Research Paper

Satisfaction Level of Patients Social Security Agency on Health in Hospital Pharmacy Department at Hospital X in Pesisir Selatan Regency, West Sumatra Indonesia

Hansen Nasif [1]*, Wela Saputri[2], Sara Surya[2], Dwisari Dillasamola[1], Dian Ayu Juwita[1]

[1](Department of Pharmacology and Clinical Pharmacy, Faculty of Pharmacy, Andalas University)
[2](Department of Pharmacy, Dharma Andalas University Padang Indonesia)
Corresponding Author: Hansen Nasif

ABSTRACT: *Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical preparations to improve the quality of life of patients. Social Security Agency on Health patients are Social Security Agency on Health participants, who are registered in the Social Security Agency on Health program,in Indonesia called BPJS Kesehatan, already have a card, and are entitled to health services. Hospital Pharmacy Department is a unit in a hospital where all pharmaceutical work activities are carried out for the hospital and patients. The purpose of this study was to determine the level of satisfaction of Social Security Agency on Health patients with services in the outpatient pharmacy department of Hospital X in Pesisir Selatan Regency. The method used is a quantitative method with a cross-sectional approach. A sample of 170 people was taken with an accidental sampling technique. Data collection using a questionnaire containing 26 statements that have been validated, including drug information services, facilities, and pharmacy Staff. Data analysis was carried out by quantitative analysis. From the results of the study, it was found that the level of patient satisfaction with pharmaceutical services in the pharmaceutical department of Hospital X in Pesisir Selatan Regency   a percentage of 56%, so it was included in the enough category.*

KEYWORDS: *Pharmaceutical Services, Patient Satisfaction,Social Security Agency on Health Patients*

I.   INTRODUCTION

Health is a human right, everyone has the right to live properly, both in Personnal and family health. According to the 1945 Constitution of the Republic of Indonesia article 28, paragraph 1 states that everyone has the right to live in physical and mental prosperity, to live, and to get a good and healthy environment, and the right to receive health services. One of the health service facilities is a pharmacy. A pharmacy is a pharmaceutical service facility where pharmaceutical practices are carried out by pharmacists [1].Pharmacists must understand and realize the possibility of *medication errors* in the service process and identify, prevent, and overcome *drug-related problems,* and pharmacoeconomic and social pharmaceutical problems. To avoid this, pharmacists must practice by existing service standards. Pharmacists must also be able to communicate with other health workers in determining therapy to support the rational use of drugs. In practice, pharmacists are also required to monitor the use of drugs, and evaluate and document all their activities [1]One of the efforts in human health development is the improvement of patient-oriented pharmaceutical services or *pharmaceutical care [*2] (Ministry of Health, 2004). There has been a change in the paradigm of The shift from drug-oriented to patient-oriented requires pharmacists to improve their knowledge, skills, and behavior to interact directly with patients. The pharmaceutical services referred to are the management of resources (human resources, infrastructure, pharmaceutical preparations, and health supplies and administration) and clinical pharmacy services (receipt of prescriptions, compounding of drugs, delivery of drugs, information about drugs, and recording/storage of prescriptions) by utilizing appropriate personnel, funds, infrastructure and management methods [3]

A hospital is a healthcare institution that organizes comprehensive individual health services that provide inpatient, outpatient, and emergency services. Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical preparations which is intended to achieve definite results to improve the quality of life of patients. Pharmaceutical services in hospitals are an important and integral part of the hospital health care system which is oriented towards patient care, the provision of quality and affordable pharmaceutical preparations, medical devices, and consumable medical materials for all levels of society including clinical pharmacy services [4] Hospital Pharmacy Department is a unit in a hospital that organizes all pharmaceutical work activities intended for hospital and patient needs. The pharmaceutical work referred to are activities related to manufacturing, procurement, reception, storage, distribution, recording, reporting, destruction/elimination),Prescription services, drug information services, counseling, and clinical pharmacy in patient rooms.

Patient satisfaction is an element that is often used as a benchmark in assessing the quality of service in hospitals so every hospital tries to improve the quality of hospital services to give a good impression to patients. For this reason, the hospital must be able to maintain quality by providing services to patient expectations so that consumers feel satisfied. Patient satisfaction can be measured by service performance seen from five dimensions, namely the dimensions of *reliability, responsiveness, assurance, empathy, and tangible* evidence [5]

The Social Security Organizing Agency, in Indonesia called BPJS Kesehatan is a legal entity to organizes social security programs to ensure all people can meet the basic needs of a decent life. Social Security Agency on Health is organized based on the principles of humanity, benefits, and social justice for all Indonesian people to realize the fulfillment of the basic needs of a decent life for every Indonesian people which has become a basic human right. According to Law No. 24 of 2011,Social Security Agency on Health is a legal entity established to organize health insurance programs. The government plans for all Indonesian citizens to be obliged to participate in its implementation [6].Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical preparations to achieve definite results to improve the quality of life of patients [7]

II.   RESEARCH METHODS

2.1 The Validation test content

After the statement items were developed, the content validation test was conducted. One approach to evaluating content validation is the *content validity index* (CVI). This approach calculates the percentage of items deemed relevant for each expert and then takes the average percentage among experts [11]The content validity test aims at the extent to which the test content is by the objectives. This test was carried out quantitatively using the assessment of 3 experts, including 2 pharmaceutical experts and 1 linguist. The questionnaire is declared valid if a quantitative inter-expert agreement is obtained and the ICV-1 value is ≥ 0.79 [12] .

For each item, the I-CVI is calculated as the number of experts who gave a favorable rating of 3 or 4 (thus dichotomizing the ordinal scale into relevant = 1 and irrelevant = 0), divided by the total number of experts. For example, an item rated moderately or highly relevant by four or five raters would have an I-CVI of 0.80 [13]. The I=CVI value should be 1.00 when there are five or fewer raters. When there are six or more raters, the standard can be looser, but Lynn, 1986 [14] recommends an I=CVI no lower than 0.78. A recapitulation of the results of expert validation of the variables of drug information services, facilities, and Personnal officers

Research was conducted at Hospital X,in Pesisir Selatan Regency, West Sumatra Province, Indonesia. The research was conducted from November 2022 to January 2023. This study used quantitative research methods with a *cross-sectional* approach. Quantitative research is research conducted by collecting data in the form of numbers. The data in the form of numbers is then processed and analyzed to obtain scientific information behind the numbers. Quantitative data is data in the form of numbers and by its form, quantitative data can be processed using statistical calculation techniques. *Cross-sectional* is one of the approaches used to conduct research on several groups in a relatively short period [8]. Data were obtained from questionnaires distributed to research subjects to know patient satisfaction with outpatient pharmacy services at X Hospital in Pesisir Selatan Regency.

2.2 Data Source

Primary data is a data source that directly provides data to data collectors . Primary data is obtained directly from respondents through filling out questionnaires directly given to respondents.Secondary data is a data source that does not directly provide data to data collectors, for example through other people or documents [9].

2.3 Population and Sample

Population is a generalization area consisting of objects/subjects that have certain qualities and characteristics set by researchers to study and draw conclusions [9]. The population in this study were outpatients in April-May-June 2022 who received pharmaceutical services at X Hospital in Pesisir Selatan Regency, namely 304 people.The sample is part of the number and characteristics of the population. If the population is large, and it is not possible for researchers to study all of the population, for example, due to limited data, time, and energy, then researchers can use samples taken from that population [9]. The samples taken were patients who were available as respondents who came to Hospital X inPesisir Selatan Regency for outpatient treatment and who were waiting for pharmaceutical services at Hospital X in Pesisir Selatan Regency.

Sampling was carried out based on the inclusion criteria, if the respondent was not willing to fill out the questionnaire, then it was not included in the inclusion criteria, and the respondent was included in the exclusion criteria. Inclusion criteria in this study include: Respondents taken are patients or families of outpatients who can read and write and are willing to become respondents, aged 17-60 years, Patients who take drugs in December-January,Social Security Agency on Health patients. Exclusion criteria in this study include Patients with mental disorders, blind and deaf patients, and patients with only one treatment.

2.4 Research Sample Size

The sample size was determined using the Raosoft sample size calculator formula. The sample in this study amounted to 170 who entered the inclusion criteria. After calculating using the Raosoft sample size calculator formula. The sampling technique used is accidental sampling, which is a method of determining the sample by taking respondents who happen to be there or available somewhere in the research context. Sampling was carried out for 1 month, Week 1: 43 respondents, Week 2: 42 respondents, Week 3: 42 respondents, Week 4: 43 respondents

2.5 Instrument Research

Research instruments are also called data collection tools. This study uses a data collection tool in the form of a questionnaire. The questionnaire given to respondents contained 26 questions, in the form of 6 items of drug information services, 10 items of facilities, and 10 items of Personnal officers. Questions are *close-ended* with a Guttman scale measurement scale. The answer options of this scale consist of 2 choices, namely satisfied given "1" and dissatisfied given a score of "0".

2.6 Test Validation

Validity shows the extent to which a measuring instrument can measure what it wants to measure. The validity test is used to measure whether a questionnaire is valid or not. A questionnaire is said to be valid if the questionnaire questions can reveal something that is measured by the questionnaire. The question items in the questionnaire were tested against the related factors.The validity test is intended to determine how carefully a test or test performs its measurement function. A measurement instrument is said to be valid if the instrument measures what should be measured or can provide results to what the researcher expects. To test the validity of the data, a validity test is carried out on the questionnaire items.The high or low validity of a questionnaire or questionnaire is calculated using *Pearson's product-moment correlation* method*,* namely by calculating the correlation between the question item score and the total score. A reliability test is an index number that shows a measurement tool for measuring the same symptoms. To calculate reliability, it is done using the *Cronbach alpha* coefficient*. The* instrument to measure each variable is said to be reliable if it has a *Cronbach* alpha> 0.60.The construct validation test aims to assess whether the question items in the questionnaire can measure what is measured by the specific concepts that have been determined. This test included 30 Respondent at M Djamil Hospital Padang with a total of 26 questions.

2.7 Analysis Data

According to Arikunto (2006) [10] *Scoring* for the conclusion is determined by comparing the score achieved with the maximum and then multiplying by 100%: Based on the total score obtained, patient satisfaction is then categorized as good, good enough, and not good enough with the following definitions:Good: 76%-100%, Enough : 56%-75%, Deficient : <56%

III. RESULTS AND DISCUSSION

3.1 Validation test content

After the statement items were developed, the content validation test was conducted. One approach to evaluating content validation is the *content validity index* (CVI). This approach calculates the percentage of items deemed relevant for each expert and then takes the average percentage among experts [11]
The content validity test aims at the extent to which the test content is by the objectives. This test was carried out

quantitatively using the assessment of 3 experts, including 2 pharmaceutical experts and 1 linguist. The questionnaire is declared valid if a quantitative inter-expert agreement is obtained and the ICV-1 value is ≥ 0.79 [12] .For each item, the I-CVI is calculated as the number of experts who gave a favorable rating of 3 or 4 (thus dichotomizing the ordinal scale into relevant = 1 and irrelevant = 0), divided by the total number of experts. For example, an item rated moderately or highly relevant by four or five raters would have an I-CVI of 0.80 [13]. The I=CVI value should be 1.00 when there are five or fewer raters. When there are six or more raters, the standard can be looser, but Lynn, 1986 [14] recommends an I=CVI no lower than 0.78. A recapitulation of the results of expert validation of the variables of drug information services, facilities, and Personnal officers

The content validity test was conducted by calculating the CV1 value. If a value below 0.78 is obtained, modifications are made by the members of the panel (experts). While the CVI value above 0.78 is the right statement and no modification is needed [14] .The construct validation test was carried out on 30 respondents from Dr. M. Djamil Hospital in Padang. In this study the results were obtained from 26 statements consisting of 6 statement items about drug information services, 10 statement items on facilities, and 10 statement items on Personnal officers, all statements were said to be valid overall against 30 respondents.

3.2 Test Reliability

A reliability test is an index number that shows a measurement tool for measuring the same symptoms. To calculate reliability, it is done using the *Cronbach alpha* coefficient. *The* instrument for measuring each variable is said to be reliable if it has a *Cronbach* alpha> 0.60. From the results of the reliability test, it can be seen that *Cronbach's alpha* value of all variables is> 0.911. So it can be concluded that the questionnaire statements used are considered reliable as input in the process of analyzing research data.

Respondents in this study were outpatients who were in the Pharmacy department of the Hospital X,Pesisir Selatan , which was 170 respondents. This number is a respondent who qualifies according to the inclusion criteria. Based on the results of the data on the characteristics of respondents, it can be seen from the distribution of questionnaires based on gender that most of the patients who were respondents were female 93 people (54.7%) respondents while for male patients 77 people (45.3%) respondents. From the results of the study, it can be concluded that most of the respondents who redeemed drugs at the pharmacy were female respondents. A national survey in the United States shows the conclusion that women have an important role as decision-makers in health services, not only for themselves but also for their families [15].

In this study, the age of respondents seeking treatment at X Hospital inPesisir Selatan Regency was grouped into 2 groups, namely ages 18-45 years, and 46-60 years. The data obtained shows that of the 170 respondents, aged 18-45 years as many as 136 people (80.0%) respondents, aged 46-60 years as many as 34 people (20.0%) respondents, from the results of these percentages, can be seen that 170 respondents are the majority of respondents with an age range of 18-45 years.The highest level of education among respondents in this study was high school / equivalent as many as 54 people (31.8%) respondents, then junior high school 48 people (28.2%) respondents, then elementary school 39 people (22.9%) respondents, and the least was college as many as 29 people (17.1%) respondents. Patient satisfaction with pharmaceutical services in outpatient .Departments regarding drug information services obtained the following results:

Table 1. Drug information services

No.	Statement	Satisfaction Level			
		Satisfied		Not Satisfied	
		n	%	n	%
1	Pharmacy personnel always servepatients with a friendly and smiling face	117	**(68,**8%)	53	31,2%
2	Pharmacy personnel explain the rules and how to use the given medicine accordingly. prescription to the patient	105	(61,8%)	65	(38,2%)
3	Prescribed medication is always available at the pharmacy	79	(46,5%)	91	(53,5%)
4	Pharmacy personnel provide clear and precise information and easy for patients to understand	87	(51,2%)	83	(48,8%)

5	Pharmacy personnel serve complaintspatients and provide solutions or solutions to complaints	87	(51,2%)	83	(48,8%)
6	Pharmacy personnel provide good knowledge of prescribed drugs	90	(52,9%)	80	(47,1%)
	Total Score	**565**		**455**	

Based on the respondents' answers to drug information services in Table 1, in question no. 1 there were 117 people (68.8%) respondents, answered satisfied, and 53 people (31.2%) respondents, answered dissatisfied. This shows that pharmacy staff excels in providing services by the statement procedure. In statement table no. 2, Pharmacy personnel provide an explanation of the rules and methods of use of drugs given according to the prescription to patients, 105 people (61.8%) of respondents answered satisfied, and 65 people (38.2%) of respondents answered dissatisfied. This is because pharmaceutical personnel provide an explanation about the rules and usage of the medicine prescribed to the patient. Furthermore, in statement no. 3, the prescribed medicine is always available at the pharmacy,79 people (46.5%) of respondents answered satisfied, and 91 people (53.5%) of   respondents, answered unsatisfied. If the patient does not find satisfaction in the quality of service provided, the patient tends to make a decision not to make a repeat   visit to the hospital. Patient satisfaction as a service user is one of the indicators in assessing the quality of service in hospitals [16].

The importance of providing clear information about the disease to patients will also affect patient satisfaction because patient satisfaction will be achieved if optimal results are obtained for patients in health services by taking into account the abilities of patients and families. Attention to the patient's needs achieves the best balance between satisfaction and dissatisfaction.This drug information service aims to find out whether patients are satisfied with pharmaceutical services at the X Hospital outpatient pharmacy inPesisir Selatan Regency, about how to use drugs, information that is clear and precise and easily understood by patients. How to use drugs must be known and conveyed to patients so that the resulting drug therapy effect is appropriate and to avoid errors. Patient satisfaction with pharmaceutical services in the outpatient .Department regarding facilities is obtained as follows:

Table 2.Facilities

No.	Statement	Satisfaction Level			
		Satisfied		Not Satisfied	
		n	**%**	**n**	**%**
1	Waiting room and restrooms which provided clean and comfortable	128	(75,3%)	42	(24,7%)
2	Loudspeakers available in the room pharmacy Wall/building paint color	120	(70,6%)	50	(29,4%)
3	Used to make relax and comfortable	94	(55,9%)	76	(44,7%)
4	Trash cans available	95	(55,9%)	75	(44,1%)
5	Available box box for putting the recipe down	74	(43,5%)	96	(56,5%)
6	Queue numbers are available treatment	83	(48,8%)	87	(51,2%)
7	Available cooler room such as air conditioner or fan	75	(44,1%)	95	(55,9%)
8	Comfortable seating	79	(46,5%)	91	(53,5%)
9	Hand sanitizer available	88	(51,8%)	82	(48,2%)
10	Health education leaflets available	114	(67,1%)	56	(32,9%)
	Total Score	**950**		**750**	

In the statement about facilities in Table 2, the waiting room and toilet provided are clean and comfortable, 128 people (75.3%) of respondents answered satisfied, and 42 people (24.7%) of respondents answered unsatisfied. This is because the waiting room and toilet provided are clean and comfortable so that patients can enjoy the facilities safely without any interference. In statement no.2, there are loudspeakers in the pharmacy room 120 people (70.6%) of respondents answered satisfied, and 50 people (29.4%) of respondents answered dissatisfied. This is because there are loudspeakers in the pharmacy room to make it easier to call patients when redeeming medicine.In statement item no. 3, the color of the wall/building paint used relaxes and makes 94 people (55.9%) respondents answered satisfied. 76 people (44.7%) of respondents answered unsatisfied. This is because the color of the wall/building paint used makes patients relaxed and comfortable. Judging from the facilities, the results of the research on patient satisfaction with pharmaceutical services in the outpatient pharmacy .Department of Hospital X in Pesisir Selatan Regency facilities get a satisfied category. Patient satisfaction with pharmaceutical services in outpatient departments regarding officer personnel obtained the following results:

Table 3. Pharmacy Staff

No.	Statement	Satisfaction Level			
		Satisfied		Not Satisfied	
		n	%	n	%
1	Pharmacy personnel are polite and friendly to patients	137	(80,6%)	33	(19,4%)
2	Pharmacy personnel provide services to every patient without View of social status	101	(59,4%)	69	(40,6%)
3	Pharmacy personnel provideequal and sincere attention to the grievances to every patient	86	(50,6%)	84	(49,4%)
4	Pharmacy personnel can communicate well with patients	76	(44,7%)	94	(55,3%)
5	Pharmacy personnel are neatly dressed,polite and fragrant	84	(49,4%)	86	(50,6%)
6	Pharmacy personnel are well-spoken both	75	(41,1%)	95	(55,9%)
7	Pharmacy personnel call the patient according to the sequence number	86	(50,6%)	84	(49,4%)
8	Pharmacy personnel explain how to drug use	79	(46,5%)	91	(53,5%)
9	Pharmacy personnel give directions good to the patient	100	(58,8%)	70	(41,2%)
10	Pharmacy personnel repeat information or write a detailed prescription on how to use the medicine to the patient if the patient is lacking understand	115	(67,6%)	55	(32,4%)
	Total Score	**939**		**761**	

Based on Respondents' Answers About Personnal Officers in Table 3, Pharmacy personnel are polite and friendly to patients, 137 people (80.6%) answered satisfied, and 33 people (19.4%) respondents answered dissatisfied. In statement no. 2, Pharmacy personnel provide services to every patient regardless of social status, 101 people (59.4%) of respondents answered satisfied, and 69 people (40.6%) of respondents answered dissatisfied. According to Kotler (2005), service quality is the overall characteristics and properties of a product or service that affect its ability to satisfy stated or implied needs. Thus, what is meant by the quality of health services is what shows the level of perfection of health services in causing satisfaction in patients [17].

Scoring for inference is determined by the following calculation:

Score of Satisfied $= \dfrac{\text{Satisfied Answer Score}}{\text{Maximum Score (170 respondents x 26 statements)}} \times 100\%$

$= \dfrac{565 + 950 + 939}{565 + 950 + 939 + 455 + 750 + 761} \times 100\%$

$= \dfrac{2454}{4420} \times 100\%$

$= 56\%$

Based on the results of the *scoring* calculation above, the total score obtained is 56%, this shows that overall patient satisfaction is in the "Fair" category.

IV.CONCLUSION

Level of patient satisfaction with pharmaceutical services in the pharmaceutical .Department at Hospital X in Pesisir Selatan Regency is included in the enough category.

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