



Profile of Patients Satisfaction with the Quality of Pharmaceutical service at the Outpatients Pharmacy Room in Dr. M Djamil tertiary hospital at Padang City, Indonesia

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ABSTRACT: Pharmacy service is a direct service and responsible for the patients, relating to pharmaceutical preparations with meaning for reach results which certain and increase quality patients's life and is an inseparable part of the service system in hospital . This study aims to determine the profile of patients satisfaction with the quality of pharmaceutical service at the outpatients pharmacy room of Dr. M Djamil tertiary hospital in Padang City, Indonesia. A cross sectional study, data collection was carried out in July 2022 at the outpatients pharmacy room Dr.M Djamil tertiary hospital prospectively, used a questionnaire that had been validated on 100 patients. The questionnaire consists of 21 statements about the quality of pharmaceutical service from 5 aspects, namely, location, attitude of staff, speed of service, provision of drug information and availability of drugs. Data werw collection by accidental Sampling method , carried out on Monday to Friday, with 10 respondents person in a day. The research results show that the patients satisfaction profile is based on the quality of pharmaceutical service from the 5 aspects assessed were in the satisfied category of 56.9% respondents and very satisfied 32.9% of respondents, however there were 10% of respondents who gave quite satisfied answers with the highest score in the statement " available special room for counselling medicine "

KEYWORDS: satisfaction, service, pharmacy, questionnaire

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I. INTRODUCTION

Health is one of the basic human needs, health is not regardless of health service and facilities which are defined as something Suite activity which held in a way integrated, integrated and sustainable, aim for look after and increase degrees public health. This can be done in the form disease prevention, increase health, treatment disease, as well as recovery health.[1] . Quality health service can be satisfying each use of service according to the level of patients satisfaction, the average population and its implementation in accordance with the code of ethics and standards. Two important elements in an effort to improve health service is the level of patients satisfaction as a service user and fulfilling established service standards [2] .Service pharmacy is something service direct and responsible for the patients, relating to pharmaceutical preparations with Meaning for reach results which Certain and increase quality patients's life and is an inseparable part of the service system in hospital which oriented to provision preparation pharmacy, tool health, material medical finished use and service pharmacy clinic [3] .

The hospital pharmacy department is a functional implementing unit which organizes all pharmaceutical service activities in the Hospital. The hospital pharmacy department is one of the facilities owned Dr. M Djamil tertiary hospital Padang for give service pharmacy to the patients Dr. M. Djamil is a tertiary hoospital, owned by Ministry of Health which already accredited plenary by Hospital Committee of Accreditation Dr. M Djamil already become Hospital Type A since August 2016.

Based on results survey in part administration department Pharmacy Dr. M Djamil tertiary hospital Padang in get it information that department pharmacy has 27 Pharmacists, 130 Pharmacy technician and 14 person administration worker which on duty to provide the best service for patients so that patients get satisfaction from service which given. Patients satisfaction depends on the quality of service provided. User service in hospital, patients demand service which quality and not only involves healing from physical illness, but it also concerns attitude satisfaction, availability of facilities and infrastructure adequate and an environment that can provide comfort. Service is an effort made by employees to fulfill customer desires with the service provided. Patients satisfaction with the quality of pharmaceutical service is an indicator important in the quality of health service in hospitals. Level of satisfaction of These patients can be measured using an instrument in the form of a questionnaire as a measuring tool [4].

Quality service in field health that is service health which give satisfaction on patients. Satisfaction is part important in service health because can measure quality on service which given. [1] Standard service pharmacy as reject measuring which used for guidelines for power pharmacy in organize service, aim for increase quality service, protect patients and public from use drug which not rational for patients safety [3]. Hospitals must capable apply standard service pharmacy for increase quality service pharmacy which optimal, so that capable give satisfaction to patients. The Preliminary Study was carried out by taking data from the Public Relations department and Complaint Public Dr. M Djamil tertiary hospital about complaint to pharmacy service. The results of a preliminary study in 2021 show that There were 10 reports of complaints against pharmaceutical service out of 110 reports complaints come in and from these complaints patients complain about the lack of pharmaceutical equipment available at the pharmacy room (pen to be used for surgery bone), so that surgery on the patients is postponed until the pharmaceutical equipment is available return and the length of time receiving the drug.

II. RESEARCH METHODS

Study werw held from May to July 2022 at Dr.M.Djamil tertiary hospital Padang, data were collection in July 2022 at pharmacy room for outpatients service at Dr. M. Djamil tertiary hospital Padang. A cross sectional study, determination amount of sample werw usage the Slovin formula from an outpatients population at a pharmacy room, the number of samples obtained was 100 respondents. Sampling technique used is accidental sampling, namely the sampling technique with take samples freely [5]. Sampling was carried out from Monday to Friday, with 10 samples person in a day. Criteria inclusion includes patients or family patients can read and write as well as willing become respondent, patients have been treated 3 times and take drug in room pharmacy, and age over 17 years. Criteria exclusion includes: patients experience disturbance mental and patients who is blind and deaf. Collection data in study usage questionnaire from Sa'adah's et al 2015 [9] and Kaunang et al, 2020 [10] which has been validated with Alpha Cronbach's 0.937 in this research, contains 21 statements, in the form of 4 points statements about location, 5 about attitude officers, 2 about speed of service, 6 about providing drug information, and 4 regarding drug availability.

Data obtained from the results of filling out the questionnaire are collected and analyzed in a way descriptive. In the questionnaire section level of satisfaction, each answer those who are very satisfied are given a score of 5 (five), satisfied answers are given a score of 4 (four), quite satisfying answers are given a score of 3 (three), the answer less satisfied is given a value of 2 (two), and the answer not satisfied given mark 1 (one). Data analysis techniques use a Likert scale and processing use score. Measurement level satisfaction patients were usage method of countpercentage indicator per statement by using formula:

$$\text{Percentage of satisfaction (\%)} = \frac{\text{Score item}}{\text{Maximumscore}} \times 100\%$$

III. RESULT AND DISCUSSION

Validity Construct

The validity test of the instrument is carried out by use correlation technique Pearson Correlation via SPSS because the research instrument uses likert scale. Validity testing is carried out on each statement item, with levels 5% error if $r_{\text{count}} > r_{\text{table}}$ then the statement item is stated valid. Based on test results data, it is known that all over question variable satisfaction patients to quality Pharmaceutical service have a correlation above 0.374 ($r_{\text{count}} > r_{\text{table}}$) so that all items question the stated valid and can use as further research.

Reliability Test

Something questionnaire said reliable or reliable If answer someone to the question is consistent or stable measured once just. for know is something variable reliable or Not, Cronbach's Alpha test was used, assuming that the list of questions which tested will said reliable bilai mark Cronbach appla > 0.6 [6]. In the

questionnaire test used in this research, it can be seen that from 21 item per statement stated reliable because Cronbach's alpha $0.937 > 0.60$. The validity test of the questionnaire was carried out in the same place on 30 patients who were not used as data samples in this study.

Respondent Profile

The research results show that the number of respondents there were 39 male respondents (39%) and 61 female respondents (61%). The number of male respondents is less compared to women, this is due to the fact that the dominance of men in work is still high, so that the majority of patients or families accompany outpatients on a daily basis. Work is a woman. The patients' education level is, elementary school 6 person (6%), junior high school 16 person (16%), senior high school 48 person (48%), Diploma 12 person (12%), bachelor 17 person (17%) and master 1 person (1%). From these results it can be seen that the patients or the patients's family get pharmaceutical service at the outpatients pharmacy room of Dr.M.Djamil Hospital which most Lots own education senior high school as much 48 person (48%). The patients or patients's family who receive pharmaceutical service at outpatients pharmacy room Dr.M.Djamil mostly works as a housewife as much 30 person (30%), Then own work student as much 14 person (14%), as well as trade and private each as much 13 person (13%) and Civil servants as much 12 person (12%) from whole respondents.

Table 1. Results of respondents' statements for the 5 aspects assessed.

NO	STATEMENT	ASSESSMENT (%)				
		VS	S	QS	LS	NS
A. LOCATION						
1	Room clean and neat	40	59	1	0	0
2	Ease of reachroom pharmacy	54	46	0	0	0
3	Room room pharmacy feltComfortable	26	66	8	0	0
4	Time of open room pharmacy in accordancewith patients needs	45	55	0	0	0
B. OFFICER ATTITUDE						
1	Officer behave friendly andpolite in giving information drug	35	62	3	0	0
2	Officer understand medical probleml on patients	51	49	0	0	0
3	Responding officers with patients needs	18	74	8	0	0
4	Officer willing answer questions asked by patients	57	43	0	0	0
5	The officer gave the same attention to all patients	13	80	7	0	0
C. SERVICE SPEED						
1	patients accept drug intime <30 non-mixed drugs and <60 minutes of concoction medicine	7	77	16	0	0
2	Duration time of Waiting is accordance with the amount of medication prescribed	8	81	11	0	0
D. PROVIDING DRUG INFORMATION						

1	Officer explain drug indication	16	80	4	0	0
2	The officer explains how to usage drug	73	27	0	0	0
3	The officer explains the possible of side effect	10	69	21	0	0
4	The officer explains how to storage drug	3	62	35	0	0
5	Drug information service use that language that Can understood by patients	57	43	0	0	0
6	Available special room for counseling	1	28	66	5	0
E. DRUG AVAILABILITY						
1	Amount drug sufficient	22	69	9	0	0
2	Medicines and medical equipment prescribed available	23	57	20	0	0
3	Instructions for use were in clear label	71	29	0	0	0
4	Physical condition and quality of medicine were good	61	39	0	0	0
	Total Score and Percentage	691/2100= 32.9%	1195/2100= 56.9%	209/2100= 10%	5/2100= 0.2%	0/2100= 0%

Source : Sa'adah et al, 2015 [9] and Kaunang et al, 2020 [10]

Description and assessment range [11] :

- a. Very Satisfied (81-100%) VS
- b. Satisfied (61-80%)
- c. Quite Satisfied (41-60%) QS
- d. Less Satisfied (21-40%) LS
- e. Not Satisfied (0-20%) NS

A. Location

In table 1 it can be seen , for statement location 1 ie "room clean and neat", 40% respondents answer very satisfied, 59% respondents answer satisfied and 1% of respondents answered quite satisfied. Next for location statement 2, namely "ease of reaching pharmacy rooms" 54% of respondents answered very much satisfied and 46% of respondents answered satisfied. Then for location question 3 namely "the pharmacy room room feels comfortable" 26% of respondents answered very satisfied, 66% respondents answer satisfied as well as 8% respondents answer Enough satisfied. Location question 4 is "pharmacy room opening hours according to patients needs outpatients" 45% of respondents answered very satisfied and 55% of respondents answered satisfied. Based on data the can is known that 59% respondents satisfied with a clean and tidy room. 54% of respondents are very satisfied with convenience Reaching the pharmacy room, 66% were satisfied that the pharmacy room room felt comfortable and 55% are satisfied with the pharmacy room's opening hours according to patients needs take care road. Matter This show from 4 question for quality service Pharmacies in terms of patients location are very satisfied with the ease of reaching them room pharmacy.

B. Officer Attitude

In table 1 , for statement attitude officer 1 ie "officer behave friendly and polite in give information drug", 35% respondents answer very satisfied, 62% respondents answer satisfied and 3%

Respondents answered quite satisfied. Next is the statement of officer 2's attitude namely "officers understand the patients's medical problems" 51% of respondents answered very satisfied and 49% of respondents answered satisfied. Then to questions attitude of officer 3, namely "officers are responsive to what patients need" 18% respondents answer very satisfied, 74% respondents answer satisfied as well as 8% respondents answer Enough satisfied. Question attitude officer 4 ie "officer willing to answer questions asked by patients" 57% of respondents answered very satisfied and 43% respondents answer satisfied. Question attitude officer 5 namely "officers give the same attention to all patients" 13% respondents answered very satisfied and 80% of respondents answered satisfied and 7% respondents answered quite satisfied. Based on data the can is known that 62% respondents satisfied with the officers being friendly and polite in giving drug information, 51% respondents very satisfied with officer understand problem medical on patients, 74% of respondents were satisfied with the staff responding to what was needed patients, 57% of respondents were very satisfied with the officers being willing to answer questions submitted by patients and 80% were satisfied with the staff providing adequate attention the same for all patients. This shows the 5 questions for quality Pharmaceutical service in terms of staff attitude, patients are very satisfied with the staff understand the patients's medical problems and the staff is willing to answer questions which submitted by the patients.

C. Service Speed

In table 1 it can be seen , for statement speed service 1 namely "patients receive medication within a reasonable time", 7% of respondents answered very satisfied, 77% of respondents answered satisfied and 16% of respondents answered quite satisfied. Furthermore for statement speed service 2 ie "duration Wait in accordance with amount drug which prescribed" 8% respondents answer very satisfied and 81% of respondents answered satisfied, and 11% of respondents answered Enough satisfied. Matter This show from 2 question for quality service pharmacy from facet speed service, patients or family patients which getting pharmaceutical service at the outpatients pharmacy room are more satisfied with long waiting time accordingly amount drug which prescribed.

One of the indicators of pharmaceutical service regulated in the hospital's is time Wait service drug So (non concoction) and concoction. According to Minister of Health Regulation Number 129 of 2008 [7], states that time Wait service drug So is grace time start patients deliver prescription until receiving the finished medicine. The standard length of service time drug non concoction which set by Ministry Health is ≤ 30 minute.

Where as, time Wait service drug concoction is grace time start. The patients submits the prescription until he receives the standard compounded medication time ≤ 60 minutes.

D. Providing Drug Information

In table 1 we can see the statement providing drug information 1 namely "the officer explained the indications for the drug", 16% of respondents answered very satisfied, 80% respondents answer satisfied and 4% respondents answer Enough satisfied. Furthermore for statement giving information drug 2 ie "officer explain how to use medication correctly" 73% of respondents answered very much satisfied and 27% respondents answer satisfied. Then for question giving drug information 3, namely "the officer explained the possible side effects" 10% of respondents answered very satisfied, 69% of respondents answered satisfied and 21% Respondents answered quite satisfied. Questions providing drug information 4 namely "officer explain method storage medicine" 3% respondents answer very satisfied, 62% of respondents answered satisfied and 35% of respondents answered quite satisfied. Question giving information drug 5 ie "service information drug use language that patients can understand "57% of respondents answered very satisfied and 43% of respondents answered satisfied. Information providing questions drug 6 ie "available room special for counseling drug" 1% respondents answer very satisfied, 28% respondents answer satisfied and 66% respondents answer quite satisfied as well 5% of respondents answer less satisfied. This shows the 6 questions for the quality of pharmaceutical service in terms of providing drug information, patients or patients families who gets service pharmacy in room pharmacy take care road very satisfied to officer explain method usage drug which Correct as well as satisfied with officer explain the indications for the drug. According to the national drug information center regulatory agency drug fund food state officer surrender drug must communicate to patients method which appropriate for use drug through information regarding drug labels which include information regarding Name patients, Name drug, instruction use drug, date giving drug, identity giver recipe, and identity officer surrender drug. Instructions form symbol, for patients which blind letters.as well as giving labels/labels information addition for medicine [8] .Besides That from facet giving information drug respondents Also more satisfied with officer explain indication drug.

E. Drug Availability

In table 1 it can be seen , for statement availability drug 1 ie "The amount of medicine is sufficient" 22% of respondents answered very satisfied, 69% of respondents answer satisfied and 9% respondents answer Enough satisfied. Furthermore for drug availability statement 2, namely "prescribed drugs and medical equipment are available" 23% of respondents answered very satisfied, 57% of respondents answered satisfied and 20% Respondents answered quite satisfied. Then for the question of drug availability 3 ie "rule use which stated on etiquette clear" 71% respondents answer very satisfied, 29% respondents answer satisfied. Drug availability question 4 namely "physical condition and good quality of medicine" 61% of respondents answered very satisfied, 39% the respondent answered satisfied. This shows the 4 questions for the quality of pharmaceutical service from facet availability drug, patients or family patients which get service pharmacy in room pharmacy take care road very satisfied with rule use what is stated on the label is clear and the physical condition and quality of the medicine is good. As Republic of Indonesia Ministry of Health (2008) [7] state, notice information nor rule drink drug This is an important thing when taking medication. Too large a dose can cause overdose, whereas dose which small, will causedifficult to achieve therapeutic success. This can cause side effects expected if not noticed

Overall in table 1 , we can see the total questionnaire scores for the 5 aspects assessed, respondents who stated they were very satisfied were 32.9%, 56.9% satisfied, 10% quite satisfied, 0.2% less satisfied and not 0% satisfied. The majority of respondents expressed satisfaction with 56.9% indicating that the service provided was quite good, but could still be improved to make all patients very satisfied. The thing that still needs to be improved is the provision of drug information, point number 6, namely the availability of a special room for drug counseling, where the score that states quite satisfied is the highest, score 66.

IV. CONCLUSION

In this study we had satisfied answers from 56.9% of respondents, then very satisfied answers from 32.9% of respondents, but there were 10% of respondents who gave quite satisfied answers with the highest score in the statement " available special room f or counseling medicine "

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