

# Analysis of factors affecting BPJS patients in utilization of inpatient services in the city of Pematang Siantar Army Hospital

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## ABSTRACT

BPJS is a legal entity formed to administer social security programs. BPJS Health participants can also be interpreted as consumers of health services. Hospitalization is a form of hospital health care services where sufferers stay or stay for at least one day. Utilization of health services is the result of the process of seeking health services by a person or group. The factors that influence BPJS patients in the utilization of inpatient services in this study are knowledge, attitudes, family income, health service facilities and the need for health services. The research design is a quantitative research using an analytical survey method and an explanatory research approach. out of 75 respondents there were 65 respondents (86%) the need factor affecting BPJS patients in the good category compared to 60 respondents (80%) predisposing factors affecting BPJS patients in the good category compared to 55 respondents (73%) supporting factors influencing BPJS patients in the good category for utilization inpatient services good category. The results of the analysis show that the probability value is  $(0.02) < \text{sig}_a = 0.05$ . The results of this analysis meet the criteria for the requirements of the relationship hypothesis, so it can be concluded that the analysis of the factors that influence BPJS patients in the utilization of inpatient services at the Pematangsiantar City Army Hospital is significant. The author's suggestion for this research is to add to the body of knowledge related to the factors that affect BPJS patients in the utilization of inpatient services.

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## INTRODUCTION

The hospital is one of the health service facilities that can meet the needs of the community for the utilization of health services. As a public service, hospitals are equipped with various facilities and infrastructure, both medical equipment and health workers involved in it (Sampeluna, 2013). Good health services are a community need and a benchmark for development success. Health services are activities that consist of various elements of health in producing the health services

needed to promote and restore or maintain the health of individuals, families and community groups (Arriaga, XB, & Agnew, 2001).

Disturbances in the economic situation will disrupt the accessibility of communities and families to health services, for example: immunization services, care related to child growth, morbidity and mortality (Galanis, P., 2013). Utilization of health services provides an opportunity to identify and determine the quantity and quality of a health service. Community reception and factors influencing the utilization of health services in the people of Southern Nigeria, show more than three-quarters of the people in the country, which is around 219 (76.8%) (Lotfi, F., & Soraya, 2017).

A strong foundation of commitment based on high ethics and morals is necessary to obtain good service quality (Apriliasari, 2019). The government has made various efforts to improve the quality of health for the community, especially for the poor, namely starting from Jamkesmas, but the program is considered not to be effective yet, so the Government finally forms the National Health Insurance Program (JKN) through BPJS Kesehatan. BPJS Health (Health Social Security Administering Body) is a State-Owned Enterprise specially assigned by the government to provide health care insurance for all Indonesian people, especially for Civil Servants, PNS and TNI/POLRI Pension Recipients, Veterans, Independence Pioneers and their families and other business entities or ordinary people (Mughtar, 2015).

Based on law number 24 of 2011, the Social Security Administrative Body (BPJS) will replace a number of social security institutions in Indonesia, namely the health insurance insurance company PT. Askes Indonesia becomes BPJS Kesehatan. In early 2014, PT. Askes became BPJS Kesehatan. BPJS is expected to be able to provide better health services to the community from the initial level to plenary services (Putri, 2017). This greatly influenced the public's interest, especially BPJS health participants, to obtain services health in hospitals (Alamsyah, 2012).

Based on research (Irawan, 2018) on the analysis of factors related to the utilization of health services for participants in the national health insurance in the working area of the Payakabung Health Center, Ogan Ilir Regency. The type of research used was *cross-sectional* using *simple random sampling* with a total sample of 112 people. The results showed that only 43.8% of the respondents used health services.

Inpatients need treatment time, the involvement of doctors and nurses, and the use of more hospital facilities, so that quality of service is felt. more important. Some patients decide to return to visit the hospital, one of which is determined by the quality of health services (Gultom, 2018). One of the health services that cooperates with Health BPJS is that hospitals are advanced health facilities. Law No. 44 of 2009 states that hospitals are health service facilities that aim to provide comprehensive individual health services, more focused on curative efforts, as well as health promotion and prevention (*preventive*) without neglecting rehabilitative efforts that provide inpatient, outpatient and emergency services. Therefore, hospitals are required to provide quality services in accordance with established standards and can reach all levels of society, Regulation of the Minister of Public Health of Indonesia (Permenkes RI) No.129/Menkes/SK/n/2008. It is realized that the poor management and service of health BPJS membership services provided by hospitals to patients has resulted in many losses for both the hospital and the patient. Surveys prove that not every consumer who is disappointed with company services is happy to submit a complaint. This means that even if a patient does not submit a complaint it does not mean that he is automatically considered satisfied with BPJS services at the hospital (Aditama, 2018). This study aims to analyze the factors that influence BPJS patients in the utilization of inpatient services at the TK. IV 01.07.01 Hospital, Pematangsiantar City.

Social Security Organizing Agency, hereinafter referred to as BPJS. BPJS is a legal entity formed to administer social security programs. The Social Security Administering Body (BPJS) is a legal entity formed by law to administer a social security program (RI Law Number 40, 2004).

Every BPJS Kesehatan participant has the right to receive health services that include

promotive, preventive, curative and rehabilitative services including drug services and consumable medical materials according to the necessary medical needs ( Law -Law No. 24, 2011) .

The criteria for people belonging to the two groups of BPJS Health participants are regulated in Article 6, Article 7, Article 8, and Article 9 of Health Social Security Administering Body Regulations Number 1 of 2014 concerning Implementation of Health Insurance, namely: a) Recipients of health insurance contribution assistance (PBI): the poor and disadvantaged people, with the determination of participants according to statutory provisions, b) not recipients of health insurance premium assistance (non-PBI) (Regulation of the Health Social Security Administration Number 1, 2014). Hospital is a public facility that functions as a health service center covering the prevention and cure of disease, as well as the maintenance, improvement and restoration of complete health. The definition of other hospitals , among others: a) based on RI Law no. 44 of 2009 concerning Hospitals, a hospital is a health service institution that provides comprehensive individual health services that provide inpatient, outpatient and emergency services (RI Ministry of Health, 2022), b) WHO (World Health Organization) explained that according to WHO the Hospital is an integrated organization from the social and medical fields that functions as a center for providing health services, both prevention and healing and training centers and social-biological research (RI Law No. 44, nd) .

The main activity of a hospital is healing a person or many people, so that the person can return to his daily activities without being disturbed by abnormalities or abnormal physical or mental functions. Because of the size and number of activities carried out by a hospital, the hospital's activities are divided into several service groups. These groups are supported by service facilities as a complement to the group's activities (Saputri, 2020) . Hospitalization is a form of hospital health care services where sufferers stay or stay for at least one day. Hospitalization is individual health services, which includes observation, diagnosis, treatment, nursing, medical rehabilitation, by staying in an inpatient room at a hospital health facility where for medical reasons the patient must stay overnight. Inpatient services are hospital services that are given bed rest at the hospital (Permenkes RI No. 4, 2018) .

What is meant by health services is any effort that is carried out individually or jointly in an organization to maintain and improve health, prevent and cure disease and restore the health of a person, family, group and community. Health services are a unique service product when compared to other service products, because health services have three main characteristics, namely: Health services are uncertain, meaning that the time, place and amount of costs required for health services cannot be ascertained, as well as the level of urgency of these services. Asymmetry of information is a state of imbalance between the knowledge of health service providers (PPK: doctors, nurses, etc.) and users or buyers of health services. This information asymmetry includes information about whether a person needs a service, about the quality of a service, about the price and benefits of a service. Externality shows that service users and non-users of health services can enjoy the results together (Ilyas, 2003) .

Utilization (utility) of health services by the community can occur when people want to improve their health status, with the aim of achieving a better health status. The reason why people need a better health status is because they are driven by the desire to be able to enjoy life as best as possible ( Notoatmodjo , 2012) . Utilization of health services is closely related to decision making in utilizing these services, personal factors greatly determine what is decided, including the utilization of health services. These factors include cognition, motives and attitudes. Cognition means the quality and quantity of knowledge possessed. Motives greatly influence decision making. Attitude is another determining factor in the decision-making process.

Patterns of use of health services are influenced by several factors, including: Predisposing Factors, (Predisposing) factors that encourage someone to use health services. This factor describes individual characteristics that existed before someone used health services. This factor becomes the basis or motivation for someone to behave in utilizing health services. Anderson divides

predisposing factors based on individual characteristics into 3 components, namely: a) demographic factors: age, gender, marital status, family size, b) social Structure Factors: ethnicity, education, occupation, c) factors of belief / belief: knowledge, attitudes, perceptions, need Factor, Predisposing factors and enabling factors to seek treatment can be manifested in action if it is felt as a necessity. This need is divided into 2 categories, perceived (subject assessment) and evaluated (clinical diagnosis). (Azwar, 1996).

The results of this study can be useful in the application of public health science regarding the utilization of health services and can be used as reference material for further, more in-depth research. Gap analysis is a comparison of actual work with potential or desired performance. The gap analysis in this study is to identify the factors that influence BPJS patients in utilizing inpatient services in the city of Pematang Siantar Army Hospital. This is done in order to be able to assess the characteristics of patients at the hospital, so that they can determine what types of services a patient wants so that they are satisfied with these services and have a willingness to use health services. In addition, these results can be used as a benchmark in hospital development. The results of this study are expected to be taken into consideration for the in the city of Pematang Siantar Army Hospital in the way of taking techniques, methods, and evaluating the right programs so as to improve the quality of services related to patient behavior in the utilization of health services. This research can add insight and expand knowledge about factors related to patients in the utilization of health services in the city of Pematang Siantar Army Hospital.

## RESEARCH METHOD

This type of research is quantitative research using analytic survey methods and approaches *explanatory research*, namely to explain the influence of factors or variables through hypothesis testing. This study describes predisposing factors (education, knowledge, attitudes) , supporting factors (economic status, health service facilities) , and need factors affecting BPJS patients in utilizing inpatient services at Rumkit TK.IV 01.07.01 Pematangsiantar City. Data collection is done only once or one time. If there is more than one variable studied, the data is collected relatively simultaneously.

Quantitative research is a study that uses more logic to verify hypotheses which starts with deductive thinking to derive hypotheses then conducts field tests and conclusions or hypotheses are drawn based on empirical data (Sugiyono, 2021) . Study This carried out at the TK. IV Hospital 01.07.01 Pematangsiantar City, d istarted by conducting a literature search, the preparation of a thesis, a thesis seminar, research and data analysis as well as the preparation of a final report. The preparation stage is the completion of research administration and licensing, implementation Stage is Data collection and filling out structured questionnaires were carried out by researchers. The final Stage is prior to processing quantitative data, data editing and coding was first carried out, followed by data entry, data processing using SPSS. The population is the generalization area consisting of ; objects/subjects that have certain quantities and characteristics determined by the researcher to be studied and then drawn conclusions (Ilyas, 2003) .

## RESULTS AND DISCUSSIONS

### Results

#### Univariate analysis

#### Frequency Distribution of Respondents Based on Attitude Factors Affecting BPJS Patients at the Pematangsiantar City Army Hospital

**Table 1.** Frequency distribution of respondents based on attitude factors affecting BPJS patients at the Pematangsiantar City Army Hospital

No.	Attitude	Amount	
		f	%

1	Good	65	86
2	Not good	10	14
	Amount	75	100

Based on table 1. the frequency distribution of respondents based on attitude factors that influence BPJS patients in the Pematangsiantar City Army Hospital of 75 respondents, the majority with good groups of 65 people (86 %) and the minority of respondents with bad groups of 10 people (14 %).

#### Frequency Distribution of Respondents Based on Economic Status Factors Affecting BPJS Patients at the Pematangsiantar City Army Hospital

**Table 2.** Frequency distribution of respondents based on economic status factors that affect BPJS patients at the Pematangsiantar City Army Hospital

No.	Economic Status	Amount	
		f	%
1	(>Rp. 2,800,790) High	55	73
2	(<Rp. 2,799,790) Low	20	27
	Amount	75	100

Based on table 2. Frequency distribution of respondents based on economic status factors that affect BPJS patients in the Pematangsiantar City Army Hospital of 75 respondents, the majority with the high group of 55 people (73 %) and the minority of respondents with the low group of 20 people (27 %).

#### Frequency Distribution of Respondents Based on Health Service Facility Factors Affecting BPJS Patients at the Pematangsiantar City Army Hospital

**Table 3.** Frequency distribution of respondents based on health service facility factors that affect BPJS patients at the Pematangsiantar City Army Hospital

No.	Health Service Facilities	Amount	
		f	%
1	Good	60	80
2	Not good	15	20
	Amount	75	100

Based on table 3. Frequency distribution of respondents based on factors of health care facilities that affect BPJS patients at the Pematangsiantar City Army Hospital from 75 respondents, the majority with good groups as many as 60 people (80 %) and minority respondents with bad groups as many as 15 people (20 %).

#### Frequency Distribution of Respondents Based on Health Service Need Factors Affecting BPJS Patients at the Pematangsiantar City Army Hospital

**Table 4.** Frequency distribution of respondents based on the need for health services that affect BPJS patients at the Pematangsiantar City Army Hospital

No.	The Need for Health Services	Amount	
		f	%
1	Good	65	86
2	Not good	10	14
	Amount	75	100

Based on table 4. Frequency distribution of respondents based on the factor of the need for health services that affects BPJS patients at the Pematangsiantar City Army Hospital from 75 respondents, the majority with good groups as many as 65 people (86 %) and minority respondents with bad groups as many as 10 people (14 %).

**Frequency Distribution of Respondents Based on Utilization of Hospital Inpatient Services Siantar District**

**Table 5.** Frequency distribution of respondents based on the utilization of inpatient services at the Pematang Siantar Hospital

No.	Service Utilization	Amount	
		f	%
1	Inpatient Good	65	86
2	Inpatient Not good	10	14
	Amount	75	100

Based on table 5. The frequency distribution of respondents based on the utilization of inpatient services from 75 respondents, the majority with a good group of 65 people (86 %) and a minority of respondents with a bad group of 10 people (14 %).

**Bivariate Analysis**

**Frequency Distribution Comparative Analysis of Supporting Factors (Economic Status & Service Facilities) Affecting BPJS Patients in Utilization of Inpatient Services at the Pematangsiantar City Army Hospital**

**Table 6.** Frequency distribution of a comparative analysis of supporting factors (economic status & service facilities) that influence BPJS patients in utilizing inpatient services at the Pematangsiantar City Army Hospital

BPJS Patient Supporting Factors	Utilization of Inpatient Services				Total		p-value
	Good		Not good				
	f	%	f	%	f	%	
Good	60	80	-	-	60	80	0.02
Not good	-	-	15	20	15	20	
Total	60	80	15	20	75	100	

Based on table 6. It is known that of the 75 respondents there were 60 respondents (80 %) supporting factors for patients with BPJS Hospital Hospital Pematangsiantar City good category for the use of inpatient services in the good category, while 15 respondents (20 %) supporting factors for patients with BPJS Hospital Hospital Pematangsiantar City were not good for utilization. inpatient service bad category . The results of the analysis show that the probability value is (0.02) < sig\_a = 0.05. The results of this analysis meet the criteria for the requirements of the relationship hypothesis, so it can be concluded that a comparative analysis of supporting factors including economic status and health service facilities that influence BPJS patients in the utilization of inpatient services at the Pematangsiantar City Army Hospital is significant.

**Frequency Distribution Comparative Analysis of Need Factors (Need for health services) Affecting BPJS Patients in Utilization of Inpatient Services at the Pematangsiantar City Army Hospital**

**Table 7.** Frequency distribution of a comparative analysis of the need factor (the need for health services) that affects BPJS patients in the utilization of inpatient services at the Pematangsiantar City Army Hospital

BPJS Patient Need Factors	Utilization of Inpatient Services				Total		p-value
	Good		Not good				
	f	%	f	%	f	%	
Good	65	86	-	-	65	86	0.02
Not good	-	-	10	14	10	14	
Total	65	86	10	14	75	100	

Based on table 7. It is known that out of 75 respondents there were 65 respondents (86 %) the patient needs factor of the Pematangsiantar City Army Hospital Hospital in the good category

for the use of inpatient services in the good category , while 10 respondents ( 14 %) the need factor for the patient in the Pematangsiantar City Army Hospital BPJS category was not good for the utilization inpatient service bad category . The results of the analysis show that the probability value is  $(0.02) < \text{sig}_a = 0.05$ . The results of this analysis meet the requirements criteria for the relationship hypothesis, so it can be concluded that a comparison analysis of needs factors including the need for health services that affect BPJS patients in the utilization of health services in inpatient services at the Pematangsiantar City Army Hospital is significant.

### Multivariate Analysis

#### Frequency Distribution Analysis of the factors that influence BPJS patients (Predisposing Factors, Supporting Factors and Need Factors) in the utilization of inpatient services at the Pematangsiantar City Army Hospital

**Table 8.** Frequency distribution analysis of the factors that influence BPJS patients (predisposing factors, supporting factors & need factors) in the utilization of inpatient services at the Pematangsiantar City Army Hospital

Utilization of Inpatient Services	Hospital												Total	<i>p-values</i>	
	Predisposing Factors				Supporting factors				Need Factor						
	Good		Not good		Good		Not good		Good		Not good				
f	%	f	%	f	%	F	%	f	%	f	%	f	%		
Good	5	6,5	-	-	55	73	-	-	5	6,5	-	-	65	86	0.02
Not good	-	-	10	14	-	-	-	-	-	-	-	-	10	14	
Total	5	6,5	10	14	55	73	2	10	5	6,5	-	-	75	100	

Based on table 8. It is known that from 75 respondents there are 65 respondents (86 %) need factors that affect BPJS patients in the good category compared to 60 respondents (80%) predisposing factors that affect BPJS patients in the good category compared to 55 respondents (73%) supporting factors that affect BPJS patients in the good category. on the use of inpatient services in the good category, while 10 respondents (14 %) had predisposing factors, supporting factors and need factors in the not good category on the use of inpatient services in the bad category. The results of the analysis show that the probability value is  $(0.02) < \text{sig}_a = 0.05$ . The results of this analysis meet the criteria for the requirements of the relationship hypothesis, so it can be concluded that the analysis of the factors that influence BPJS patients in the utilization of inpatient services at the Pematangsiantar City Army Hospital is significant.

### Discussion

#### Univariate analysis

##### Knowledge Factor

Distribution frequency respondent based on knowledge factor which affected BPJS patients in the Pematangsiantar City Army Hospital of the 75 respondents the majority with the good group of 35 people (47 %). Individual knowledge related to the use of inpatient health services at the hospital is not necessarily comparable to individual education. Individuals with Good knowledge can make decisions in inpatient health services. Individual knowledge is based on information obtained from the individual himself or information from the Hospital. This statement is proven by research conducted (Apriliasari, 2019) . Hospital facilities referred to here are physical facilities seen by patients which will later become one of the driving factors for utilizing existing services. So it can be indicated that the better the facilities seen and felt before, the greater the opportunity to use the service again (Tjiptono, 2012) . View (Kotler, 2000) , which states that the completeness of hospital facilities also determines patients in choosing health services. Hospitals need to pay attention to hospital facilities in developing strategies to attract consumers. The health facilities provided include infrastructure, parking lots, comfortable waiting rooms, inpatient rooms and other supporting services.

### **Attitude Factor**

The frequency distribution of respondents is based on attitude factors that influence BPJS patients at the Pematangsiantar City Army Hospital from 75 respondents, the majority with good groups of 65 people ( 86 % ) . Attitude is a stimulus or individual response, either positive or negative, obtained from the hospital, such as the services provided, the facilities and services have been fulfilled properly, the facilities offered are in accordance with expectations and the limitations of the facilities provided by the hospital are still acceptable to patients (Apriliasari , 2019) . Whereas in research (Metri, 2017) argues that individual attitudes are more directed to individual decision making itself whether to utilize these health services or not. Individuals who have a good attitude can certainly make good decisions, while individuals who have a bad attitude can certainly also make bad decisions.

### **Economic Status Factor**

The results of the analysis explain that this price determination has the greatest influence on patient satisfaction compared to the effect of service on patient satisfaction. This is understandable considering that the average patient visiting the hospital is from the lower middle class, so the price factor is the main consideration for patients to go to the hospital (Apriliasari, 2019) .

It is also possible that from 2018 onwards the services provided by the Pematang Siantar Hospital are in accordance with what consumers want, and for 2018 downwards the services at the Rumkit have decreased so that it will also have an impact on the volume of consumer/patient visits. Or it could also be that there are more and more competing hospitals that are growing/standing around the Rumkit which provide more adequate rates, services and facilities so that many patients switch to using the services of other hospitals. (Princess, 2017) .

### **Health Service Facility Factor**

The distribution of the frequency of respondents based on factors of health care facilities that affect BPJS patients at the Pematangsiantar City Army Hospital of the 75 respondents is the majority with the good group of 60 people ( 80 % ) . According to Indrasari (2019), quality is a dynamic condition related to products, people or labor, processes and tasks, and the environment that meets or exceeds customer or consumer expectations (Apriliasari, 2019) . (Tjiptono, 2012) says that quality is: "a dynamic condition related to products, services, people, processes, and the environment that meet or exceed expectations. (Supranto, 2001) stated that quality is a measure to assess that an item or service already has the value or use as desired or in other words, an item or service is considered to have quality if it functions or has use value as desired.

### **Factors Need for Health Services**

The frequency distribution of respondents is based on the factor of the need for health services that affects BPJS patients at the Pematangsiantar City Army Hospital from 75 respondents, the majority with good groups of 65 people ( 86 % ). The services of nurses or midwives who are considered good will invite patients to take advantage of the services at the hospital. The presence of nurses in hospitals is the largest community, the proportion of nursing staff in a hospital is estimated to be around 75% are nurses. In line with that (Galanis, P., 2013) states that with the largest proportion in hospitals, nurses are one that has a direct impact on service quality. So good nurse service is a must for hospitals. Even so, research (Lotfi, F., & Soraya, 2017) states that there is no relationship between paramedical services and the decision to give birth at IMC Hospital.

### **Bivariate Analysis**

#### **Analysis of Predisposing Factors (Education, Knowledge and Attitudes) Affecting BPJS Patients in Utilization of Inpatient Services at the Pematangsiantar City Army Hospital**

The results of the analysis show that the probability value is  $(0.02) < \text{sig}_a = 0.05$ . The results of this analysis meet the criteria for the requirements of the relationship hypothesis, so it

can be concluded that a comparative analysis of predisposing factors including education, knowledge and attitudes that influence BPJS patients in the utilization of inpatient services at the Pematangsiantar City Army Hospital is significant. Health service is an implementation of health care in order to achieve optimal health status for both individuals and society. The implementation of these health services has interactions between patients, health workers and also health facilities. This is in line with other research (Arriaga, XB, & Agnew, 2001) which states that the utilization of health services is an interaction between service users and service providers.

#### **Analysis of Supporting Factors (Economic Status & Service Facilities) Affecting BPJS Patients in Utilization of Inpatient Services at the Pematangsiantar City Army Hospital**

The results of the analysis show that the probability value is  $(0.02) < sig_a = 0.05$ . The results of this analysis meet the criteria for the requirements of the relationship hypothesis, so it can be concluded that a comparative analysis of supporting factors including economic status and health service facilities that influence BPJS patients in the utilization of inpatient services at the Pematangsiantar City Army Hospital is significant. Socio-economic is a predisposing factor in the utilization of health facilities, apart from socio-economic other predisposing factors related to the utilization of health facilities are culture, gender and geography. According to (Alamsyah, 2012) ., socioeconomic status is a multidimensional concept. The dimensions related to socioeconomic status are employment status, achievement, education, income, poverty and wealth.

#### **Analysis of Need Factors (Need for health services) Affecting BPJS Patients in Utilization of Inpatient Services at the Pematangsiantar City Army Hospital**

Of the 75 respondents, there were 65 respondents ( 86 %) the patient needs factor of the Pematangsiantar City Army Hospital Hospital in the good category for the use of inpatient services in the good category , while 10 respondents ( 14 %) the factor for the patient's needs for the Pematangsiantar City Army Hospital BPJS patient category was not good for the utilization of services inpatient bad category . The results of the analysis show that the probability value is  $(0.02) < sig_a = 0.05$ . The results of this analysis meet the requirements criteria for the relationship hypothesis, so it can be concluded that a comparison analysis of needs factors including the need for health services that affect BPJS patients in the utilization of health services in inpatient services at the Pematangsiantar City Army Hospital is significant. This is in line with research (Irawan, 2018) which states that good service quality will provide satisfaction to customers who ultimately customers will reuse and recommend these health services to those around them.

#### **Multivariate Analysis**

##### **Frequency Distribution Analysis of the factors that influence BPJS patients (Predisposing Factors, Supporting Factors and Need Factors) in the utilization of inpatient services at the Pematangsiantar City Army Hospital**

The results of the analysis show that the probability value is  $(0.02) < sig_a = 0.05$ . The results of this analysis meet the criteria for the requirements of the relationship hypothesis, so it can be concluded that an analysis of the factors that influence BPJS patients in the utilization of inpatient services at the Pematangsiantar City Army Hospital is significant. Patient Satisfaction Hawkins and Lonney in Tjiptono reveal dimensions/indicators to form satisfaction for the services they have received (Tjiptono, 2012) : 1. Conformity of expectations expected by customers in accordance with what they receive/feel. 2. Interest in revisiting Customers' willingness to make return visits or repurchase products/services that have been received/perceived. 3. Willingness to recommend Willingness of customers to provide product recommendations that have been received / felt to their relations The level of satisfaction is the difference between the perceived performance and expectations

## CONCLUSION

The knowledge factor has a positive and significant influence on the utilization of inpatient services at the Tk Hospital. IV 01.07.01 Pematangsiantar City. That is, the better the knowledge factor, the better the utilization of inpatient services is obtained. The attitude factor has a positive and significant influence on the utilization of inpatient services at the Tk Hospital. IV 01.07.01 Pematangsiantar City. That is, the better the attitude factor, the better the utilization of inpatient services is obtained. The economic status factor has a positive and significant influence on the utilization of inpatient services at the Tk Hospital. IV 01.07.01 Pematangsiantar City. That is, the better the economic status, the better the utilization of inpatient services is obtained. Factors of health service facilities have a positive and significant influence on the utilization of inpatient services at the Tk. IV 01.07.01 Pematangsiantar City. That is, the better the health service facilities, the better the utilization of inpatient services is obtained. The factor of the need for health services has a positive and significant influence on the utilization of inpatient services at the Tk Rumkit. IV 01.07.01 Pematangsiantar City. That is, the better the need for health services, the better the utilization of inpatient services is obtained. For future researchers, it is hoped that they can develop and discuss other variables related to increasing inpatient satisfaction with nursing services.

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