
THE RELATIONSHIP BETWEEN THE QUALITY OF SERVICE AND PATIENT SATISFACTION OF BPJS PARTICIPANTS IN THE RAUDHAH 2-7 INPATIENT ROOM OF DR. ZAINOEL ABIDIN BANDA ACEH GENERAL HOSPITAL IN 2023

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ABSTRACT

This study examines the relationship between the quality of health services and the satisfaction of BPJS patients in the Raudhah 2-7 inpatient ward at Dr. Zainoel Abidin General Hospital in 2023. A descriptive-analytic design with a cross-sectional approach was employed, involving 63 respondents selected through accidental sampling. Data was collected using questionnaires and interviews and analyzed using the Chi-Square test with SPSS version 22. The findings reveal a patient satisfaction rate of 69.8%, with significant associations between patient satisfaction and the dimensions of reliability ($p = 0.000$), responsiveness ($p = 0.000$), and empathy ($p = 0.000$). No significant associations were found with assurance ($p = 0.076$) and tangible aspects ($p = 0.341$). It is recommended that healthcare providers enhance service quality to improve patient comfort and satisfaction.

Keywords: *Quality of health services, patient satisfaction, role of health workers*

HUBUNGAN KUALITAS PELAYANAN KESEHATAN DENGAN KEPUASAN PASIEN PESERTA BPJS DI RUANG RAWAT INAP RAUDHAH 2-7 RUMAH SAKIT UMUM Dr. ZAINOEL ABIDIN BANDA ACEH TAHUN 2023

ABSTRAK

Kepuasan merupakan perasaan senang yang berasal dari perbandingan antara harapan dan kenyataan terhadap suatu layanan. Kualitas pelayanan mencerminkan sejauh mana layanan memenuhi ekspektasi pasien. Penelitian ini bertujuan untuk menganalisis hubungan antara kualitas pelayanan kesehatan dan kepuasan pasien BPJS di ruang rawat inap Raudhah 2-7 RSUD Dr. Zainoel Abidin Tahun 2023. Desain penelitian menggunakan deskriptif analitik dengan pendekatan Cross Sectional Study. Sampel diambil menggunakan metode Accidental Sampling, dengan jumlah 63 responden dari populasi 170 pasien rawat inap. Data dikumpulkan melalui kuesioner dan wawancara, dianalisis menggunakan uji Chi-Square dengan SPSS 22. Hasil menunjukkan tingkat kepuasan pasien sebesar 69,8%. Terdapat hubungan yang signifikan antara kepuasan dengan kehandalan, daya tanggap, dan empati ($p < 0,05$), namun tidak signifikan untuk jaminan dan bukti langsung ($p > 0,05$). Kesimpulannya, peningkatan kualitas pelayanan perlu dilakukan untuk meningkatkan kepuasan pasien

Kata Kunci: *Kualitas pelayanan kesehatan, kepuasan pasien, peran petugas kesehatan*

Introduction

According to Notoatmodjo (2013) and World Health Organization (2020, 2023), health is a state of complete physical, mental, and social well-being, enabling individuals to live productively in both social and economic contexts. Furthermore, Health Law No. 36 of 2009 defines health as a condition of physical, mental, spiritual, and social well-being that allows every individual to lead a socially and economically productive life (Widyasari 2020).

Satisfaction is an individual's sense of pleasure that arises from comparing the experience of an activity or product with their expectations. Patient satisfaction is largely influenced by the quality of services provided by healthcare personnel within medical institutions. When services are inadequate, dissatisfied patients are likely to submit complaints to hospitals or community health centers (Puskesmas). If such complaints are not addressed promptly, they can lead to a decline in patient satisfaction with the institution's healthcare service quality (Rofiah 2019). Service quality is perceived as the result of a comparison between customer expectations and the actual performance received. According to (Widodo 2020), service quality refers to conformance to specifications, viewed as a degree of excellence that should be continuously pursued to meet the needs of service users.

A study conducted by (Walukow, Rumayar, and Kandou 2019) found a significant relationship between the quality of health services—specifically in the dimensions of reliability, assurance, tangibles, and responsiveness—and patient satisfaction. However, no relationship was observed between the empathy dimension and patient satisfaction at the Pineleng Health Center, Minahasa Regency (Safitri et al. 2022). Similarly, research by (Patodo, Rampengan, and Umboh 2020), which utilized univariate, bivariate, and multivariate analyses through the Chi-Square test with a significance level of $\alpha = 0.05$ and a 95% confidence level, revealed that reliability ($p = 0.00$), attention ($p = 0.028$), and physical evidence ($p < 0.0001$) were significantly associated with patient satisfaction. In contrast, assurance ($p = 0.530$) and responsiveness ($p = 0.855$) showed no significant relationship. These findings indicate that at GMIM Pancaran Kasih Manado Hospital, patient satisfaction in the inpatient ward was influenced by reliability, attention, and physical evidence, but not by assurance and responsiveness (Mirawati, Tsalatsatul Fitriyah, and Roni 2021).

A preliminary study conducted at Dr. Zainoel Abidin General Hospital on August 3, 2022, involved the collection of initial data regarding the number of BPJS patient visits from 2018 to 2021. The findings indicated that BPJS patient visits accounted for 30.4% in 2018, 30.6% in 2019, 21.3% in

2020, and 17.6% in 2021. The highest number of BPJS patient visits occurred in 2019, with a percentage of 30.6%. This increase was attributed to the outbreak of Coronavirus Disease (COVID-19) during that year, which led to a surge in healthcare utilization by BPJS users compared to the previous year. Based on these initial data obtained from Dr. Zainoel Abidin General Hospital, it was observed that both inpatient and outpatient visits declined from 2018 to 2021. This trend prompted the researchers to explore the issue further through the present study.

Methods

The research method employed in this study is descriptive-analytical, utilizing a cross-sectional study design. The research population consists of inpatients using BPJS at the Raudhah 2–7 ward, with the sample determined based on the number of beds in each room. Rooms 2–5 contain a total of 112 beds, and rooms 6–7 contain 58 beds, resulting in a total of 170 beds across all rooms. The sample was selected using accidental sampling, and the sample size was determined using the Slovin formula, yielding 63 BPJS patients or respondents. Data collection was conducted from January 28 to February 2, 2023, using questionnaires administered through interviews. The tools used included printed questionnaire sheets, Android mobile phones for attendance tracking, and writing instruments. Data analysis was performed using the Chi-Square test.

Result

This research was conducted at Dr. Zainoel Abidin General Hospital, specifically in Raudhah Rooms 2 to 7, during January and February 2023. The findings have been processed and presented using quantitative data analysis, which includes both univariate and bivariate analyses.

Table 1. Characteristics Responden

Gender	f	%
Man	28	44,4
Woman	35	55,6
Total	63	100
Usia	f	%
19-29	17	24,2
30-44	36	58
45-59	10	17,7
Total	63	100
Last Education	f	%
S1	10	15,9

S2	1	1,6
SD	3	4,8
SMA	41	65,1
SMP	8	12,7
Total	63	100

Based on Table 1, the data show that female respondents accounted for 55.6%, which is higher than male respondents at 44.4%. Respondents aged 30–44 represented the largest age group at 58%, exceeding those aged 19–29 and 45–59. Additionally, respondents with a high school/Madrasah Aliyah (MAS) level of education made up the majority at 65.1%

Table 2. Univariate Analysis of Patient Satisfaction

Satisfaction Pasien	<i>f</i>	%
Satisfied	19	30,2
Dissatisfied	44	69,8
Total	63	100
Reliability	<i>f</i>	%
Good	48	76,2
Bad	15	23,8
Total	63	100
Responsiveness	<i>f</i>	%
Good	42	66,7
Bad	21	33,3
Total	63	100
Guarantee	<i>f</i>	%
Good	46	73
Bad	17	27
Total	63	100
Empathy or Concern	<i>f</i>	%
Good	47	74,6
Bad	16	25,4
Total	63	100
Direct Evidence	<i>f</i>	%
Good	48	76,2
Bad	15	23,8
Total	63	100

Based on Table 2, 69.8% of respondents were classified as satisfied. In terms of service quality dimensions, 76.2% rated reliability as good, 66.7% rated responsiveness as good, 73% rated assurance as good, 74.6% rated empathy or attentiveness as good, and 76.2% rated tangibles (direct evidence) as good.

Table 3. The Relationship between Reliability and Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 dr. Zaionel Abidin Public House Banda Aceh in 2023.

No	Patient Satisfaction	Satisfied		Dissatisfied				<i>p-value</i>
	Reliability	n	%	n	%	n	%	
1	Good	40	63,5	8	12,7	48	76,2	0,000
2	Bad	4	6,3	11	17,5	15	23,8	
	Total					63	100	

Table 4. The Relationship between Response and Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 Public House dr. Zaionel Abidin Banda Aceh in 2023

No	Patient Satisfaction	Satisfied		Dissatisfied				<i>p-value</i>
	Responsiveness	n	%	n	%	n	%	
1	Good	38	60,3	4	6,3	42	66,7	0,000
2	Bad	6	9,5	15	23,8	21	33,3	
	Total					63	100	

Table 5. Relationship between Guarantee and Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 dr. Zaionel Abidin Public House Banda Aceh in 2023

No	Patient Satisfaction	Satisfied		Dissatisfied				<i>p-value</i>
	Guarantee	n	%	n	%	n	%	
1	Good	35	55,6	11	17,5	46	73,0	,076
2	Bad	9	14,3	8	12,7	17	27,0	
	Total					63	100	

Table 6. The Relationship between Empathy or Concern with Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 dr. Zaionel Abidin Public House Banda Aceh in 2023

No	Patient Satisfaction	Satisfied		Dissatisfied				<i>p-value</i>
	Empathy or Concern	n	%	n	%	n	%	
1	Good	40	63,5	7	11,1	47	74,6	<u>0,000</u>

2	Bad	4	6,3	12	19,0	16	25,4
Total						63	100

Table 7. Direct Evidence Relationship with Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 dr. Zaionel Abidin Public House Banda Aceh in 2023

No	Patient Satisfaction	Satisfied		Dissatisfied		<i>p-value</i>	
		n	%	n	%		
1	Good	35	55,6	13	20,6	,341	
2	Bad	9	14,3	6	9,5		
Total							
						63	100

Bivariate Results

Based on Table 3, the data show that 63.5% of respondents who were satisfied with the reliability of services rated it as good, compared to 6.3% who rated it as poor. Conversely, 17.5% of dissatisfied respondents rated reliability as good, while 12.7% rated it as poor. A significant relationship was found between reliability and patient satisfaction among BPJS participants in the Raudhah 2-7 inpatient ward of Dr. Zainoel Abidin Hospital ($p\text{-value} = 0.000, < 0.05$).

Table 4 indicates that 60.3% of respondents who were satisfied with the responsiveness of services rated it as good, while 9.5% rated it as poor. Dissatisfied respondents rated responsiveness poorly at 23.8%, compared to 6.3% who rated it as good. A significant relationship was observed between responsiveness and patient satisfaction ($p\text{-value} = 0.000, < 0.05$).

Table 5 reveals that 55.6% of respondents satisfied with the assurance of services rated it as good, compared to 14.3% who rated it as poor. Among the dissatisfied respondents, 17.5% rated assurance as good, while 12.7% rated it as poor. No significant relationship was found between assurance and patient satisfaction ($p\text{-value} = 0.076, > 0.05$).

Table 6 shows that 63.5% of respondents satisfied with empathy or attentiveness rated it as good, compared to 6.3% who rated it as poor. Dissatisfied respondents rated empathy as good at 19.0%, compared to 11.1% who rated it as poor. A significant relationship was found between empathy and patient satisfaction ($p\text{-value} = 0.000, < 0.05$).

Table 7 indicates that 55.6% of respondents satisfied with tangible evidence rated it as good, compared to 14.3% who rated it as poor. Dissatisfied respondents rated tangible evidence as good at

20.6%, compared to 9.5% who rated it as poor. No significant relationship was observed between tangible evidence and patient satisfaction ($p\text{-value} = 0.341, > 0.05$).

DISCUSSION

The Relationship Between Reliability and Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. The results of the statistical analysis using the Chi-Square test showed a $p\text{-value}$ of 0.000, which is less than 0.05, indicating that the alternative hypothesis (H_a) is accepted. This suggests a significant relationship between reliability and patient satisfaction among BPJS participants in the Raudhah 2-7 inpatient ward at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. These findings align with the research conducted by (Nurheda et al. 2018) at the Maiwa Health Center, Enrekang Regency, which examined the relationship between the quality of health services and patient satisfaction among BPJS users, confirming the connection between reliability and patient satisfaction. Furthermore, this study supports the findings of (Tridiyawati and Prahasta 2022) who reported that 71.9% of respondents rated doctor services as good, and 76% rated nursing services as good in terms of reliability.

The Relationship Between Responsiveness and Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. The results of the statistical analysis using the Chi-Square test showed a $p\text{-value}$ of 0.000, which is less than 0.05, indicating that the alternative hypothesis (H_a) is accepted. This demonstrates a significant relationship between responsiveness and patient satisfaction among BPJS participants in the Raudhah 2-7 inpatient ward at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. According to (Kaur, Girsang, and Lestari (2020), the quality of service is measured by factors such as responsiveness, willingness, agility, and speed of the service provider. It also involves the accuracy of service delivery, with responsiveness reflected in the effectiveness of service time and patient satisfaction in meeting their needs (Malahayati 2020) These findings align with the research conducted by (Nurheda et al. 2018) at the Maiwa Health Center, Enrekang Regency, where 80% of respondents rated the responsiveness dimension as good.

The Relationship Between Assurance and Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. The results of the statistical analysis using the Chi-Square test yielded a $p\text{-value}$ of 0.076, which is greater than 0.05, indicating that the null hypothesis (H_o) cannot be rejected. This suggests that there is no significant

relationship between assurance and patient satisfaction among BPJS participants in the Raudhah 2-7 inpatient ward at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. However, the univariate results show that 73% of patients expressed satisfaction with the assurance dimension of the service. According to Tjiptono and Chandra (2016), assurance includes the knowledge, ability, courtesy, and trustworthiness of employees, free from danger, risk, or doubt. When service providers exhibit respect, manners, and gentleness, it enhances the positive perception and value consumers place on the service provider. Assurance fosters trust, a sense of security, and freedom from risk, leading to higher customer satisfaction and loyalty. The quality of services provided will ultimately determine the success of the institution or service provider (Malahayati 2020)

The Relationship Between Empathy or Attention and Patient Satisfaction of BPJS Participants in the Raudhah 2-7 Inpatient Room at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. The results of the statistical analysis using the Chi-Square test yielded a p-value of 0.000, which is less than 0.05, indicating that the alternative hypothesis (H_a) is accepted. This demonstrates a significant relationship between empathy or attention and patient satisfaction among BPJS participants in the Raudhah 2-7 inpatient ward at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. Additionally, the results show that 74.6% of respondents were satisfied with the empathy or attention provided. Research on empathy in health services indicated that 84.2% of responses were positive, while 13.7% were negative. Good empathy in healthcare is characterized by a doctor's willingness to alleviate anxiety for the patient's recovery by caring about their wishes. On the other hand, dissatisfaction often arises from the willingness of staff to apologize for mistakes or from medical personnel being perceived as unresponsive to patient needs (Nurheda et al. 2018)

The relationship between direct evidence and patient satisfaction of BPJS participants in the Raudhah Inpatient Room 2-7 of the dr. Zaionel Abidin Banda Aceh Public House in 2023.

The Relationship Between Direct Evidence and Patient Satisfaction of BPJS Participants in the Raudhah Inpatient Room 2-7 at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. The results of the statistical analysis using the Chi-Square test yielded a p-value of 0.341, which is greater than 0.05, indicating that the null hypothesis (H_o) is accepted. This suggests that there is no significant relationship between direct evidence and patient satisfaction among BPJS participants in the Raudhah 2-7 inpatient ward at Dr. Zainoel Abidin General Hospital, Banda Aceh, in 2023. However, the univariate results indicate that 76.2% of patients expressed satisfaction with the direct evidence provided. According to

(Tjiptono and Chandra 2016), direct evidence refers to the physical appearance of service facilities, equipment, human resources, and communication materials. Direct evidence is often considered the most tangible and visible proof of service quality (Malahayati 2020). In contrast, research by (Juwita et al. 2017) with 52 respondents revealed that 39 respondents (97.5%) had a good perception and were satisfied with the quality of service in the dimension of direct evidence (tangible), while 1 respondent (2.5%) had a good perception but was dissatisfied. Additionally, 1 respondent (8.3%) had a bad perception but was satisfied, and 11 respondents (91.7%) both had a bad perception and were dissatisfied. Statistical testing with Fisher's Exact test showed a p-value of 0.0001, which is less than 0.001, indicating a significant relationship between the quality of service in the dimension of direct evidence (tangible) and patient satisfaction at Tamiang Layang Hospital. Similarly, research by (Tokalese, Rattu, and Wantania 2015) at the Central General Hospital Prof. Dr. R. D. Kandou Manado, with a p-value of 0.001, also found a relationship between the dimension of direct evidence (tangible) and patient satisfaction. These findings are consistent with Nurhaida and Sudirman (2015) research at the Ampana Regional General Hospital, Tojo Una-Una Regency, which showed a significant relationship between service quality in the dimension of direct evidence (tangible) and patient satisfaction, with a p-value of 0.001.

Conclusion

Based on the findings from the study conducted at Dr. Zainoel Abidin General Hospital, it can be concluded that all dimensions of health service quality have a significant relationship with the satisfaction of BPJS participants receiving care in the Raudhah 2-7 inpatient room in 2023, with the following observations:

1. Reliability: A significant relationship was found between reliability and patient satisfaction, with a p-value of 0.000.
2. Responsiveness: There was also a significant relationship between responsiveness and patient satisfaction, with a p-value of 0.000.
3. Assurance: Although no significant relationship was found between assurance and patient satisfaction (p-value = 0.076), 73.0% of patients expressed satisfaction with the assurance provided.
4. Empathy: A significant relationship was observed between empathy and patient satisfaction, with a p-value of 0.000.

5. Direct Evidence: While no significant relationship was found between direct evidence and patient satisfaction ($p\text{-value} = 0.341$), 76.2% of patients were satisfied with the direct evidence provided.
6. In summary, the study highlights the importance of service quality dimensions such as reliability, responsiveness, and empathy in enhancing patient satisfaction, while assurance and direct evidence, though important, may require further improvement to significantly impact overall satisfaction.

Recommendations

This study demonstrates that enhancing the quality of service across all dimensions—reliability, responsiveness, empathy, and direct evidence—can significantly improve patient satisfaction. Therefore, it is recommended that the staff at Dr. Zainoel Abidin General Hospital continue to maintain high service standards while addressing areas for improvement. These improvements should focus on enhancing professionalism, upgrading facilities, and fostering better interactions with patients. By implementing these measures, it is expected that patient satisfaction will increase, leading to greater patient compliance with treatment and higher likelihood of recommending the hospital to others.

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