418, resulting in an overcapacity of 93% (Table 1). This overcapacity affects the core duties of correctional institutions and impedes the provision of adequate health services. Limited health facilities, such as treatment rooms and medical personnel, are a significant problem that has the potential to cause the spread of diseases and outbreaks within correctional institutions.

Table 2
Number of Prisoners and Inmates of Class IIA Purwokerto Prison

No	Description	Total
1.	Prisoners	47
2.	Prisoners	511
3.	Total residents	558
4.	Capacity	488

Source: sdppublik.ditjenpas.go.id (accessed on 25 February 2024)

A concrete example is Purwokerto Class IIA Correctional Facility, also experiencing overcapacity. With a total population of 558 people, the facility's capacity is only 488 (Table 2). This situation makes health care a challenge, especially with the increased risk of infectious diseases such as tuberculosis, scabies, and H.I.V. The shortage of health workers causes long queues and reduces the effectiveness of services, adding to the burden on existing health facilities.

Despite BPJS Kesehatan's efforts to provide health coverage at affordable premiums, many polyclinics in correctional institutions are not yet eligible to work with BPJS. The Ministry of Law and Human Rights must continue to ensure that health facilities

in prisons comply with operational standards and can work with BPJS to improve service quality. Prisoners' satisfaction with health services, influenced by service quality, is essential to ensure their health rights are properly and sustainably fulfilled.

Health care is every individual's fundamental right, including prisoners in correctional institutions. As one of the places for inmate development, the Class IIA Purwokerto Correctional Institution (Lapas) is obligated to provide adequate health services for its residents. In the context of BPJS (Social et al. Agency) users, prisoners are expected to receive health services that are in accordance with applicable quality standards.

The quality of health services is one important factor in determining patient satisfaction. According to Goetsch and Davis (1994), service quality includes various dimensions such as technical competence, access to services, effectiveness, and interpersonal relationships between health workers and patients. This study is important because although health services in correctional institutions are available, the level of satisfaction of prisoners using BPJS has not been widely studied, especially related to the quality of service they receive.

This study aims to analyze the effect of health service quality on the satisfaction of BPJS user inmates at Purwokerto Class IIA Prison. By examining various dimensions of service quality, this study is expected to provide recommendations for improving health services in correctional institutions.

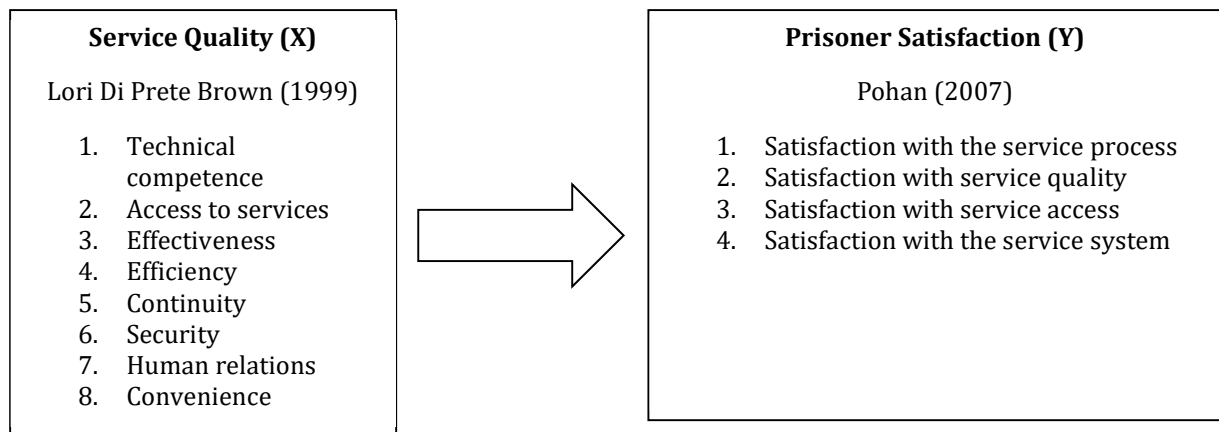## LITERATURE REVIEW, RESEARCH FRAMEWORK, AND HYPOTHESIS

According to Goetsch and Davis (1994), quality is a dynamic product, service, people, and process condition. In health services, quality is measured through the dimensions Brown (1999) proposed, including technical competence, access to services, effectiveness, efficiency, safety, human relations, and comfort. These dimensions become the standard of judgment in assessing the quality of health services in correctional institutions.

Prisoner satisfaction in this study is defined as a comparison between expectations and the reality of the services received. Kotler et al. (2009) define satisfaction as a positive evaluation felt by individuals when their expectations of a product or service are met or even exceeded. In healthcare, patient satisfaction is influenced by various service quality dimensions, including responsiveness, reliability, assurance, empathy, and physical evidence. Patient satisfaction increases loyalty and trust in healthcare providers, which improves service quality.

Relationship between Service Quality and Satisfaction

Previous research shows that service quality significantly influences user satisfaction. According to Tjiptono (2018), good service quality will meet customer needs and expectations and provide services quickly and efficiently, increasing customer satisfaction. In the context of health, research by Syamsiah and Nurlelah (2020) at the Sepatan Health Center found that service quality dimensions such as tangible, reliability, responsiveness, assurance, and empathy significantly influence patient satisfaction.

This study supports the theory that the quality of health services, especially in correctional institutions, is directly related to the satisfaction of BPJS user inmates. Good service quality can increase inmates' sense of security, comfort, and trust in prisons' existing health service system. Thus, improving the quality of health services at the Purwokerto Class IIA Prison is expected to enhance the satisfaction of BPJS user inmates further, focusing on improving technical competence, accessibility, and human relations in health services.

Service Quality (X)	Prisoner Satisfaction (Y)
Lori Di Prete Brown (1999)	Pohan (2007)
1. Technical competence 2. Access to services 3. Effectiveness 4. Efficiency 5. Continuity 6. Security 7. Human relations 8. Convenience	1. Satisfaction with the service process 2. Satisfaction with service quality 3. Satisfaction with service access 4. Satisfaction with the service system

Source: Constructed by the authors, 2024

Figure 1
Research Framework

Hypothesis
The hypotheses in this study are:
    H0: There is no significant influence between the quality of health clinic services and the satisfaction of BPJS user inmates.
    H1: There is a significant influence between the quality of health clinic services and the satisfaction of BPJS user inmates.

METHOD
This study uses quantitative methods to test a theory by looking for relationships between variables that are the focus of research. Quantitative research relates to the measurement of predetermined variables using research instruments that have been prepared (Creswell, 2014). This study aims to assess the relationship between health service quality and prisoner satisfaction.

The population in this study consisted of all BPJS user inmates at Purwokerto Class IIA Prison, with a total of 187 inmates. The sample in this study was taken using the purposive sampling technique, which is a sampling technique based on certain criteria. The criteria used include prisoners who are registered as active BPJS users and have used health services in prison. Based on these criteria, the number of samples taken was 127 respondents. The sample size was determined using the Slovin formula with an error rate of 5%, considered representative enough for the study population.

Data were collected through questionnaires distributed directly to respondents. The instrument used consisted of two main parts: one to assess the quality of health services and another to assess prisoner satisfaction. Data analysis was conducted using SPSS, including normality tests, reliability tests, and linear regression, to determine the relationship between the variables.

To ensure the validity and reliability of the research instruments, validity and reliability tests were conducted on the questionnaire data. Validity tests were conducted to ensure that the items in the questionnaire were able to measure the variables they were supposed to measure, while reliability tests were conducted using Cronbach's Alpha to ensure the internal consistency of the items. A data normality test was also conducted to

ensure that the data was normally distributed, which is a requirement for conducting further statistical tests.

After the data was collected and analyzed, a simple linear regression analysis was conducted to test the effect of health service quality on prisoner satisfaction. The regression analysis results were interpreted through the coefficient of determination (R-square) to determine how much variation in prisoner satisfaction can be explained by service quality. In addition, an F-test was conducted to determine the significance of the model as a whole. The data obtained is then presented in tables and graphs to facilitate interpreting the results.

RESULTS AND DISCUSSION

The study's results show that the quality of health services at Purwokerto Class IIA Prison significantly affects prisoner satisfaction. This is in line with previous research, which states that the quality of health services affects the level of patient satisfaction in public health facilities (Lalitha & Ravi, 2015). Dimensions such as technical competence and human relations are key factors that influence respondents' perceptions of service quality.

The dimension of technical competence is one of the important factors affecting inmate satisfaction. The availability of skilled doctors and health workers significantly impacts perceptions of service quality. In addition, service accessibility is also a major concern, especially for prisoners who require health services quickly and in a timely manner.

This discussion also reveals that aspects of interpersonal relationships between health workers and prisoners play an important role in increasing satisfaction. This study supports previous findings by Kotler et al. (2009), which state that good interpersonal relationships, such as empathy and attention, can increase patient trust and satisfaction with the services provided.

Normality Test

The normality test assesses whether a sample from a specific population has a data distribution that follows the standard distribution model or vice versa. In this context, the completeness of data normality is analyzed using the One Samples Kolmogorov Smirnov Test. The significance level (α) value used in the testing process is 5% or 0.05.

Table 3
Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		127
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	4,08590779
Most Extreme Differences	Absolute	,062
	Positive	,062
	Negative	-,037
Test Statistic		,062
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.
Source: Data processed by the authors, 2024

Based on the researcher's normality test results, the results obtained the significance value or Asymp.Sig. (2- tailed) of 0.200. It can be seen from the table above that the significance value is 0.2 (0.2> 0.05). So, it can be concluded that the data on the variables in this study are typically distributed, and the data from this study are eligible to continue the next analysis test.

Simple Linear Regression Analysis
A simple linear regression test is conducted to test the independent variable's influence level, in this case, the quality of service on the dependent or dependent variable, inmate satisfaction. The results of the simple linear regression test in this study are as follows:

Table 4
Significant Value Test

ANOVA[a]

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1661,665	1	1661,665	188,245	.000[b]
Residuals	1103,391	125	8,827		
Total	2765,055	126			

A. Dependent Variable: Prisoner Satisfaction
B. Predictors: (Constant), Service Quality

Source: Data processed by the authors, 2024

Based on the table 4, the significance level between service quality and prisoner satisfaction can be seen in the F value, which is 188,245 with a probability level of 0.000. The results of the significance value based on the simple linear regression test

requirement of 0.000 < 0.05 means that based on the regression test, this study has met the criteria to be able to measure the level of influence of the service quality variable on prisoner satisfaction. From the simple linear regression test, it can be concluded that the service quality variable (X) influences the inmate satisfaction variable.

Table 5
Simple Linear Regression Test Results

Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	6,060	2,825		2,146	,034
Quality_Service	,561	,041	,775	13,720	,000

A. Dependent Variable: Prisoner Satisfaction

Source: Data processed by the authors, 2024

Table 5 shows the direction of regression from the unstandardized coefficients column and sub-column B. Based on this column, a constant value of 6.060 and a regression direction coefficient value of 0.561 are obtained. From this value, the regression equation value formula is obtained as follows:

$$Y = a + Bx$$
$$Y = 6.060 + 0.561X$$

with the following information:
Y : Satisfaction Variable
X : Service Quality Variable
a : Constant
b : Regression Coefficient

This equation shows the coefficient value and the average change in the Satisfaction variable (y) for each Service Quality variable (X) change by one unit. Suppose the value of coefficient B is positive. In that case, the changes that will occur are directly proportional, with an increase in the value of variable y every time. If variable X is reduced, the same thing happens to variable Y.

Significance Test
The significance test or t-test is used to determine whether the service quality variable as the independent variable influences the dependent variable, namely satisfaction. Acceptance or rejection of the hypothesis can be determined provided that the sig. <0.05 indicates a linear relationship, or there is a significant influence between the independent variable and the dependent variable.

It can be seen that the significance of the probability level or Sig. 0.000. Based on the simple linear regression test requirements, a significance value of 0.000 <0.05 is obtained, which means that there is a significant influence between the service quality variables on satisfaction. Thus, H0 is rejected, and Ha is accepted, which means there is a

positive influence on the quality of health clinic services on the satisfaction of BPJS user inmates at Class IIA Purwokerto Prison.

Determination Test

The Determination Test is carried out to determine the level of influence of the independent variable on the dependent variable. The results obtained are as follows:

Table 6
Determination Test Results

			Model Summary	
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.775a	,601	,598	2,97105

a. Predictors: (Constant), Service Quality

Source: Data processed by the authors, 2024

Based on the results of the determination test above, the value of R as the correlation coefficient is 0.775. This shows a strong positive relationship or correlation between the service quality variable and prisoner satisfaction. Based on the determination test table, it is also known that the R square value or the coefficient of determination is 0.601. This figure shows the influence of the independent variable on the dependent variable. Based on the R square value, it can be explained that the quality of service obtained by BPJS user inmates at Class IIA Purwokerto Prison affects satisfaction by 60.1%. At the same time, the remaining 39.9% is influenced by other variables not explained in this study.

CONCLUSIONS AND SUGGESTIONS

Based on the data processing and analysis conducted in this study, it can be concluded that service quality has a positive and significant effect on service quality variables and satisfaction variables for BPJS user inmates of Class IIA Purwokerto Correctional Institution. The effect of service quality as an independent variable on satisfaction as the dependent variable is 60.1%. To increase inmate satisfaction, the clinic needs to improve access to services and improve the technical competence of health workers.

Future research is expected to explore other factors that affect prisoner satisfaction in correctional institutions.

REFERENCES

Brown, L. D. (1999). Quality assurance of health care in developing countries. Oxford University Press.

Creswell, J. W. (2014). Research design: Qualitative, quantitative, and mixed methods approaches (4th ed.). SAGE Publications.

Fachrezi, F. B., & Wibowo, P. (2020). Efforts to fulfill the right to health services for prisoners in correctional institutions. Widya Yuridika: Journal of Law, 3(2), 363-376.

Goetsch, D. L., & Davis, S. B. (1994). Quality management: An introduction to total quality management for production, processing, and services. Prentice Hall.

Kotler, P., Keller, K. L., Ang, S. H., Leong, S. M., & Tan, C. T. (2009). Marketing management: An Asian perspective. Pearson.

Lalitha, R., & Ravi, A. (2015). The impact of healthcare service quality on patient satisfaction. Journal of Public Health.

Pohan, I. S. (2007). Quality assessment of health services. Primita.

Sugiyono. (2013). Quantitative, qualitative, and R&D research methods. Alfabeta.

Syamsiah, S., & Nurlelah, N. (2020). The effect of BPJS health service quality on patient satisfaction at the Sepatan health center, Tangerang Regency-Banten. Journal of Science and Culture, 41(66).

Tjiptono, F., & Fandy, S. (2012). Marketing strategy (7th ed.). Andi