

Cognitive Learning to Enhance Nurse and Doctor Service on Patient Satisfaction: Evidence in Indonesian National Health Security Services

JatiListiyantoPujo, Sugiyo, Rusdarti, Tri Joko Raharjo
Graduate School, Universitas Negeri Semarang, Indonesia

Abstract

BPJS (Indonesian National Health Security Services) is an insurance that is administered by the state with a large number of participants, however it is still necessary to measure the satisfaction received by patients, considering that in previous studies several things need to be corrected because of the lack of service. This study aims to examine the effect of nurse and doctor services on satisfaction. The results showed that the services of nurses and doctors had a significant effect on patient satisfaction. An adequate number of nurses can help doctors to monitor the patient's condition so that at any time the patient needs treatment, for example, changing infusions can be done quickly because the number of nurses is sufficient. Doctors who can provide comprehensive service have an important role in determining patient satisfaction. This research can be used as a policy reference and a reference for further research.

Keywords: *Health, Nurse, Doctor, Satisfaction, Cognitive Learning*

Date of Submission: 02-12-2020

Date of acceptance: 17-12-2020

I. Introduction

The existence of insurance is an important aspect for a customer to provide a sense of security and freedom from worry when suffering from illness or experiencing certain unwanted events. One form of insurance is health insurance which guarantees dependents when a consumer, in this case, a policyholder, is sick. When suffering from a disease, holding insurance can visit to check with a doctor or to the hospital to find out and treat the disease so that there is a sense of security with insurance. When joining the insurance program, the policyholder is required to pay each month in the form of a premium. The obligation to pay each month in the form of a premium is a contribution given to the insurance manager to pay claims when participants experience certain events and meet the conditions for disbursement. Currently, Indonesia has a program called BPJS (Indonesian National Health Security Services) to organize public health insurance as a whole, which has the same principles as health insurance, where each participant is required to pay a monthly fee to obtain health facilities following the procedures that have been set. BPJS has class diversification based on monthly dues payments, the government bears part of the class through the state budget and expenditure so that individuals who have certain criteria are exempt from paying monthly dues.

National health insurance background shows that the accessibility received by the community is higher with the existence of mutual cooperation-based insurance, people who need health facilities can get it cheaply (Fenny et al., 2014). and it is easy with the existence of national insurance in the health sector, the government tries to open up more adequate health access with the existence of BPJS Kesehatan. This research also supports that national health insurance can encourage general public satisfaction because they are no longer worried when suffering from illnesses. After all, all outpatient and inpatient health costs have been covered through insurance. Other research shows that the use of health insurance can increase user or participant satisfaction because it can change with adequate facilities and reduce costs incurred if not using health insurance (Fenton et al., 2012), however, this study shows that the use of health insurance. Massive insurance in society shows that the number of prescriptions used is increasing nationally so that the need for medicines continues to increase but the mortality rate is higher. This study shows that in contradiction with previous research on the use of national health insurance can encourage a better level of service so that when a patient visits for the treatment he will get a taste of the drug and help cure the illness he is suffering from. When a patient has received a drug and gets a sensitive recovery, it will reduce a higher mortality rate so that the existence of national health insurance based on cooperation can reduce patient mortality. This study aims to examine the effect of the quality of nurse and doctor services in providing satisfaction to BPJS patients

II. Literature Review

2.1 Satisfaction

Research related to satisfaction is mostly carried out in the marketing field using disconfirmation theory which compares the expectations that exist in BPJS patient perceptions with the reality received during medical service by the hospital (Elkhani & Bakri, 2016). This fact can be related to the quality of service obtained when BPJS patients experience illness. When the patient will go to the hospital with the requirements that have been determined by the first-level health facility, the hope that is in the patient's mind is that he will get better care when compared to the primary clinic. Therefore, with high expectations, it will compare with the services provided by the hospital. According to Szymanski & Henard (2001) disconfirmation theory has three possibilities that arise in assessing the satisfaction of BPJS patients, namely satisfied, neutral, or dissatisfied. When the BPJS patient feels satisfied, it is based on the quality of service that exceeds the expectations of the patient's thought, the patient expects and excellent service, but the hospital provides more optimal service than the patient's thought, this will bring out the satisfaction formed from the difference between reality with expectations. Another scenario that may arise is that the patient feels that the health facilities that will be obtained at the hospital will be mediocre or not very satisfying, but the fact that the patient gets good care and is beyond the patient's previous expectations will bring satisfaction because previously felt that not much could be expected but this was broken by the good service by the hospital for BPJS patients.

When BPJS patients feel a neutral condition, namely a condition where the expectations expected by BPJS patients are the same as the reality obtained in-hospital services. This can occur because of two possibilities, namely basically the patient feels that the quality of service provided by the hospital is not very good. There are low expectations of the hospital and patients get services that are not very good, therefore between expectations and reality are appropriate so that there is no difference between expectations and reality and it implies the emergence of a neutral perception (Horner et al., 2014). Likewise, when patients expect excessive expectations when being served in the hospital when they get optimal treatment, the patient does not get a sense of satisfaction, this arises because there is no difference between the expectations and the reality of expectations from high consumers and being served optimally so that there is no difference. will bring up a neutral response to the quality of service provided by the hospital to BPJS patients.

A satisfied response arises as a result of a difference between expectations and reality in-hospital services for BPJS patients. This is due to low expectations of hospital services when these patients need services to cure their illness, but the hospital provides optimal services so that with the difference between hope and reality, there is satisfaction for BPJS patients, patients get excellent service as a form of hospital responsibility to help cure BPJS patients. Health is a fundamental need for BPJS patients because, for someone who is not in a healthy condition, the quality of life can decrease or decrease so that they can interfere with daily activities both working and together with family. Pain can be relieved through the services of hospitals, doctors and nurses are an integral part of health services to help cure illnesses suffered by patients. Patients who come to visit the hospital are not in prime condition and are discharged from the hospital or undergo outpatient treatment to obtain medicines that are under the illness suffered and are cured, it has implications for the satisfaction received by patients because they have returned the basic needs for themselves patient namely Health. Health is an important part of everyday life because it supports activities that can give meaning to patients who come in sick and leave the hospital in a healthy condition which has implications for patient satisfaction. This satisfaction depends on the level of cure and the services provided to patients while undergoing both outpatient and inpatient care if the hospital meets the quality of service as described in the previous section, this can encourage BPJS patient satisfaction in obtaining health services.

2.2 Nurse service toward patient satisfaction

One of the factors that shape patient satisfaction is the attention given by nurses during treatment at the hospital for BPJS patients. Research conducted by Kutney-Lee et al., (2009) shows that patient satisfaction will be greater as a form of performance shown by nurses. When giving proper attention to patients. Nurses will have high working hours so that the time dedicated to patients is greater. This is considered to be a great concern for patients because they can be served with a lot of time and can meet the needs of patients when certain things happen. In addition, the presence of nurses who have more working hours for patients will help the recovery speed up. Nurses who devote a lot of working hours to patients can help with things that are immediately needed to treat patients immediately get certain medical actions.

The probability of a patient recovering quickly increases and the rate of a cure being attempted is higher. This will trigger BPJS patient satisfaction due to the attention of nurses. The quality of service provided by nurses also affects the satisfaction received by BPJS patients, this shows that BPJS patients pay attention to what is provided by nurses because it is related to their health conditions that need to be cured. The motivation that can improve the quality of life of patients is by healing nurses by paying attention to the things needed or actions that can reduce the pain suffered by patients (Karaca & Durna, 2019). Nurses will face fatigue when they have worked for a long time, but with a patient-oriented approach, nurses can provide the necessary actions to increase satisfaction and a pleasant experience for patients (Horner et al., 2014).

H1: Nurse services have a positive effect on patient satisfaction

2.3 The influence doctor behavior toward patient satisfaction

A good relationship between the patient and the doctor can provide satisfaction for the patient because the doctor can explain attentively so that the illness can be known why is this happening and how the solution can be given by health workers to get a cure This can reduce the fear that the patient has about a particular pain. Therefore, a complete explanation can be given to reduce fear and increase satisfaction with the services provided by doctors in the hospital. Research conducted by (Saultz & Albedaiwi, 2004) shows that there is an influence of interpersonal behavior shown by doctors to patients so that the implications for the satisfaction received will increase, this is in line with the point of view that patients can be treated as someone close because it can reduce The fear or nervousness received by patients who are treated as friends alone or as closely treated can reduce the feeling of being afraid of having conversations with colleagues or family.

Non-verbal communication can support the satisfaction received by patients because this is closely related to the attention given by doctors when the patient is consulting or is suffering from illness in the inpatient room (Mast, 2007). Patients also need the attention given by doctors, one of which is that the doctor listens well and earnestly when the patient is explaining the symptoms of the disease that is being suffered. This can add to the patient's comfort because it can be given space to tell stories related to complaints that are being experienced. After all, doctors who provide space for patients to talk and explain in detail the symptoms they are experiencing can provide satisfaction in health services. Patients need a private space to be free from worrying that their pain is known to others, this is part of the quality of service available at the hospital that doctors can keep secrets related to the medical condition that is being suffered by the patient, this is also in the case of the hospital. a code of ethics that binds doctors. The patient's condition and medical record are secret parts that can only be known by doctors and families with an interest in understanding the pain suffered by patients (Lin et al., 2013).

H2: Doctor's behavior has a positive effect on patient satisfaction

III. Method

This study used a quantitative approach, with purposive random sampling as the sample. The research indicators were adopted from previous research, nurse and doctor service adopted from Kamra et al., (2016) and patient satisfaction adopted from Sarker et al., (2018). The number of samples obtained was 210 but only 209 could be processed. This study uses multiple regression testing to determine and test the results of the data obtained through a questionnaire. The results of the study can use multiple regression through a series of classical assumption tests so that reliable results can be found.

IV. Result

4.1 Validity Test

The result of the validity test shown in Table 1

Table 1. Result of Validity Test

Indicator	Pearson Correlation
N1	0,584
N2	0,588
N3	0,460
N4	0,634
N5	0,500
N6	0,434
DB1	0,653
DB2	0,491
DB3	0,449
DB4	0,601

4.2 Reliability Test

The result reliability test represents in Table 2. All of the variables is reliable, therefore is qualified to the further examination

Table 2. Reliability test result

Variable	Cronbach Alpha
<i>Nursing and Staff Care</i>	0,774
<i>General Behaviour of Doctor</i>	0,796
<i>Patient Satisfaction</i>	0,705

4.3 Hypothesis Test

The result of the hypothesis test depicted in Table 3

Table 3. Result of the Hypothesis Test

Variable	Unstandardized Coefficients		Standardized Coefficients	t	sig
	B	Std. Error	Beta		
N	0.209	0.069	0.233	3.035	0.003
DB	0.200	0.060	0.252	3.319	0.001

4.3.1 The influence of Nurse service toward patient satisfaction

The results of this study indicate that patient satisfaction is obtained through the care of nurses and staff. When a nurse provides optimal service related to the patient's needs so that the patient feels that the hospital provides the services needed by the patient urgently so that the patient feels that his needs have been met. nurses are one of the main components in the hospital, because nurses are directly dealing with patients, and are tasked with completing the services provided by doctors. Nurses are a fundamental part of hospital services so that when patients need help and optimal care, the role of nurses is very important in improving the quality of services in the hospital. The very important role of nurses cannot be separated from the learning process that is passed, one of which is not only based on the competence possessed, but related to how to communicate with patients, so that nurses can understand the patient's wants and needs.

The ability and competence of nurses are the results of the educational process where a nurse goes through a formal learning process through an institution that provides nurse education(Platis et al., 2015). Competence is one of the main determinants in providing satisfaction to patients. When a nurse can provide a treatment process that is following the standards and indicates there is a patient's recovery progress, this can indicate that a nurse has been able to carry out her duties properly. Nurse competence is obtained through a series of processes where competence is part of the psychomotor aspect because nurses are a job that is directly related to the practices that must be done to improve the quality of life of patients. Collaboration with doctors is an important component so that teamwork is obtained not only through the main competencies, namely as a nurse, but also through interpersonal competencies.

When a nurse participates to calm a patient who is suffering from a disease, for example, when a patient is about to be operated on, a nurse can certainly convey and motivate the patient to stay calm and continue to pray(Ellison, 2015). This effort is a process carried out to provide comfort and calm for patients so that they are not too worried about their health conditions. Sometimes the patient's concerns arise when surgery is going to be performed. The ability of nurses is not only in the process of providing care but also can calm the patient's condition, such as the case described, namely the ability to calm patients who are about to be operated on. This ability is not learned through formal education, but previously, nurses carried out a learning process, namely from the surrounding environment, related to steps to provide calm to the patient. Based on classical conditioning theory, individuals learn from their surroundings. When a patient feels calm and comfortable, the nurse's duty to provide services in the medical field is fulfilled. Besides, the consequence is that patient satisfaction will emerge because nurses can not only provide medical services but can provide motivation and friendly services for BPJS patients.

The results of this study indicate that nurses can provide satisfaction to patients because there is the attention given. Attention from patients to patients is not only in the form of health care but attention to matters of an emotional nature. Also, an invitation to chat with patients who need communication so that there is a two-way exchange of information from the patient to nurse, as well as from nurse to patient so that people who are treated in the hospital can get information related to the pain suffered and the duration of the treatment process. One important aspect that is desired by patients is that not only are patients given drugs that are carried out continuously, but patients need to be invited to communicate (Karaca & Durna, 2019), because patients want the attention of a nurse or doctor so that the process can help the healing process of the patient. The existence of a feeling of happiness psychologically can encourage patient satisfaction. Another indicator that determines

patient satisfaction is the presence of service from administrative officers. In connection with the registration made by the patient and his family when the patient and his family come to the hospital, the desired goal is to get immediate recovery for the patient. Speed in dealing with diseases and getting optimal care. Therefore, support is needed. which can make it easier in the arrangement to obtain these services. When a patient arrives, the administrative staff can receive good registration (Mohammed et al., 2011). The results of this study indicate that when the administrative staff can provide optimal service for patients and their families, including in BPJS administrative matters, it can increase patient satisfaction. Previous research shows the current phenomenon illustrates that services in the field of hospital administration still do not meet the expectations of patients, this is because there is still some bureaucracy that appears. BPJS patients need to perform several procedures that are deemed not simple so that they can extend the administrative process at the hospital (Firdaus & Dewi, 2015). This process is carried out to carry out verification, however, communication and the lack of learning explanation by the administration creates a less positive stigma. There needs to be a communication that is established in the form of interpersonal communication so that two-way communication can occur and exchange information carried out by patients and staff in charge of administration that can help understanding in shaping existing services in the hospital (Arumsari et al., 2017). This process is followed by the learning ability of the hospital staff in understanding the patient's condition. Interpersonal communication is learned through experiences and can develop from time to time so that the process will provide satisfaction to patients. Education to improve interpersonal communication is not obtained through formal education but this process occurs automatically based on the formation of the environment (Ploog, 2012), so that the learning process carried out is through observation and experience when providing services from one patient to another. This process will occur in stages with the support of the hospital to continuously develop services for its staff.

Patience from medical staff in providing administrative services to patients needs to be appreciated because these indicators are part of determining patient satisfaction. When a patient feels that he is served patiently and receives careful attention related to medical records, the implication that arises is patient satisfaction. This condition can indicate that the medical staff is a person with competence and character (Salminen et al., 2013). Not everyone has the competence to be patient in carrying out work. Education is not only for obtaining a certain competency but there needs to be an insertion, namely character education in shaping one's competence (Sutarmi et al., 2016). When someone acquires competence and is interspersed with good character, it can improve service in the hospital especially to serve BPJS participant patients (Mailani & Fitri, 2017), this action can increase their satisfaction. The character that is built in the nurse as a result of learning through the environment is a key or key in determining satisfaction indirectly. A patient who is in the hospital and gets good treatment can increase satisfaction. When a BPJS patient receives services in the medical field, this is a core aspect, because basically, the hospital is a place to help patients heal, however, when the hospital has administrative staff who can provide interpersonal skills and have characters that can increase patient satisfaction, so that patient can feel calm in getting treatment at the hospital will have implications for higher satisfaction (Sinurat et al., 2019).

4.3.2 The Influence of Doctor Behavior toward Patient Satisfaction

The results of this study indicate that the attention given by doctors to patients can have implications for their satisfaction. Attention is a form of communication that can motivate patients. Doctors are the key to the services provided by the hospital to relieve the patient's condition when he is feeling pain or some complaints need to be cured, so the services provided by doctors can be done to respond to the symptoms suffered by patients. A doctor is an essential element in the hospital to help cure patients of their illness. Therefore, the role of doctors in providing services is necessary for optimization, so that it has implications for patient satisfaction. The role of the hospital is to provide facilities that are felt to support doctors' work in providing services. Doctors take formal education for a long duration, so a doctor is someone who is constantly learning-related aspects in their field. Therefore, the role of doctors in providing services to BPJS patients needs optimization, so that a limited number of doctors is expected to be able to provide services to many patients. Resource management, including doctors, needs to divide its time. Therefore, it is necessary to have good time management for doctors to increase the satisfaction of BPJS patient services.

When doctors provide services, sometimes there are aspects that the patient needs, not only concerning the medicine given by the doctor and the steps needed to cure the disease but interpersonal communication methods that need to be prioritized. Sometimes patients feel that the doctor checks without providing information about the pain they are suffering from. Therefore, the patient is increasingly concerned about the illness he is suffering from. The lack of information obtained by patients can increase anxiety and reduce satisfaction. Therefore, previous research suggests that interpersonal communication needs to be improved by doctors (Mast, 2007; Saultz & Albedaiwi, 2004), to balance their competence in helping to cure the disease suffered by patients. Therefore, this study proves that the existence of communication by doctors or how doctors pay attention to BPJS patients who want to consult can increase their power. The effort is made to form an optimal service for participants.

V. Conclusion

Nurse services have a positive effect on patient satisfaction because nurses have interpersonal communication that can be used to explain information related to patients and patients can feel comfortable with nurses whom communicate well and have competency results from learning from their environment. In general, the doctor's behavior has a significant effect on patient satisfaction because doctors can provide optimal service so that based on their competencies and interpersonal communication, the results of their learning environment will have a positive influence on BPJS patient satisfaction.

VI. Suggestion

The role of interpersonal communication that is owned by nurses and doctors is an important component in compiling BPJS patient satisfaction so that communication and learning from the surrounding environment needs to be improved because currently, it has good results to provide patient satisfaction when interpersonal communication is enhanced through a series of learning methods. then this has implications for better service to BPJS patients which will increase the level of satisfaction. This study resulted in the conclusion that registration and administration still do not have a significant effect on BPJS patient satisfaction so that further development is needed in providing services, especially in the administration sector so that it is more concise.

Bibliography

- [1]. Arumsari, D. P., Emaliyawati, E., & Sriati, A. (2017). Hambatan Komunikasi Efektif Perawat Dengan Keluarga Pasien Dalam Perspektif Perawat. *Jurnal Pendidikan Keperawatan Indonesia*. <https://doi.org/10.17509/jpki.v2i2.4745>
- [2]. Elkhani, N., & Bakri, A. (2016). Review on " expectancy Disconfirmation theory " (EDT) model in B2C e-commerce. *Journal of Information Systems Research & Innovation*.
- [3]. Ellison, D. (2015). Communication skills. In *Nursing Clinics of North America*. <https://doi.org/10.1016/j.cnur.2014.10.004>
- [4]. Fenny, A. P. okua., Enemark, U., Asante, F. A., & Hansen, K. S. (2014). Patient satisfaction with primary health care - a comparison between the insured and non-insured under the National Health Insurance Policy in Ghana. *Global Journal of Health Science*. <https://doi.org/10.5539/gjhs.v6n4p9>
- [5]. Fenton, J. J., Jerant, A. F., Bertakis, K. D., & Franks, P. (2012). The cost of satisfaction: A national study of patient satisfaction, health care utilization, expenditures, and mortality. *Archives of Internal Medicine*. <https://doi.org/10.1001/archinternmed.2011.1662>
- [6]. Firdaus, F., & Dewi, A. (2015). Evaluasi Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat Jalan Peserta BPJSdi RSUD Panembahan Senopati Bantul. *Jurnal Medicoeticolegal Dan Manajemen Rumah Sakit*.
- [7]. Horner, J. K., Piercy, B. S., Eure, L., & Woodard, E. K. (2014). A pilot study to evaluate mindfulness as a strategy to improve inpatient nurse and patient experiences. *Applied Nursing Research*. <https://doi.org/10.1016/j.apnr.2014.01.003>
- [8]. Kamra, V., Singh, H., & Kumar De, K. (2016). Factors affecting patient satisfaction: an exploratory study for quality management in the health-care sector. *Total Quality Management and Business Excellence*. <https://doi.org/10.1080/14783363.2015.1057488>
- [9]. Karaca, A., & Durna, Z. (2019). Patient satisfaction with the quality of nursing care. *Nursing Open*. <https://doi.org/10.1002/nop.2.237>
- [10]. Kutney-Lee, A., McHugh, M. D., Sloane, D. M., Cimiotti, J. P., Flynn, L., Neff, D. F., & Aiken, L. H. (2009). Nursing: A key to patient satisfaction. *Health Affairs*. <https://doi.org/10.1377/hlthaff.28.4.w669>
- [11]. Lin, Y. K., Lee, W. C., Kuo, L. C., Cheng, Y. C., Lin, C. J., Lin, H. L., Chen, C. W., & Lin, T. Y. (2013). Building an ethical environment improves patient privacy and satisfaction in the crowded emergency department: A quasi-experimental study. *BMC Medical Ethics*. <https://doi.org/10.1186/1472-6939-14-8>
- [12]. Mailani, F., & Fitri, N. (2017). Hubungan Perilaku Caring Perawat Dengan Tingkat Kepuasan Pasien BPJSdi Ruang Rawat Inap RSUD Dr. Rasedin Padang. *Jurnal Endurance*. <https://doi.org/10.22216/jen.v2i2.1882>
- [13]. Mast, M. S. (2007). On the importance of nonverbal communication in the physician-patient interaction. In *Patient Education and Counseling*. <https://doi.org/10.1016/j.pec.2007.03.005>
- [14]. Mohammed, S., Sambo, M. N., & Dong, H. (2011). Understanding client satisfaction with a health insurance scheme in Nigeria: Factors and enrollees experiences. *Health Research Policy and Systems*. <https://doi.org/10.1186/1478-4505-9-20>
- [15]. Platis, C., Reklitis, P., & Zimeras, S. (2015). Relation between Job Satisfaction and Job Performance in Healthcare Services. *Procedia - Social and Behavioral Sciences*. <https://doi.org/10.1016/j.sbspro.2015.01.1226>
- [16]. Ploog, B. O. (2012). Classical Conditioning. In *Encyclopedia of Human Behavior: Second Edition*. <https://doi.org/10.1016/B978-0-12-375000-6.00090-2>
- [17]. Salminen, L., Minna, S., Sanna, K., Jouko, K., & Helena, L. K. (2013). The competence and the cooperation of nurse educators. *Nurse Education Today*. <https://doi.org/10.1016/j.nedt.2012.09.008>
- [18]. Sarker, A. R., Sultana, M., Ahmed, S., Mahumud, R. A., Morton, A., & Khan, J. A. M. (2018). Clients' experience and satisfaction of utilizing healthcare services in a community based health insurance program in bangladesh. *International Journal of Environmental Research and Public Health*. <https://doi.org/10.3390/ijerph15081637>
- [19]. Saultz, J. W., & Albedaiwi, W. (2004). Interpersonal continuity of care and patient satisfaction: A critical review. In *Annals of Family Medicine*. <https://doi.org/10.1370/afm.91>
- [20]. Sinurat, S., Perangin-angin, I. H., & Sepuh, J. C. L. (2019). Hubungan Response Time Perawat Dengan Tingkat Kepuasan Pasien BPJSdi Instalasi Gawat Darurat. *Jurnal Penelitian Keperawatan*. <https://doi.org/10.32660/jurnal.v5i1.330>
- [21]. Sutarmi, Raharjo, T. J., & Pramono, S. E. (2016). Implementasi Pelaksanaan Pendidikan Karakter sebagai Landasan Wawasan Kebangsaan di SMK Negeri 1 Kendal Kabupaten Kendal. *Journal of Educational Social Studies*. <https://doi.org/10.15294/jess.v5i2.14078>
- [22]. Szymanski, D. M., & Henard, D. H. (2001). Customer satisfaction: A meta-analysis of the empirical evidence. *Journal of the Academy of Marketing Science*. <https://doi.org/10.1177/0092070301291002>