

ABSTRACT

THE ASSOCIATION BETWEEN PHYSICIANS' COMPLIANCE WITH SCHEDULED WARD ROUNDS AND INPATIENT SATISFACTION AMONG BPJS KESEHATAN CLASS III PATIENTS AT IMANUEL HOSPITAL BANDAR LAMPUNG

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Background: Patient satisfaction is a key indicator of healthcare quality and is influenced by service quality, communication, and the availability of facilities. Among BPJS Kesehatan Class III inpatients, several studies have reported persistent dissatisfaction with inpatient services. One quality indicator that may affect satisfaction is the timeliness of doctors' ward rounds, which nationally has a compliance target of $\geq 80\%$. However, reports from several hospitals, including Immanuel Hospital Bandar Lampung, show that compliance with ward round schedules remains below the expected standard. Therefore, it is important to analyze the relationship between doctors' ward round timeliness and the satisfaction of BPJS Class III inpatients at Immanuel Hospital Bandar Lampung.

Methods: This study employed an analytical quantitative method using a cross-sectional approach. A total of 106 samples were obtained using consecutive sampling techniques. The study was conducted from September to November 2025 in the inpatient department of Immanuel Hospital Bandar Lampung. Primary data were collected through patient satisfaction SERVQUAL questionnaires, while secondary data were gathered from hospital record reviews. Data were analyzed using Fisher's exact test.

Results: Most BPJS Kesehatan Class III inpatients were satisfied with the services received, while most attending physicians did not comply with scheduled ward round times. There was no significant relationship between physicians' ward round timeliness and inpatient satisfaction at Immanuel Hospital Bandar Lampung (p value = 1,000).

Conclusion: There was no significant relationship between physicians' ward round timeliness and inpatient satisfaction at Immanuel Hospital Bandar Lampung.

Keywords: Doctor's ward-round compliance, patient satisfaction, cross sectional study, hospital, SERVQUAL

ABSTRAK

HUBUNGAN KEPATUHAN WAKTU *VISITE* DOKTER DENGAN TINGKAT KEPUASAN PASIEN RAWAT INAP PESERTA BPJS KESEHATAN KELAS TIGA DI RUMAH SAKIT IMANUEL BANDAR LAMPUNG

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Latar Belakang: Kepuasan pasien menjadi indikator penting mutu layanan kesehatan dan dipengaruhi oleh kualitas pelayanan, komunikasi, serta fasilitas. Pada peserta BPJS kelas III, masih ditemukan ketidakpuasan terhadap pelayanan rawat inap. Salah satu faktor yang berpengaruh adalah kepatuhan waktu *visite* dokter, yang secara nasional ditargetkan $\geq 80\%$, namun capaian di beberapa rumah sakit, termasuk RS Immanuel Bandar Lampung, masih di bawah standar. Oleh karena itu, perlu dianalisis hubungan antara kepatuhan *visite* dokter dan kepuasan pasien rawat inap BPJS kelas III di RS Immanuel Bandar Lampung.

Metode: Penelitian ini dilakukan dengan metode kuantitatif analitik melalui pendekatan *cross-sectional*. Sebanyak 106 sampel diambil dengan menggunakan teknik *consecutive sampling*. Penelitian dilakukan pada bulan September–November tahun 2025 di instalasi rawat inap Rumah Sakit Imanuel Bandar Lampung. Data diambil dari data primer hasil pengisian kuesioner SERVQUAL kepuasan pasien dan data sekunder hasil peninjauan data di rumah sakit. Data dianalisis menggunakan uji *fisher's exact*.

Hasil: Mayoritas pasien rawat inap peserta BPJS Kesehatan kelas tiga puas terhadap pelayanan kesehatan yang diterima dan puas pada setiap dimensi SERVQUAL. Mayoritas Dokter Penanggung Jawab Pasien (DPJP) tidak patuh terhadap waktu *visite* pasien. Tidak terdapat hubungan antara kepatuhan waktu *visite* dokter dengan tingkat kepuasan pasien rawat inap peserta BPJS Kesehatan kelas tiga di Rumah Sakit Imanuel Bandar Lampung ($p\text{ value} = 1,000$).

Kesimpulan: Tidak terdapat hubungan antara kepatuhan waktu *visite* dokter dengan tingkat kepuasan pasien rawat inap peserta BPJS Kesehatan kelas tiga di Rumah Sakit Imanuel Bandar Lampung.

Kata kunci: Kepatuhan *visite* dokter, kepuasan pasien, *cross-sectional study*, rumah sakit, SERVQUAL