

Analysis of Patient Satisfaction on the Quality of Physiotherapy Services in the Pandemic Era at the SHC

Rifaidwianto Ngguna¹, Erlina Puspitaloka Mahadewi^{2*}, Gisely Vionalita³,
Rini Handayani⁴

^{1,2,3,4} Universitas Esa Unggul, Jakarta Indonesia

* Corresponding authors:

Email: erlina.puspitaloka@esaunggul.ac.id

Abstract.

The present study about Satisfaction is the perception of a product or service that has met expectations. The customer satisfaction is the result of the accumulation of consumers or customers in using products or services. The quality of health services is the degree to which the needs of the community or individuals are met for healthcare in accordance with good professional standards with the use of resources fairly, efficiently, effectively within the limited capacity of the government and the community, and is carried out safely and satisfies customers in accordance with accepted good norms and ethics. Based on observations made by distributing customer feedback questionnaires at the Sasana Husada Clinic (SHC), Jakarta Indonesia patient satisfaction in outpatient physiotherapy services from January to March 2021. Result for patient satisfaction obtained 76%, of which there were about 24% who were dissatisfied with the physiotherapy services provided at the SHC Jakarta Indonesia. The purpose of this study was to determine the analysis of patient satisfaction with the quality of physiotherapy services in the covid-19 pandemic era at the SHC. The study used a descriptive observational method with a cross sectional research design. The sample in this study was 62 people with sampling technique using simple random sampling. This research was conducted by filling out a questionnaire by the patient. Data analysis was performed by univariate test analysis. The results of the study indicate that patient satisfaction inside pandemic and based on the quality dimension of reliability 79.61%, patient satisfaction based on the assurance dimension 80.06%, patient satisfaction based on the tangibility quality dimension 81.67%, patient satisfaction based on the empathy quality dimension 78.12%, satisfaction patients based on responsiveness 77.80% and general patient satisfaction 78.06%.

Keywords: Five dimensions of quality, level of patient satisfaction, patient satisfaction, quality of physiotherapy services.

I. INTRODUCTION

Health service management is closely related to health services provided by health workers. Health services are very important because excellent service will provide health protection for the community. This is in line with the increasing public demand for health services. Based on the Law of the Ministry of Health of Republic Indonesia Number 36 of 2009 concerning Health, it is stated that health is a human right and one of the elements of welfare that must be realized in accordance with the ideals of the Indonesian nation. The purpose of health services is the achievement of a public health degree that satisfies the expectations and needs of the community, through effective services by service providers. Optimal health services will provide satisfaction for patients. Satisfaction is a person's feeling of pleasure that comes from a comparison between the pleasure of an activity and a product with expectations (Ningrum et al., 2014). One indicator of patient satisfaction is satisfaction with the quality of health services. The quality of health services is the degree to which the needs of the community or individuals are met for health care that is in accordance with good professional standards with the use of resources in a reasonable, efficient, effective manner within the limited capacity of the government and the community, and is carried out safely and satisfies customers in accordance with accepted norms and ethics. good. Health services, whether in health centers, hospitals, or other health care institutions, are a system consisting of various interrelated, interdependent, and mutually influencing components.

Service quality in health facilities is the end product of complex interactions and dependencies between various components or aspects of service. Thus, the better the quality of health services provided by the clinic or hospital, the more satisfied patients will be the best result in services of healthcare[1][2]. According to quality health services are health services that can satisfy every use of services that are in accordance with the average level of satisfaction of the population and their implementation is in accordance

with established standards and professional codes of ethics[3]. In the Regulation of the Minister of Health of the Republic of Indonesia Number 65 of 2015 concerning Physiotherapy Service Standards, it is stated that efforts to improve the quality and patient safety in the implementation of physiotherapy services must be carried out continuously and periodically referring to the overall management of the quality management of hospitals/health care facilities. In the Regulation of the Minister of Health of the Republic of Indonesia Number 65 of 2015 concerning Physiotherapy Service Standards, it is also regulated related to quality indicators for patient satisfaction, namely 80%. Measurement of patient satisfaction carried out in the outpatient unit of Medical Care Malaysia in 2015, obtained a patient satisfaction rate of 59.2% in this case the lowest in terms of service orientation, especially the time spent with the doctor during the consultation [4]. Measurement of patient satisfaction at Virtual Clinic Saudi Arabia in the era of the covid-19 pandemic in 2021, obtained a patient satisfaction rate of 68.1%. The factors that were statistically significantly related to patient satisfaction were gender, age group, level of education and receiving adequate information good [3][5]. Measurement of patient satisfaction at the physiotherapy clinic of PKU Muhammadiyah Yogyakarta obtained the results of patient satisfaction with physiotherapy services, namely 67.1%. The results obtained have not reached the quality standard of physiotherapy services regarding satisfaction, namely 80% [6].

The results of research conducted by Ningrum et al., (2014) stated that the quality of health services in terms of the level of satisfaction based on the dimensions of patient reliability at the ENT Clinic Rumkital Surabaya less than half of the respondents said it was good. The quality of health services in terms of the level of satisfaction based on the dimensions of responsiveness, assurance, empathy, and tangibles at the ENT Clinic Rumkital Surabaya mostly stated that it was quite good. Furthermore, research conducted by Astari et al. stated that during the covid-19 pandemic, the overall quality of nursing services at the Cicendo Eye Health Service Center, Indonesia was good, supported by the highest results on the responsiveness dimension and followed by assurance. However, based on the gap analysis, it is necessary to increase the four dimensions with negative gaps, namely the dimensions of tangibles, reliability, responsiveness and assurance [7]. Based on observations made by distributing customer feedback questionnaires at the Sasana Husada Clinic, in Jakarta Indonesia the patient satisfaction with outpatient physiotherapy services from January to March 2021 for patient satisfaction obtained 76% results, of which 24% were dissatisfied with the physiotherapy services provided. At the Sasana Husada Clinic, the reasons for being dissatisfied were: the service provided was not fast, the lack of information about the physiotherapy measures given, the evaluation of the action was not clearly informed and the parking space was narrow. So that if the dissatisfaction of patients with physiotherapy services at the Sasana Husada Clinic is allowed, it will have an impact on increasing patient complaints, and causing a decrease in the number of patients [7]. The reality in the field is that the results of patient satisfaction 76% obtained have not reached the target or standard of health service management that is set based on the Minister of Health, namely 80% patient satisfaction so that based on these results the service quality program has not gone well, therefore based on the description above the author is interested in taking research on patient satisfaction with the title above[8].

II. METHODS

This research is a study uses a descriptive observational method with a cross-sectional research design to analyze patient satisfaction with the quality of physiotherapy services in the covid-19 pandemic era at the Sasana Husada Clinic, Jakarta Indonesia. The study was conducted from April to September 2021 at the Sasana Husada Clinic, Jakarta Indonesia. The sampling technique used is non-probability sampling or non-random sampling. The sample in this study was 62 patients. The inclusion criteria (recipients) in this study consisted of outpatients for general physiotherapy services at the Sasana Husada Clinic Jakarta Indonesia from March to July 2020, conscious, over 17 years old, able to read and write, understand Indonesian, willing to provide real data. and cooperative to researchers. The exclusion criteria (rejection) in this study consisted of patients who were not willing to provide data and were uncooperative, as well as cognitive impairment. The ethical review was carried out prior to data analysis. Analysis of the data used is univariate analysis, this analysis is used to determine the frequency distribution of the independent and dependent variables which aims to see the variation of each of these variables[9].

III. RESULT AND DISCUSSION

1. An overview of patient satisfaction based on the quality dimension of reliability in the era of the covid-19 pandemic at the Sasana Husada Clinic

Reliability relates to the ability to provide accurate services from the first time without making any mistakes and delivering services according to the agreed time (Tjiptono and Chandra, 2019).

No	Indicators	Earning Score	Maximum Score	%	Classifications
1	The procedure for receiving patients is served quickly and uncomplicated in the era of the covid-19 pandemic	252	310	81,29	Very satisfied
2	Waiting time before getting outpatient services in the era of the covid-19 pandemic	235	310	75,80	Satisfied
3	Readiness of physiotherapists to serve patients in the era of the covid-19 pandemic	269	310	86,77	Very satisfied
4	Physiotherapy officers at the Sasana Husada Clinic provide good and accurate services in the era of the covid-19 pandemic	245	310	79,03	Satisfied
5	Physiotherapy officers at the Sasana Husada Clinic provide services according to a predetermined schedule in the era of the covid-19 pandemic	233	310	75,16	Satisfied
Amount		1234	1550	79,61	Satisfied

Fig 1. Overview of Patient Satisfaction based on the quality dimension of reliability in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta Indonesia

Based on the results and discussions that have been described previously, the researchers based on the results of the study it was found that 79.61% of patients were satisfied with the physiotherapy services provided based on the quality dimension of reliability in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. The results of this study are in line with research which stated that the satisfaction rate of outpatients at the KP2KJM Clinic was based on the reliability dimension, namely 78.31% of patients stated that they were satisfied with the services provided. Based on the results of the study, patients were satisfied with the readiness of physiotherapy to serve patients in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. Then also the results of the study show that there are still many patients who are not satisfied with physiotherapy services in the era of the covid-19 pandemic at the Sasana Husada Clinic, namely the waiting time before receiving service is still long, the admission procedure is still not served quickly, and the service is not in accordance with the scheduled hours determined [10]. This is in line with research which states that patients are satisfied with the services provided based on the quality dimension of reliability if the officers serve immediately when patients come and the officers serve quickly and precisely, and according to the information from the clinic, they are still adjusting to the new system of registration and scheduling. patients and because of covid-19 senior physiotherapy reduced the practice schedule so there was a decrease in the number of physiotherapists practicing. Therefore, the clinic is advised to increase the number of human resources and immediately adjust to the new registration system.

2. An overview of patient satisfaction based on the tangibility dimension in the era of the covid-19 pandemic at the Sasana Husada Clinic

Based on the results of the study, it was found that 81.67% of patients were very satisfied with the physiotherapy services provided based on the quality dimension of tangibility in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. The results of this study are in line with the research conducted which stated that the outpatient satisfaction rate based on the tangibility dimension was 87.63% of

patients stated that they were very satisfied with the services provided. Tangibility relates to the attractiveness of the physical facilities, equipment, and materials used, as well as the appearance of employees[12][13]. The results of the study, patients were satisfied with clean and good physiotherapy tools in the era of the covid-19 pandemic. Then also the results of the study showed that there were still many patients who were not satisfied with physiotherapy services in the era of the covid-19 pandemic at the Sasana Husada Clinic in Jakarta, namely the physiotherapy service room did not feel comfortable and safe in the era of the covid-19 pandemic, the patient stated that the physiotherapy service room was a bit cramped. This is in line with research which stated that patients were very satisfied with the very spacious waiting room and comfortable waiting chairs. Based on the information from the clinic, the room is a bit cramped because apart from the patient's bed, physiotherapy equipment is also placed. Therefore, the clinic is advised to review the physiotherapy service room[14].

3. An overview of patient satisfaction based on the quality assurance dimension in the era of the covid-19 pandemic at the Sasana Husada Clinic

Based on the results of the study, it was found that 80.06% of patients were very satisfied with the physiotherapy services provided based on the quality assurance dimension in the covid-19 pandemic era at the Sasana Husada Clinic, Jakarta. The results of this study are in line with the research conducted by Yuliani et al., (2015) which stated that the outpatient satisfaction rate based on the assurance dimension was 86.73% of patients stated that they were very satisfied with the services provided. Assurance, namely employee behavior is able to grow customer trust and can create a sense of security for customers. Assurance also means that employees are always polite and master the knowledge and skills needed to handle any customer questions or problems. The results of the study show that there are still many patients who are not satisfied with the physiotherapy services at the hospital. Inside of the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta Indonesia, the cost of physiotherapy measures went up in the era of the covid-19 pandemic[11]. This is in line with research which stated that the cost of treatment or service is a sensitive factor to patient satisfaction, respondents certainly expect to pay the cost of care at the minimum price possible but get maximum service. Based on information from the clinic, the cost of PPE is added for every patient visit in the era of the covid-19 pandemic. Therefore the clinic is advised to revisit to reduce the price of PPE if the pandemic situation is in good condition and the number of clinic patient visits increases.

No	Indicators	Earning Score	Maximum Score	%	Classifications
1	The procedure for receiving patients is served quickly and uncomplicated in the era of the covid-19 pandemic	259	310	83,54	Very satisfied
2	Waiting time before getting outpatient services in the era of the covid-19 pandemic	230	310	74,19	Satisfied
3	Readiness of physiotherapists to serve patients in the era of the covid-19 pandemic	261	310	84,19	Very satisfied
4	Physiotherapy officers at the Sasana Husada Clinic provide good and accurate services in the era of the covid-19 pandemic	241	310	77,74	Satisfied
5	Physiotherapy officers at the Sasana Husada Clinic provide services according to a predetermined schedule in the era of the covid-19 pandemic	250	310	80,64	Very Satisfied
Amount		1241	1550	80,06	Very Satisfied

Fig 2. Description of patient satisfaction based on quality assurance dimensions in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta Indonesia

4. An overview of patient satisfaction based on the dimensions of empathy quality in the era of the covid-19 pandemic at the Sasana Husada Clinic

Based on the results of the study, it was found that 78.12% of patients were satisfied with the physiotherapy services provided based on the empathy dimension in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. The results of this study are in line with research which states that the outpatient satisfaction rate based on the empathy quality dimension is 79% of patients stated that they are satisfied with the services provided. Empathy means that health facilities understand the problems of their customers and act in the customer's interest, and provide personal attention to customers and have comfortable operating hours[15].

The results of the study, patients were satisfied with physiotherapy officers who entertained and encouraged patients to recover quickly in the era of the covid-19 pandemic, then the results showed that there were still many patients who were not satisfied with physiotherapy services in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. that is, physiotherapists do not calm the patient's anxiety about the illness and the patient's consultation time is not fulfilled, this is in line with research conducted, which states that patients are satisfied with officers who provide sufficient time for consultation[16]. Based on the information from the clinic, the lack of physiotherapy calms the patient and the patient consultation time is less because the physiotherapist usually holds more than two patients at the same time so that the physiotherapist is busy changing rooms. Therefore, the clinic is advised to rearrange the practice hours of physiotherapists and add Human Resources[17][15].

5. An overview of patient satisfaction based on the quality dimension of responsiveness in the era of the covid-19 pandemic at the Sasana Husada Clinic

Responsiveness relates to the willingness and ability of staff to help customers and respond to their requests, as well as informing when services will be provided and then providing services quickly. Based on the results of the study, it showed that patients were satisfied that physiotherapists were always quick in responding to patient wishes in the era of the covid-19 pandemic[18]. The results of the study, it was found that 77.80% of patients were satisfied with the physiotherapy services provided based on the responsiveness dimension in the covid-19 pandemic era at the Sasana Husada Clinic, Jakarta. The results of this study are in line with research conducted by Permana et al., (2020) which states that the outpatient satisfaction rate based on the responsiveness quality dimension is 67% of patients satisfied with the services provided[13].

From the results of the study, there are still many patients who are not satisfied with physiotherapy services in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta, namely every complaint is not served quickly and the knowledge of physiotherapy officers is still insufficient. This is in line with research that patients are satisfied with officers who are responsive to patient problems or complaints and officers provide information related to services provided properly. According to the clinic's statement, because one physiotherapist holds more than two patients at the same time, the physiotherapist catches up with time and doesn't focus on explaining or answering questions from patients. Therefore, the clinic is advised to add human resources[19].

6. An overview of patient satisfaction in general in the era of the covid-19 pandemic at the Sasana Husada Clinic

Based on the results of the study, it was found that 78.06% of patients were satisfied with physiotherapy services in general in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. The results of this study are in line with research conducted that the satisfaction rate of outpatients is 67.1% of patients stated that they are satisfied with the services provided. Patient satisfaction is the perception of a product or service that has met their expectations. So customer satisfaction is the result of the accumulation of consumers or customers in using products or services[3]. The results of the study, it shows that there are still many patients who are not satisfied with physiotherapy services in the era of the covid-19 pandemic at the Sasana Husada Clinic in Jakarta in general, namely based on respondents' answers to criticism and suggestions that patients are not satisfied with the small parking lot and the room feels cramped. Based on information from the clinic, the room is narrow, because apart from the patient beds, the room also contains

physiotherapy equipment and parking has not been widened. Therefore, the suggestion for the clinic is to widen the parking lot and improve the physiotherapy room[20].

IV. CONCLUSION

The real and successful contributions from the implementation of this research result from mentoring service are as follows: based on the results of the study, it was found that 79.61% of patients were satisfied with the physiotherapy services provided based on the quality dimension of reliability in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. In the results of the study, it was found that 80.06% of patients were very satisfied with the physiotherapy services provided based on the quality assurance dimension in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. Based on the results of the study, it was found that 81.67% of patients were very satisfied with the physiotherapy services provided based on the dimensions of tangibility quality in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. The results also showed that 78.12% of patients were satisfied with the physiotherapy services provided based on the quality dimension of empathy in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. It was found that 77.80% of patients were satisfied with the physiotherapy services provided based on the responsiveness quality dimension in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. Based on the results of the study, it was found that 78.06% of patients were satisfied with physiotherapy services in general in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta Indonesia. Increasing patient satisfaction based on the quality dimension of clinical reliability, it is recommended to increase the number of Human Resources (HR) and immediately adjust to the new registration system.

In order to increase patient satisfaction based on the quality assurance dimension, the clinic is advised to review to reduce the price of Personal Protective Equipment for health workers if the pandemic situation is in good condition and the number of clinic patient visits increases. In increasing patient satisfaction based on the dimension of tangibility quality, the clinic is advised to review the physiotherapy service room so that it feels comfortable and safe. To increase patient satisfaction based on the quality dimension of empathy, the clinic is advised to rearrange the hours of practice for physiotherapists and add health workers. To increase patient satisfaction based on the quality dimension of responsiveness, the clinic is advised to add human resources, and to increase patient satisfaction in general for the clinic, widening of the parking lot and improvement of the physiotherapy room is carried out. Based on the results of the study, it was found that 79.61% of patients were satisfied with the physiotherapy services provided based on the quality dimension of reliability in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. Based on the results of the study, it was found that 80.06% of patients were very satisfied with the physiotherapy services provided based on the quality assurance dimension in the covid-19 pandemic era at the Sasana Husada Clinic, Jakarta. Based on the results of the study, it was found that 81.67% of patients were very satisfied with the physiotherapy services provided based on the dimensions of tangibility quality in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta.

The results of the study, it was found that 78.12% of patients were satisfied with the physiotherapy services provided based on the dimensions of empathy quality in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. Based on the results of the study, it was found that 77.80% of patients were satisfied with the physiotherapy services provided based on the responsiveness quality dimension in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. Based on the results of the study, it was found that 78.06% of patients were satisfied with physiotherapy services in general in the era of the covid-19 pandemic at the Sasana Husada Clinic, Jakarta. For this reason, it is necessary to increase patient satisfaction based on the quality dimension of clinical reliability. It is recommended to increase the number of Human Resources and immediately adjust to the new registration system. In improving patient satisfaction based on the quality assurance dimension, the clinic is advised to review to reduce the price of PPE if the pandemic situation is in good condition and the number of clinic patient visits increases. Meanwhile, to increase patient satisfaction based on the quality dimension of tangibility, the clinic is advised to review the physiotherapy service room so that it feels comfortable and safe. Increasing patient satisfaction based on the quality

dimension of empathy, the clinic is advised to gradually rearrange the hours of practice for physiotherapists. Improving patient satisfaction based on the quality dimension of responsiveness the clinic is advised to add Human Resources. In an effort to increase patient satisfaction in general for the clinic, the parking lot is widened and the physiotherapy room and non-medical support services are regularly renovated every year.

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