



Paper 15 - Allied Health

THE RELATIONSHIP BETWEEN NURSING CARE SERVICE (RELIABILITY) TO BPJS PATIENTS SATISFACTION AT RSUP PROF. DR. R. D. KANDOU MANADO

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ABSTRACT

Satisfaction is a state of feeling arising from services, that obtained together with the wants, needs, and expectations. Patients as a recipient of nursing care services need quality of service. The purpose of this study is to see the relationship of nursing care to BPJS patient satisfaction at RSUP Prof. R. D. Kandou Manado. The study design used is descriptive correlative with the type of cross sectional study. Sampling in this research use the purposive sampling on 120 respondents. The research instrument used, questionnaires. Data analysis using descriptive statistical analysis and Spearman's correlation. Results of descriptive statistical analysis for the quality of nursing services included in either good category with a mean = 3.86, and BPJS patient satisfaction in the satisfied category with a mean = 3.81. There was a significant correlation between reliability aspects of nursing care of the BPJS patient satisfaction in RSUP Prof. R. D. Kandou Manado with significant numbers $0.00 < 0.05$ and $r = 0.877$. Conclusion: nursing services from the aspect of reliability greatly affects the patient's satisfaction. Recommendations to the hospital is to maintain the quality of service aspects of reliability in providing services to BPJS patients.

Keywords: BPJS Patient satisfaction, nursing care, reliability.

