EVALUATION OF THE LEVEL OF PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICES IN THE INSTALLATION OF OUTPATIENT PHARMACY ISLAMIC HOSPITAL PURWOKERTO

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ABSTRACT

Hospital is one of the complete health service facilities that includes inpatient, outpatient and emergency services. Patient satisfaction is the patient's perception that their expectations have been met, The purpose of this study was to determine the evaluation of the level of patient satisfaction in the Outpatient Pharmacy Installation of Purwokerto Islamic Hospital based on the dimensions of Tangibles, Responsiveness, Assurance, Empathy and Reliability. This type of research is descriptive research with a cross-sectional approach. A sample of 93 people who were waiting for medicine at the Outpatient Pharmacy Installation of RSI Purwokerto from a total population of 1327 people calculated using the Slovin formula. The sampling method used in this study was accidental sampling. The results of this study showed that respondents were female with a percentage of 65.6%. with an adult age category with a percentage of 73.1%. High school education history with a percentage of 43%, self-employed work with a percentage of 29.0%. The results of the satisfaction level based on 5 dimensions are real evidence 74.19%, responsiveness 75.91%, assurance 75.91%, empathy 73.76%, reliability 75.27%. The conclusion of this study is that 5 dimensions are included in the satisfied category, namely in the range of 61-80%..

Keywords: Evaluation, Patient Satisfaction, Five dimension;, Purwokerto Islamic Hospital

INTRODUCTION

The healing center is one of the wellbeing care offices that have an critical part in moving forward the degree of Open Wellbeing by giving whole person wellbeing administrations that incorporate inpatient, outpatient and crisis services(Kemenkes RI 2020). The obligation of the clinic as a implies of wellbeing care is to supply quality wellbeing administrations and can be responsible to the community. By demonstrating quick, exact benefit and a sense of security agreeing to wants of the community, it can progress the quality of benefit at the clinic. In its benefit, the clinic comprises of a few benefit offices, one of which is IFRS (Clinic Drug store establishment), a utilitarian benefit unit that organizes all pharmaceutical benefit exercises in hospitals(Kemenkes RI 2016).

One of the most excellent administrations that patients anticipate is pharmaceutical administrations in healing center drug store establishments. Based on the control of the Serve of Wellbeing Proclaim No. 72 of 2016 pharmaceutical benefit guidelines in clinics, pharmaceutical administrations are coordinate and mindful administrations to patients related to pharmaceutical arrangements such as drugs, therapeutic substances, conventional solutions with the point of accomplishing unequivocal comes about to move forward the quality of understanding wellbeing. Pharmaceutical benefit measures point to move forward the quality of pharmaceutical administrations, guarantee lawful certainty for pharmaceutical work force and ensure patients and the public from silly utilize of drugs within the setting of quiet security (Kemenkes RI 2011).

Pharmaceutical administrations influence the level of quiet fulfillment. An imperative portion of wellbeing care is persistent fulfillment. Persistent fulfillment is the patient's recognition that his desires have been met, and the quiet will feel fulfilled on the off chance that the execution of wellbeing administrations he gotten rises to or surpasses what he anticipated (Kosnan 2019). Fulfillment overview strategies that are well known and

have been utilized in different areas, one of which is the field of Wellbeing is presented by Parasuraman, Zeithaml, and Berry (1988) which has been tried in detail and has been created into a estimation instrument for planned quality concurring to clients called the SERVQUAL Instrument (Benefit Quality) (Rohmah 2019) . The SERVQUAL instrument is an instrument to degree the level of quiet fulfillment with wellbeing administrations which incorporates five measurements, specifically Unmistakable (coordinate prove), Unwavering quality (unwavering quality), Responsiveness (responsiveness), Affirmation (confirmation), and compassion (compassion). Based on the inquire about comes about of Heryanadi, C et al, (2021) appear that the appearance measurement (unmistakable) is the most noteworthy fulfillment, specifically 72% with parameters on the appearance and offices of clinic drug stores exterior and interior, the affirmation measurement is 70%, the responsiveness measurement is 67%, the emphaty measurement is 66%, and the least fulfillment is on the unwavering quality measurement, specifically 65% on the benefit method isn't convoluted and simple to get it (Heryanadi, Hardian & Ardiansyah 2021). Based on preparatory considers that have been conducted at Purwokerto Islamic clinic number of outpatient BPJS quiet visits in November in a week come to 1327 patients. From interviews conducted to 10 individuals said there's disappointment with the benefit since the holding up time is still long and the need of seating so that there are still patients and families of patients who don't get a situate. Based on the background above, the author is interested in conducting research on evaluating the level of patient satisfaction with pharmaceutical services at the Outpatient Pharmacy Installation of Purwokerto Islamic Hospital.

METHODS

Research Type and Design

This research is a descriptive study with a cross-sectional approach. This approach is used to describe phenomena that occur at a certain time during the research period.

Time and Location of the Research

The research was conducted from November 2023 to June 2024, located at the Outpatient Pharmacy Installation of the Purwokerto Islamic Hospital.

Population and Sample

The population in this study were all patients who were waiting for medicine at the Outpatient Pharmacy Installation of the Purwokerto Islamic Hospital, with an average of 1,327 patients per week. The sample size was determined using the Slovin formula, resulting in a total sample of 93 respondents.

Sampling was carried out using the accidental sampling technique, namely taking respondents based on their presence at the research location when the research was taking place. Samples were taken over a six-day period (Monday to Saturday), with the number of daily respondents determined based on the proportion of the comparison of the number of daily patients to the total weekly patients. The number of daily samples obtained were:

a. Monday : 17 respondents
b. Tuesday : 20 respondents
c. Wednesday : 15 respondents
d. Thursday : 17 respondents
e. Friday : 13 respondents
f. Saturday: 11 respondents

Research Instrument

The instrument used was a questionnaire that had been tested for validity and reliability. The test results showed that this instrument was valid and reliable for use in data collection.

Data Processing and Analysis

The data processing process includes the following stages: editing, coding, processing, cleaning, and tabulating. The collected data were analyzed using the SPSS version 25 computer program to produce data interpretations that were relevant to the research objectives. Data in the form of percentage and to determine satisfaction using

Scoring and Organizing.

Scoring calculation is done utilizing Likert scale as takes after:

Table 1 Categories of Likert Scale (Sugiyono 2014)

Assessment	score
(SP) very satisfied	5
(P) satisfied	4
(CP) quite satisfied	3
(KP) less satisfied	2
(TP) not satisfied	1

Estimation of persistent fulfillment is done by calculating the rate of each measurement utilizing the taking after equation :

$$\% \text{ Patient satisfaction rate} = \frac{number\ of\ scores\ obtained}{maximum\ number\ of\ scores}\ x\ 100\%$$

From the comes about of the calculation will be seen the category of fulfillment level for each point of fulfillment measurements within the ponder. Category level of fulfillment can be seen in Table 2

Table 2 categories of patient satisfaction (Santriatsi 2018)

Satisfaction level	rating scale value
(TP) not satisfied	0-20%
(KP) less satisfied	21% - 40%
(CP) quite satisfied	41 – 60%
(P) satisfied	61 – 80%
(SP) very satisfied	81 – 100%

RESULTS AND DISCUSSIONS

1. This inquire about was conducted at the Purwokerto Islamic clinic pharmaceutical establishment on 10-15 June 2024. The level of understanding fulfillment was measured utilizing an instrument within the frame of a survey comprising of 5 measurements of benefit quality, specifically, the measurements of coordinate prove (substantial), responsivennes (responsivennes), confirmation (confirmation), sympathy (emphaty), and unwavering quality (unwavering quality) are dispersed to outpatients who get Pharmaceutical Services (Rizqi 2020) (Pitaloka & Istiana Kusumastuti 2024). The reason analysts chose outpatients is since outpatients get pharmaceutical administrations specifically from drug store staff. Examining was carried out by coincidental examining and gotten 93 respondents from a population of 1,327 patients for one month who

had met the incorporation criteria. Here are the characteristics of respondents gotten from the dissemination of surveys.

2. Characteristics Of Respondents

a. Gender

Table 3 Characteristics By Sex

No	description	total	
		frequency	percentage
1	male	32	34.4%
2	female	61	65.6%
	Total	93	100%

(Source: Primary Data)

The division of sex points to decide the proportion of the number of men with ladies. Based on the comes about of the consider pointed at Table 3 can be seen from the 93 respondents generally female with a rate of 65.6% compared to the male sex of 34.4%. This is often in line with investigate conducted by Maria (2020) ladies tend to be more concerned with the health of each family part and this is often moreover in line with investigate conducted by Rizqi (2020) for the most part ladies are more powerless to malady and more rapidly need to urge wellbeing help on the off chance that they involvement wellbeing issues compared to men-size (Rizqi 2020).

b. Age

Table 4 Characteristics of Respondents By Age

No	Description	total	
		frequency	percentage
1	Children (0-19 years)	5	5.4%
2	Young adults (20-24 years)	15	16.1%
3	Adults (25-64 years)	68	73.1%
4	Elderly (≥65 years)	5	5.4
	Total	93	100%

(Source: Primary Data)

The table presents the distribution of respondents based on age groups. It categorizes the participants into four groups: children (0-19 years), young adults (20-24 years), adults (25-64 years), and the elderly (>65 years). The majority of respondents fall within the adult category (25-64 years), accounting for 73.1% (n=68) of the total sample. The young adult group (20-24 years) constitutes 16.1% (n=15) of the respondents. Both the children (0-19 years) and elderly (>65 years) groups have the same proportion, each representing 5.4% (n=5) of the total sample. The total number of respondents is 93 (100%). Typically in line with inquire about conducted by Clara Ritawany Sinaga (2022) which comes about in that agreeing to information on the characteristics of respondents by age, it can be known that the number of respondents is youths 18-25 a long time ancient, specifically 12%, grown-ups 26-45 a long time ancient, to be specific 45%, elderly 45-65 a long time ancient, specifically 43% (Clara 2022)(Sinala, Salim & Ardilla 2018)

c. Level of Education

Table 5 Characteristics of Respondents Education History

No	description	total	
		frequency	percentage
1	Bachelor	19	20.4%
2	high school	40	43.0%
3	junior	high 16	17.2%
4	elementary	18	19.4%
	Total	93	100%

(Source: Primary Data)

Based on the comes about of the ponder in Table 5 appears the level of rudimentary instruction of 19.4%, Junior Tall School 17.2%, tall school 43.0%, and S1 20.4% in this ponder most respondents were tall school taught. This can be in line with inquire about conducted by Muhammad D et al., (2020). This appears that the higher the level of instruction of respondents, the more they will have broad data, so that individuals with higher instruction will be superior educated than those with lower instruction (Muhammad, Almasyhuri & Setiani 2020).

d. Jobs

Table 6 Characteristics of Job Respondents

No	Information	Total	
		Frequency	Percentage
1	Private Employees	12	12.9 %%
2	Students	1	1.1%
3	Self-Employed	27	29.0%
4	Laborer	13	14.0%
5	Housewives	24	25.8%
6	Public Servants	16	17.2%
	Total	93	100%

(Source: Primary Data)

Based on the comes about of the think about in Table 6 appears the work of respondents private representatives 12.9%, understudies 1.1%, self-employed 29.0%, specialists 14.0%, Housewives 25.8%, gracious hirelings 17.2%. In this case, most of the respondents ' employments are self-employed. Typically in line with investigate conducted by Hartono et al., (2019) which appears that work can influence a person's evaluation and perception of something, since each work encompasses a distinctive environment in creating an evaluation of an anticipated thing (Hartono & Sulo 2019).

1. Level Of Patient Satisfaction Based On 5 Dimensions

Understanding fulfillment is an person evaluation of the seen and anticipated level of Benefit. In case the execution is underneath desires, the quiet will be baffled and disappointed, on the opposite, in the event that the execution is as anticipated by the quiet, the quiet will feel fulfilled (Sinala *et al*. 2018) (Mayang Sari, Rahma Wani & Muhammad Andry 2023). Fulfillment can be measured by 5 measurements of benefit quality, specifically coordinate prove (unmistakable), responsiveness (responsivennes), affirmation (confirmation), sympathy (emphaty), and unwavering quality (reliability)(Trisnawati & F.X. Sulistiyanto Wibowo S 2022)(Kelley & Turley 2001).

a. Dimensions of direct evidence *(tangible)*

Table 7 Levels Of Patient Satisfaction Based On Tangible Evidence *(Tangible)*

No	description	Number	
		of frequency	percentage
1	Not satisfied	0	0
2	Less satisfied	0	0
3	quite satisfied	30	32.3%
4	satisfied	60	64.5%
5	Very Satisfied	3	3.2%
	Total	93	100%
	average		74.19%
	Categories		satisfied category

Based on the comes about of inquire about that can be seen in Table 7 appears that respondents who communicated very fulfilled by 32.3% with an normal rate of 74.19%. This is often since the offices contained in Purwokerto Islamic Clinic have satisfactory offices such as clear signage, the area of pharmaceutical establishments that are effectively available, comfortable data benefit rooms, drug store officers who see slick in uniform.

After the assessment on this measurement there are 42 respondents who chose the category very fulfilled, the foremost broadly chosen is Articulation number 2 (seating in drug stores is adequate). The tall number of respondents who select the category is very fulfilled with articulation Number Two since it is seen from the reality that the need of accessibility of seating offices in outpatient drug store establishments so that numerous patients are holding up for pharmaceutical by standing. Dimensions of responsiveness *(responsiveness)*. For the question items as follows:

Petugas farmasi berpenampilan rapi dalam berseragam	*Pharmacy staff appear neat in uniform.*
Tempat duduk di farmasi menukupi	*Seating in the pharmacy is sufficient.*
Letak ruangan farmasi mudah dicapai	*The pharmacy room is easily accessible.*

Fasilitas seperti AC, kipas angin, TV ada diruang tunggu membuat nyaman	*Facilities such as air conditioning, fans, and TV in the waiting area provide comfort.*
Ruang farmasi memiliki fasilitas seperti toilet	*The pharmacy room has facilities such as a toilet.*
Instalasi farmasi memiliki papan petunjuk yang jelas	*The pharmacy installation has clear signage.*
Tersedianya ruangan khusus untuk pelayanan informasi obat	*A dedicated room is available for medication information services.*
Ruangan pelayanan informasi yang nyaman	*The medication information service room is comfortable.*

Table 8 Levels Of Satisfaction Based On Responsiveness*(Responsiveness)*

No	description	total	
		frequency	percentage
1	Not satisfied	0	0
2	Less satisfied	0	0
3	Quite satisfied	28	30.1%
4	Satisfied	56	60.2%
5	Very Satisfied	9	9.7%
	Total	93	100%
	average		75.91%
	Categories		satisfied category

(Source: Primary Data)

Based on the comes about of inquire about that can be seen in Table 8 appears that respondents who communicated very fulfilled by 30.1% with an normal rate of 75.91%. This is often prove by the drug store staff who are responsive and speedy in giving administrations to patients. Drug specialists give composed data on the off chance that the persistent does not get it. Drug store staff are competent and talented in performing administrations to patients, and drug store staff give administrations rapidly to understanding complaints. After the assessment on this measurement, there were 44 respondents who chose the category very fulfilled, the foremost chosen was Articulation number 1 (the medication was given on time by the officer). Typically prove by a few patients complain that holding up for drugs within the outpatient drug store establishment of Purwokerto Islamic healing center takes a long time

b. Dimension *Of Assurance*

The question items as follows:

Pasien yakin obat yang diberikan dapat menyembuhkan mereka	Patients are confident that the medication given can cure them.
Pasien yakin dengan obat yang diterimanya	Patients trust the medication they receive.
Adanya jaminan jika terjadi kesalahan dalam informasi obat	There is a guarantee in case of errors in medication information.
Kualitas pelayanan di farmasi terjamin mutunya	The quality of pharmacy services is assured.
Layanan yang diberikan cepat dan tepat	The services provided are fast and accurate.
Petugas farmasi bersikap ramah dan sopan kepada pasien saat memberikan obat	Pharmacy staff are friendly and polite when dispensing medication to patients.
Privasi pasien selalu dijaga oleh petugas farmasi	Patient privacy is always maintained by pharmacy staff.
Petugas farmasi mempunyai wawasan yang luas dan kecakapan dalam memberikan pelayanan	Pharmacy staff have extensive knowledge and competence in providing services.

Based on the comes about of the ponder that can be seen in Table 9 appears that the reply respondents who expressed very fulfilled by 26.9% with an normal rate of 75.91%. Usually prove by the drug store staff who are able to instill certainty in patients at the time of Sedate Organization so as to create patients feel sure with the drugs they get and quiet security is continuously kept up by drug store staff.

Table 9 Level Of Satisfaction Based *On Assurance*

No	description	total	
		frequency	percentage
1	Not Satisfied	0	0
2	Less Satisfied	0	0
3	Quite Satisfied	25	26.9%
4	Satisfied	62	66.7%
5	Very Satisfied	6	6.5%
	Total	93	100%
	average		75.91%
	Categories		satisfied category

(Source: Primary Data)

After being assessed on this measurement, there were 32 respondents who chose the category very fulfilled, the foremost various in explanation 6 (drug store staff being inviting and neighborly to patients when giving pharmaceutical).

This is often prove by

the number of patients who are served with restricted time and due to need of Drug store staff so that not all patients are served well.

c. Dimensions Of Empathy *(Emphaty)*

The question items as follows:

Petugas farmasi memahami kebutuhan pasien	Pharmacy staff understand the needs of patients.
Petugas farmasi memantau keluhan pasien tentang pengobatan	Pharmacy staff monitor patients' complaints about their medication.
Petugas farmasi memberikan perhatian yang baik kepada pasien	Pharmacy staff provide good attention to patients.
Petugas farmasi memberikan layanan dengan sepenuh hati	Pharmacy staff deliver services wholeheartedly.
Komunikasi antara pasien dan petugas farmasi baik	Communication between patients and pharmacy staff is good.
Petugas farmasi tidak membiarkan pasien	Pharmacy staff do not neglect patients.
Petugas farmasi mengambil peran tentang masalah pasien terkait pengobatan	Pharmacy staff take an active role in addressing patients' medication-related issues.
Petugas farmasi senantiasa memupuk perhatian pada kerja	Pharmacy staff consistently cultivate dedication to their work.

Based on the comes about of the think about that can be seen in Table 10 appears the answers of respondents who communicated very fulfilled by 38.7% with an normal rate of 73.76%. This can be prove by the drug store staff give services wholeheartedly, communication between patients and staff is sweet, and drug store staff allow great consideration to patients.

Table 10 Levels Of Satisfaction Based On Empathy *(Emphaty)*

No	description	total	
		frequency	percentage
1	Not Satisfied	0	0
2	Less Satisfied	0	0
3	Quite Satisfied	36	38.7%
4	Satisfied	50	53.8%
5	Very Satisfied	7	7.5%
	Total	93	100%

average	73.76%
Categories	satisfied category

(Source: Primary Data)

Based on the comes about of the think about that can be seen in Table 10 appears the answers of respondents who communicated very fulfilled by 38.7% with an normal rate of 73.76%. This can be prove by the drug store staff give services wholeheartedly, communication between patients and staff is sweet, and drug store staff allow great consideration to patients.

d. Dimensions *Of Reliability*

The question items as follows:

Petugas farmasi menjelaskan tentang cara penggunaan obat	Pharmacy staff explain how to use the medication.
Petugas farmasi memberikan keterangan tentang kegunaan obat yang diberikan	Pharmacy staff provide information about the purpose of the prescribed medication.
Petugas farmasi menjelaskan tentang dosis seharusnya obat yang diminum	Pharmacy staff explain the correct dosage of the medication.
Petugas farmasi menjelaskan tentang cara penyimpanan obat	Pharmacy staff explain how to store the medication properly.
Petugas farmasi menjelaskan tentang efek samping obat	Pharmacy staff explain the side effects of the medication.
Petugas kegiatan administrasi tampak lebih teratur	Administrative activities in the pharmacy appear more organized.
Apoteker memberi informasi aktivitas apa saja yang perlu dihindari berkaitan dengan penggunaan obat	The pharmacist provides information on activities that should be avoided in relation to medication use.
Prosedur untuk mendapatkan obat difarmasi tidak membingungkan dan mudah dipahami	The procedure for obtaining medication at the pharmacy is not confusing and easy to understand.

Based on the comes about of the ponder that can be seen table 11 appears that the answers of respondents who communicated very fulfilled by 30.1% with an normal rate of 75.27% this is often prove by the drug store

staff when giving drugs to patients clarify around the value and utilize of drugs, dosages to be taken, and strategies for getting drugs at the drug store simple to get it.

Table 11 Level Of Satisfaction Based *On Reliability*

No	description	total	
		frequency	percentage
1	not satisfied	0	0
2	less satisfied	0	0
3	quite satisfied	28	30.1%
4	satisfied	59	63.4%
5	Very Satisfied	6	6.5%
	Total	93	100%
	average		75.27%
	Categories		satisfied category

(Source: Primary Data)

After an in-depth assessment on this measurement, there were 34 respondents who chose to be disappointed, the foremost various of which were found in explanation 5 (drug store staff clarified almost the side effects of the medicate). Typically prove by a few patients feel that drug store staff don't clarify the side impacts of drugs when giving data on the drugs they get. The level of patient satisfaction with pharmaceutical services in the installation of Outpatient Pharmacy Islamic Hospital Purwokerto

Table 12 levels of patient satisfaction with pharmaceutical services in Outpatient Pharmacy installation Islamic Hospital Purwokerto

No	description	Number	
		of frequency	Category
1	tangible	74.19%	satisfied
2	responsiveness	75.91%	satisfied
3	assurance	75.91%	satisfied
4	empathy	73.76%	satisfied
5	realibility	75.27%	satisfied
	average	075%	satisfied

(Source: Primary Data)

Based on Table 12 appears the level of understanding fulfillment with pharmaceutical administrations within the outpatient drug store

establishment of Purwokerto Islamic clinic as a entire from each measurement, specifically the measurement of substantial prove (tangibles) with a rate of 74.19%, the measurement of responsiveness (responsiveness) with a rate of 75.91%, the measurement of Ensure (assurance) with a rate of 75.91%, the sympathy (emphaty) with a rate of 73.76%, the measurement of unwavering quality (reliability) with a rate of 75.27%, and by and large categorized as fulfilled with an normal of 75.01%.

Based on the inquire about information, it can be seen that the reaction measurement and the ensure measurement get the most elevated rate of fulfillment of 75.91%. Tall fulfillment on the measurement of responsiveness appears that the drug store staff at Purwokerto Islamic Clinic in giving pharmaceutical administrations responsive, quick, and fitting to patients. Whereas the tall fulfillment on the measurement of confirmation appears that drug store staff are able to instill certainty in patients at the time of Medicate Organization so as to create patients feel certain with the drugs they get and patients feel that persistent protection is continuously kept up by drug store staff.

CONCLUSION

Based on the comes about of the assessment of the level of quiet fulfillment with pharmaceutical administrations within the establishment of Outpatient Drug store Islamic Healing center of Purwokerto can be concluded that the level of patient fulfillment is within the category of fulfilled with the rate of each measurement is the measurement of substantial prove (tangibles) of 74.19%, the measurement of responsiveness (responsiveness) of 75.91%, assurance of 75.91%, measurement of compassion (emphaty) of 73.76%, measurement of unwavering quality (realibility) of 75.27%

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