



Research Paper

Evaluation of Patient's Satisfaction with The Pharmaceutical Department Services of The Mindiptana Community Health Center in Boven Digoel Regency, Papua Indonesia

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ABSTRACT: The Community Health Center is a first-level health provider effort that has the responsibility of providing health services to the entire community. This study aims to determine the level of patient satisfaction with pharmaceutical services at the Mindiptana Health Center pharmaceutical department. This research is descriptive quantitative with data collection techniques by purposive sampling. 105 respondents met the inclusion criteria out of 118 respondents determined by the Slovin formula. The results showed that 50 patients were male (47.6%) and 55 patients were female (52.4%). The dominant age was found in the late adult age category with an age range of 36-45 years, as many as (38.1%). The most common level of education is high school (54.3%) and the dominant occupation is found in housewives (45.7%). Based on the evaluation of the level of satisfaction based on each dimension, it obtained (69.5%) Tangible dimension, (68.6%) Reliability dimension, (68.6%) Responsive dimension, (66.7%) Assurance dimension and (65.7%) Empathy dimension. It can be concluded that the highest level of patient satisfaction at the Mindiptana Health Center in Boven Digoel Regency Papua is found in the Tangible dimension, namely (69.5%).

KEYWORDS: Pharmaceutical Services, Satisfaction Level, Mindiptana Health Center Boven Digoel Regency Papua.

Received 14 Feb., 2024; Revised 26 Feb., 2024; Accepted 28 Feb., 2024 © The author(s) 2024.

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I. INTRODUCTION

The Community Health Center is a first-level health provider effort that has the responsibility of providing health services to all people who are administratively domiciled in its working area. With the existence of community health centers, it is hoped that the community can obtain quality health services with the easiest access and affordable costs [1]. Health centers in their efforts to improve services and increase patient satisfaction need to hold a customer satisfaction measurement system to be able to find out the needs and expectations of patients considering that expectations are a standard of comparison for assessing the quality of service in health facilities. The results of measuring objective and accurate customer satisfaction can help health centers formulate better forms of service [2]. Government Regulation No. 51 of 2009 concerning pharmaceutical work states, among other things, that pharmaceutical work in the procurement, production, distribution or dispensing, and service of pharmaceutical preparations must be performed by health personnel who have the expertise and authority to do so. Health workers who are competent in pharmaceutical work are pharmacists assisted by technical pharmaceutical workers. Government Regulation No. 51 Year 2009 states that in carrying out pharmaceutical practices at facilities pharmaceutical services, pharmacists must implement pharmaceutical service standards. Pharmaceutical service facilities include pharmacies, hospital pharmaceutical departments, health centers, clinics, drug stores, or joint practices/clinics [3].

Government Regulation No. 72/2016 states that a hospital is a healthcare institution that organizes comprehensive individual health services that provide inpatient, outpatient, and emergency services. Government Regulation No. 74/2016 states that pharmaceutical services include two activities, namely the management of pharmaceutical preparations and clinical pharmacy services which must be supported by human resources, facilities, and equipment to improve therapeutic outcomes and minimize the risk of adverse drug events for patient safety [3]. Pharmaceutical services are carried out in hospitals and health centers in the form of prescription services for outpatients who are generally BPJS participants. The hospital and health center must

pay attention to the satisfaction felt by patients in improving services. Patient satisfaction can be measured with a questionnaire made as an effort to increase patient visits and it is necessary to evaluate patient satisfaction with pharmaceutical services at hospitals and health centers [3].

The decline in the number of community visits to health centers can be caused by community dissatisfaction with health center services. This dissatisfaction indicates that the services provided by the health center have not been able to meet community expectations [4]. Pharmaceutical service standards are benchmarks

A measure that is used as a guideline for pharmaceutical personnel in organizing pharmaceutical services. Meanwhile, pharmaceutical services are direct and responsible services to patients related to pharmaceutical preparations to achieve definite results to improve the quality of life of patients [5]. Service can be said to be an action and treatment or a way of serving others to fulfill their needs and desires. The level of consumer satisfaction with a service can be measured by comparing consumer expectations of the desired service quality with the reality they receive or [6]. High-quality health services start with high ethical standards of management. At the extreme, it is said that quality is the basic factor influencing consumer choice for various types of services that are growing rapidly today [7]. Evaluation of patient satisfaction with pharmaceutical services is an important effort that must be made to see changes that occur and prepare a structured strategy or plan for the development of innovative pharmaceutical services. An important effort that must be made to see the changes that occur and prepare a structured strategy or plan for the development of innovative pharmaceutical services. In addition, patient satisfaction evaluations can also be conducted to better assess health service programs and maximize the professional capacity of pharmacies. better and maximize professional capacity in pharmacies at the local and national levels [8]. So the patient will feel satisfied if the health service performance obtained is equal to or exceeds his expectations. Dissatisfaction or feelings of patient disappointment will arise if the health service performance obtained does not match the patient's expectations. Good service quality will affect patient satisfaction and result in patients coming back to use these services [9]. The quality of health services is a health service that can cause satisfaction in every patient where the procedure for its implementation is by established standards and codes of ethics. Satisfaction is an important part of health services because patient satisfaction cannot be separated from the quality of health services. So if you want to improve the quality of service, a patient satisfaction survey is needed [9].

According to Parasuraman et al, there are five dimensions of service quality to see consumer or patient satisfaction known as ServQual. The five dimensions include reliability, responsiveness, confidence, empathy, and tangible evidence [9]. The lack of research related to patient satisfaction evaluation, especially at Mindiptana Health Center, Boven Digoel Regency, Papua, encourages the author to conduct research on patient satisfaction evaluation at Mindiptana Health Center, Boven Digoel Regency, Papua. The Mindiptana Health Center of Boven Digoel Regency Papua was chosen as the location in this study because there has been no research related to the evaluation of patient satisfaction at the health center and it is not yet known whether the patient's patient satisfaction with health services has reached the maximum and by the standards and codes of ethics that have been set.

II. RESEARCH METHODS

This type of research is descriptive study with a purposive sampling technique. This research was conducted at Mindiptana Health Center, Boven Digoel Regency, Papua, conducted from November 2021 to January 2022. The population in this study were all patients who redeemed drugs at the Mindiptana Papua Health Center pharmacy department. Inclusion criteria include patients 18-60 years old, patients who can communicate, read, and write well, and patients willing to fill out questionnaires.

This study uses sampling techniques using Non-Probability sampling [10]. The number of respondents in this study was taken based on the Slovin formula with 10-20% of the population so 118 respondents were obtained, but only 105 respondents met the inclusion criteria. Data were collected from patients who had been treated more than once at this health center. In this study, the research instrument in the form of a questionnaire was obtained from Pertiwi, 2017 [11] and Agustina, 2018 [12] with Cronbach's Alpha in each dimension having a value of > 0.60. The answer from each respondent is a choice of five alternatives, namely [13]: STP = Very Dissatisfied, TP = Not Satisfied, CP = Moderately Satisfied, P = Satisfied and SP = Very Satisfied. The number of questions in each questionnaire is divided into 5 dimensions, namely reliability, responsiveness, empathy, assurance, and tangibility [13]. Data management is done descriptively

III. RESULTS AND DISCUSSION

There were 118 patients willing to fill out the questionnaire. However, 105 patients met the inclusion criteria.

Tangible dimension

Tangible is the appearance of physical facilities, equipment, officers who work, and materials installed to support pharmaceutical services at the health center. This dimension shows the form of physical and services received by respondents. The results of the distribution of patient satisfaction answers can be seen in Table 1

Table 1. Data Results Distribution of Patient Satisfaction Answers on Tangible Dimensions

Statement	SP n (%)	P n (%)	CP n (%)	TP n(%)	STP n (%)
Room waiting room Service section Pharmacy enough spacious, clean, and comfortable	37 (35,5)	41 (39,0)	27 (25,7)	0	0
Outpatient drug service flow the patient is clear	27 (25,7)	53 (50,5)	25 (23,8)	0	0
Waiting room facilities are available (such asTV, Air Conditioning, magazines etc.)	12 (11,4)	64 (61,0)	29 (27,6)	0	0
There is a well-organized queue line and counters both	9 (8,6)	73 (69,5)	23 (21,9)	0	0
Outpatient Pharmacy Service board easy to see	7 (6,7)	49 (64,7)	49 (64,7)	0	0
Officers use identification clear (ID card or suit)	6 (5,7)	51 (48,6)	48 (45,7)	0	0

Based on the results of the distribution of answers in Table 1, the tangible dimension has the highest percentage value in the 69.5% satisfied category for the arrangement of queue lines that are organized and good counters. Because the patient has visited more than once and the patient is a resident at the public health center. In the very satisfied category, respondents answered with the highest percentage of 35.5% that the waiting room in the pharmaceutical service section was quite spacious and clean. Where respondents are very satisfied because the waiting room in the pharmaceutical service section can be said to be good because it already has several facilities and a good waiting room. In the moderately satisfied category, respondents answered with a percentage of 64.7% The signboard of the outpatient pharmacy service can be easily seen. This is because the pharmacy service board is close to the cashier, making it easier for patients to redeem medicine.

Reliability dimension

Reliability, namely the ability to provide skilled services by the level of work skills possessed in carrying out efficient and effective service activities. Reliability can be seen from how to provide services according to the level of knowledge possessed, skillfully mastering the field of work applied according to the skills, mastering the field of work according to the work experience shown, and the reliability of using existing work technology. The results of the data distribution of patient satisfaction answers on dimensions can be seen in Table 2

Table 2. Results of Patient Satisfaction Answer Distribution Data on Dimensions Reliability

Statement	SP	P	CP	TP	STP
	n (%)	n (%)	n (%)	n (%)	n (%)
Open service hours Community Health Center pharmacy service implemented according to schedule	42 (40,0)	47 (44,8)	16 (15,2)	0	0
Prescribed medication is always available in a pharmaceutical department	17 (16,2)	67 (63,8)	21 (20,0)	0	0
Services provided by officers easy and fast	6 (5,7)	72 (68,6)	27 (25,7)	0	0
Pharmacists provide good service by explaining drug information including the name of the drug, how to use the drug, and its effects aside	36 (34,3)	50 (47,6)	19 (18,1)	0	0
Patients are free of charge when consultation with pharmacist	14 (13,3)	66 (62,9)	25 (23,8)	0	0

Based on the data in Table 2, the distribution of answers to the reliability dimension has the highest percentage value in the satisfied category of 68.6% for services provided by officers that are easy and fast. In the very satisfied category, the highest percentage was 40.0%, and the opening hours of the Community Health Center Pharmacy service were carried out according to schedule. In the moderately satisfied category, the highest percentage was 23.8%, patients were not charged when consulting with a pharmacist. This is because the consultation fee is included in the drug fee at the time of the first report at the counter.

Responsiveness dimension

Responsiveness, namely the ability of service providers to help customers by providing services properly, precisely, and responsively. Responsiveness means how the pharmacist responds to all matters relating to the patient, be it requests, complaints, suggestions, criticisms, complaints, and so on for the services received by the patient. The results of the data distribution of patient satisfaction answers can be seen in Table 3.

Table 3 Data Results Distribution of Patient Satisfaction Answers on Dimensions Responsiveness

Statement	SP	P	CP	TP	STP
	n (%)	n (%)	n (%)	n (%)	n (%)
The officer immediately prepares the medicine when receiving a prescription	6 (5,7)	60 (57,1)	39 (37,1)	0	0
Pharmacists serve well when patient asks for an explanation regarding the medicine	6 (5,7)	72 (68,6)	27 (25,7)	0	0
Pharmacists are responsive to complaints medicine received	6 (5,7)	72 (68,6)	26 (24,8)	1 (1,0)	0
Pharmacists are responsive to complaints medicine received	5 (4,8)	71 (67,6)	29 (27,6)	0	0

Based on the data in Table 3, the results of the distribution of answers on the responsiveness dimension have the highest percentage value in the satisfied category of 68.8% for two questions, namely pharmacists serve well when patients ask for explanations related to drugs and pharmacists are responsive to drug complaints received. In the very satisfied category satisfied has the highest percentage value of 5.7% consisting of questions no. 1, 2, and 3. In the moderately

satisfied category, respondents answered with the highest percentage value of 37.1. In the dissatisfied category, the respondent answered the question no. 3 with a percentage of 1.0%. The results of suggestions from respondents show that patients still feel that the services provided are good but to wait for drug services that are still quite long. Mindiptana Health Center must improve its services, thereby increasing patient satisfaction.

Assurance dimension

Assurance is the ability of health workers to build patient trust in the services provided. This criterion relates to the pharmaceutical officer's knowledge of the right medicine. The results and distribution of the assurance dimension can be seen in Table 4.

Table 4 . Results of Patient Satisfaction Answer Distribution Data on Dimensions Assurance

Statement	SP	P	CP	P	SP
	n (%)	n (%)	n (%)	n (%)	n (%)
Pharmacist match number queue with patient identity	7 (6,7)	39 (37,1)	59 (56,2)	0	0
The pharmacist reassures about the patient's recovery that will be achieved in the course of treatment way	13 (12,4)	52 (49,5)	40 (38,1)	0	0
The pharmacist prepares the medicine with correct and thorough	13 (12,4)	65 (61,9)	27 (25,7)	0	0
Pharmacists dispense medication in Good condition	10 (9,5)	65 (61,9)	30 (28,6)	0	0
Listed date expiration date (expiration date) on the drug etiquette	16 (15,2)	70 (66,7)	19 (18,1)	0	0

Based on the results of the distribution of answers on the Assurance dimension, the highest percentage of satisfied categories was 66.7% for the question of the expiration date listed on the drug etiquette. In the very satisfied category, 15.2% of the questions listed the expiration date on the drug etiquette. In the moderately satisfied category, the respondents answered with the highest percentage of 56.2% for the question of the pharmacist matching the queue number with the patient's identity.

Empathy dimension

Empathy (care) shows the ability of medical staff to place themselves with customers, in the form of ease of establishing communication relationships including their attention to their customers and being able to understand the needs of their customers. The results of the Empathy dimension distribution data can be seen in Table 5.

Table 5. Results of Data Distribution of Patient Satisfaction Answers on the Empathy Dimension

Statement	SP	P	CP	P	SP
	n (%)	n (%)	n (%)	n (%)	n (%)
The pharmacist listens with patient questions and patient or family complaints	5 (4,8)	69 (65,7)	31 (29,5)	0	0
Friendly and helpful pharmacist service polite	32 (30,5)	63 (60,0)	10 (9,5)	0	0
Pharmacists provide the same service without discriminating patient	35 (33,3)	58 (55,2)	12 (11,4)	0	0
Pharmacists understand the needs patients and provide solutions	4 (3,8)	58 (55,2)	43 (41,0)	0	0

Based on the results of the distribution of answers on the empathy dimension, the highest percentage of satisfied categories is 65.7% for the question of pharmacists listening patiently to questions and complaints of patients or patients' families. In the very satisfied category, 33.3% of the question pharmacists provide the same service without differentiating between patients. In the moderately satisfied category, the respondents answered with the highest percentage of 41.0% for the question of pharmacists understanding patient needs and providing solutions.

IV. CONCLUSION

Evaluation of the level of satisfaction based on each dimension obtained (69.5%) Tangible dimension, (68.6%) Reliability dimension, (68.6%) Responsive dimension, (66.7%) Assurance dimension, and (65.7%) Empathy dimension. It can be concluded that the highest level of patient satisfaction at the Mindiptana Health Center in Boven Digoel Regency Papua is found in the Tangible dimension, namely (69.5%).

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