EVALUATION OF THE LEVEL OF PATIENT SATISFACTION WITH PHARMACY SERVICES AT Dr. J.P. WANANE, SORONG DISTRICT

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Abstract :
At this time, the level of public awareness about the importance of health is increasing. This is especially true in providing more and more health services. And quality of service is also needed to ensure satisfaction with health services, one of which is pharmacy. increases and does not cause disappointment for consumers. This research used a sample of 100 respondents. The research was carried out with a descriptive quantitative design by collecting data through observation data and questionnaires, totaling 10 questions representing 5 aspects. All data obtained and collected in this research were primary data. In this research the variable is focused on the level of satisfaction. Satisfaction is seen from 5 dimensional aspects, namely the empathy dimension, reliability dimension, facility dimension, confidence dimension and responsiveness dimension. The results of the first question related to the reliability dimension aspect were 68.2% and 75.6%. The second question related to the empathy dimension aspect received a score of 68.6% and 75.6%, while the third question related to the responsiveness dimension aspect received a score of 77.4% and 73.% The fourth question related to the dimension of confidence received a score of 64% and 78.2% and the fifth question regarding the aspect of the facility dimension received a score of 77.8% and 67.4%

Keywords: Dr.J.P.Wanane Regional Hospital, Patient Characteristics, Satisfaction Level, Pharmaceutical Services

INTRODUCTION

A hospital is a service unit where the public can obtain health services, including inpatient, outpatient and emergency department (ER) which are promotive, preventive, curative and restorative in nature. Hospitals are expected to be able to implement in accordance with the Minimum Service Standards (SPM) in order to provide complete service in every service. Pharmaceutical services are one of the medical services that must comply with the SPM. Pharmaceutical services are services directly and responsibly to patients related to pharmaceutical preparations which include drugs, medicinal ingredients, traditional medicines and cosmetics with the aim of achieving real results to improve the patient's quality of life, in accordance with the Regulation of the Minister of Health Republic of Indonesia Number 72 of 2016 concerning Pharmaceutical Service Standards in Hospitals. (Putri, 2018).

Pharmaceutical services are services provided directly and responsibly to patients related to pharmaceutical products to improve the patient's quality of life. The previous pharmaceutical service model which only concentrated on administering drugs as a commodity, has developed into a comprehensive service which refers to pharmaceutical services, which are under the direct jurisdiction

of the pharmacist profession in pharmaceutical work with the aim of improving the quality of patient care. and bring satisfaction to society. (Manapode et al., 2021).

The level of feeling that an individual (patient) experiences after comparing actual results with those anticipated is called satisfaction. According to research (Auliafendri & Tanjung, 2021), there is a relationship between patient satisfaction and pharmaceutical services. Patient satisfaction is often considered an important factor. This is determined by the capacity of the service to meet patient standards. Patients are unhappy if service performance is less than what they anticipated.

The SERVQUAL technique, which has five dimensions—tangibles, responsiveness, reliability, assurance, and empathy—can be used to measure patient satisfaction in hospitals. The difference between actual (reality-based) expectations and perceived views (perceptions) about pharmaceutical services can be used to measure the level of patient satisfaction. Patients are said to be very happy if perceptions meet or exceed expectations. When perceptions match the patient's expectations, the patient is said to be satisfied; However, if the perception is not, the patient is said to be disappointed or dissatisfied (Putri, 2018).

RESEARCH METHOD

This research uses a cross-sectional methodology and is descriptive in nature. The only intervention provided by the researcher in this study was the administration of a self-administered questionnaire. This research is quantitative in nature and the sample collection uses a non-probability sampling approach using successful sampling techniques. This means that samples will be selected based on fulfilling the inclusion criteria until the required sample size of 100 samples is reached. and techniques for assessing patient satisfaction at J.P.WANANE Hospital, Sorong Regency with pharmaceutical services. The research population was outpatients who purchased medicines at the J.P.WANANE Hospital Pharmacy, Sorong Regency. The sample is part of the population determined using inclusion criteria, while the part of the population that is not included in the inclusion criteria is called exclusion criteria.
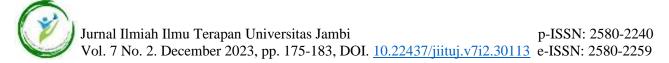
RESULTS AND DISCUSSION

The characteristics of respondents are known based on the distribution of respondents involved in this research. In this study, 130 questionnaires were distributed, one of the inclusion and exclusion criteria is that in the inclusion criteria the patient must meet the minimum age requirement of 17 years to be able to take part in this study, because this age is included in the productive age. When carrying out busy activities, people of productive age prefer to maintain their health, whereas in the exclusion criteria for patients who received treatment more than once in this study, of the 130 questionnaires distributed, there were 15 questionnaires that received treatment only once. This research also includes the distribution of respondents, age, gender, highest level of education, occupation and income. So we can see the results of research conducted in September 2023 which took place at Dr J.P Wanane Hospital, Sorong Regency.

Characteristics Based on Age

Patients who come to RSUD Dr J.P. Wanane's nature varies from teenagers to the elderly, so this allows respondents to vary in terms of age. Ristic characteristics based on age can be seen in Table 1 as follows.

Table 1. Characteristics by Age

Age (Years)	Frequency	Percentage (%)
Teenager 17-25	23	23
Mature 26-45	45	45
Elderly 46-65	32	32
Total	100	100

Based on table 1, it can be said that the most respondents were adults aged between 26-45 years as many as 45 people (45%), and respondents aged between 46-65 years as many as 32 people (32%), followed by the fewest respondents. namely teenagers aged between 17-25 as many as 23 people (23%). Most respondents were adults between 26-45. According to (Simon, 2000), someone who reaches adolescence will have broader and more responsible insight and knowledge, making it easier to receive various information that is better or positive for health. According to (Putro, 2007) period Adolescence is an age that can think critically about the environment around them, so they are willing to express their opinions and hopes.

Characteristics Based on Gender

Hospitals are the main choice for treatment when sick. In a hospital, of course the patients who come for treatment vary in gender, therefore the characteristics of respondents based on gender can be seen in table 2 as follows.

Table 2. Characteristics Based on Gender

Gender	Frequency	Percentage (%)
Laki-laki	57	57
Perempuan	43	43
Total	100	100

Based on table 2, it can be said that the majority of respondents were men, 57 people (57%), while there were 43 women (43%). Basically, there is no difference between male and female gender in terms of administering medication at Dr J.P Wanane Hospital, Sorong Regency. The majority of respondents who seek treatment are men, this is because more men come for treatment than women.

Characteristics Based on Last Education

The education that a person has undergone is certainly not the same between one individual and another so that instilling different patterns of thinking can also influence a person's behavior in making decisions. Characteristics based on education can be seen in table 3 as follows.

Table 3. Characteristics Based on Last Education

Education	Frequency	Percentage (%)
Elementary	5	5
Junior High School	16	16
Senior High School	26	25
Bachelar/Magister/Doctoral	49	49
No school	4	4
Total	100	100

Based on table 3, it can be said that the most respondents were 49 respondents with diploma degrees (S1/S2/S3) (49%), then respondents with elementary school graduates were 5 people (5%), respondents with junior high school graduates were 16 people (16%), There were 26 respondents who had graduated from high school (26%) and the fewest respondents who had not attended school were 4 people (4%). According to (Fieldstein, 2004) states that families with a higher level of education will be more aware of early symptoms and early treatment, so that the family is more efficient in seeking and utilizing treatment.

Characteristics By Job

Someone who works is usually more demanding or critical of the services they receive if they feel dissatisfied with the service, compared to people who don't work. Characteristics based on a person's job can be seen in table 4 as follows.

Table 4. Characteristics by Job

Work	Frequency	Percentage (%)
Laborer	22	22
Civil servants	10	10
Farmer	29	29
Housewife	11	11
Businessman	11	11
TNI/Polri	10	10
Student/Students	7	7
Total	100	100

Based on table 4, it can be seen that the highest percentage of people working are farmers with 29 people (29%), working as laborers with 22 people (22%), then 10 people working as civil servants (10%), then housewives with 11 people (11%), the percentage of entrepreneurs reached 11 people (11%), then TNI/Polri with 10 people (10%) and those with the smallest percentage were students, namely 7 people (7%). Based on the characteristics of work, the majority are farmers.

Characteristics Based On Income

Income is all forms of wages or salaries received, including benefits such as health and pensions. A person's income also influences the assessment of the services received. The following characteristics based on a person's income can be seen from table 5 as follows.

Table 5. Characteristics by income

Income	Frequency	Percentage (%)
No income yet	29	29
< 1 Milion	25	25
1-3 Milion	28	28
> 3 Milion	18	18
Total	100	100

Based on table 5, it shows that the highest percentage is not earning as much as 29 people (29%), then < 1 million is 25 people (25%), for income 1-3 million is 28 people (28%), and the lowest percentage is income > 3 million.

Pharmaceutical Service Satisfaction Results

The level of feeling a person (patient) experiences after comparing the actual results and the expected results is known as satisfaction. Research shows that there is a relationship between patient satisfaction and pharmaceutical services (Monica and Paul, 2015). The aspects used for assessment, namely reliability, empathy, confidence, responsiveness, and facilities can be used to analyze findings of satisfaction with pharmaceutical services (Notoatmodjo, 2012).

Patient Satisfaction Based on Dimensions of Reliability

The capacity to precisely and consistently deliver service as promised is what reliability is all about. Performance must meet patient expectations, including being on time, providing the same level of error-free service to every customer, and acting with care. Characteristics based on reliability dimensions can be seen in table 6.

Table 6. Patient Satisfaction Based on Reliability Dimensions

Statement	STP	TP	CP	P	SP	%	Criteria
The ability of pharmacy installation officers regarding the speed of drug service	8	10	34	29	19	68.2	Satisfied
Pharmacy staff are friendly and smile	10	9	9	37	35	75.6	Satisfied

Based on the reliability dimension which consists of two questions, namely, 8% of respondents said they were very dissatisfied, 10% of respondents said they were not satisfied, 34% of respondents said they were quite fast, 29% of respondents said they were satisfied, 19% of respondents said they were very satisfied with the first question.

Frequency for the second question, 10% of respondents said they were very dissatisfied, 9% of respondents said they were not satisfied, 9% of respondents said they were fasting enough, 37% of respondents said they were satisfied, 35% of respondents said they were very satisfied with the second question.

In research conducted by (Putra & Wardani, 2017) at the Klungkung Regional General Hospital Pharmacy Installation, the reliability indicator produced a proportion of 55% and an average value of 45% which was classified as quite satisfactory. Meanwhile, in this study, the first question regarding the competence of pharmacy installation staff regarding the speed of drug service received a result of 68.2% and the second question regarding pharmacy staff serving in a friendly and smiling manner received a result of 75.6%, so it can be said that these two questions were satisfied.

Procedural services which include prescribing services, self-medication, collecting patient health history data, explaining disease prevention, patient care, and dispensing necessary medications are the sources for measuring the dimensions of reliability in this research. This shows how pharmacies educate patients about medications and how to take them correctly so that they are satisfied with the service they receive.

Patient Satisfaction Is Based on the Empathy Dimension

Empathy is demonstrated by the staff's ability to provide sincere attention and individual or personal attention to patients. It also requires hospitals to have information about their patients to identify their specific needs and to operate at times that are convenient for them. Patient characteristics can be seen in table 7 as follows.

Table 7. Patient Satisfaction Based on Empathy Dimensions

Statement	STP	TP	CP	P	SP	%	Criteria
Pharmacy staff provide services to all patients regardless of the patient's social status	2	5	49	32	12	68.6	Satisfied
Patients feel comfortable while waiting for medicine	6	9	25	21	39	75.6	Satisfied

Based on the empathy dimension which consists of two questions, first, 2% of respondents said they were very dissatisfied, 5% of respondents said they were not satisfied, 49% of respondents said they were quite fast, 32% of respondents said they were satisfied, 12% of respondents said they were very satisfied with the first question.

Frequency for the second question, 6% of respondents said they were very dissatisfied, 9% of respondents said they were not satisfied, 25% of respondents said they were fasting enough, 21% of respondents said they were satisfied, 39% of respondents said they were very satisfied with the second question.

In research conducted by (Putra & Wardani, 2017) at the Klungkung Regional General Hospital Pharmacy Installation, the reliability indicator produced a proportion of 56% and an average value of 44% which was quite satisfied, whereas in this research the first question was about the staff. pharmacies provide services to all patients regardless of the patient's social status, getting results of 68.6% and the second question regarding patients feeling comfortable while waiting for medicine got results of 75.6%, so it can be said that these two questions were satisfied.

In this study, the degree of empathy was assessed by stating that the services provided did not differentiate between patients based on their status; pharmacist patient in serving patients; and there is good communication between the pharmacist and the patient. This shows how pharmacists treat patients politely and do not discriminate between patients for their satisfaction.

Patient Satisfaction Based on Dimensions of Response

Responsiveness is a type of policy designed to help and provide timely and accurate services to patients by providing clear information. Characteristics based on dimensions of responsiveness can be seen in table 8.

Table 8. Patient Satisfaction Based on Responsiveness Dimensions

Statement	STP	TP	CP	P	SP	%	Criteria
There is good communication between pharmacy staff and patients	3	4	30	29	34	77.4	Satisfied
Patients receive clear and easy to understand information about the prescription/medication being redeemed	3	6	36	33	22	73	Satisfied

Based on the empathy dimension which consists of two questions, first, 3% of respondents said they were very dissatisfied, 4% of respondents said they were not satisfied, 30% of respondents said they were quite fast, 29% of respondents said they were satisfied, 34% of respondents said they were very satisfied with the first question.

Frequency for the second question, 3% of respondents said they were very dissatisfied, 6% of respondents said they were not satisfied, 36% of respondents said they were fasting enough, 33% of respondents said they were satisfied, 22% of respondents said they were very satisfied with the second question.

In research conducted by (Putra & Wardani, 2017) at the Klungkung Regional General Hospital Pharmacy Installation, the reliability indicator produced a proportion of 29% and an average value of 71% which was classified as quite satisfactory, whereas in this research the first question regarding the occurrence good communication between pharmacy staff and patients got results of 77.4% and the second question regarding patients getting clear and easy to understand information about the prescription/medication being redeemed got results of 73%, so it can be said that these two questions were satisfied. The speed of patient service determines the dimension of responsiveness. The maximum waiting time at Dr J.P Wanane Hospital, Sorong Regency is approximately 15 minutes. This is because patients who come to take medicine will get bored and receive substandard service if they have to wait too long. The ability of pharmacists and other pharmaceutical personnel to immediately handle patient complaints and provide immediate attention to patients. This shows how each pharmacist provides drug services to patients in a timely manner so that the patient feels happy.

Patient Satisfaction Is Based on Warranty Dimensions

Assurance is the pharmacist's knowledge, courtesy and ability to foster a sense of trust in patients. This includes several components, among others communication, security, credibility,

competence and courtesy. Characteristics based on the dimensions of belief can be seen in table 9 as follows.

Table 9. Patient Satisfaction Based on Guarantee Dimensions

Statement	STP	TP	CP	P	SP	%	Criteria
Pharmacy staff have good knowledge and skills at work	2	3	26	26	26	64	Satisfied
The quality of the medicines obtained is guaranteed	1	2	45	34	18	72.8	Satisfied

Based on the guarantee dimension which consists of two questions, first, 2% of respondents said they were very dissatisfied, 3% of respondents said they were not satisfied, 26% of respondents said they were quite fast, 26% of respondents said they were satisfied, 26% of respondents said they were very satisfied with the first question.

Frequency for the second question, 1% of respondents said they were very dissatisfied, 2% of respondents said they were not satisfied, 45% of respondents said they were fasting enough, 34% of respondents said they were satisfied, 18% of respondents said they were very satisfied with the second question.

In research conducted by (Putra & Wardani, 2017) at the Klungkung Regional General Hospital Pharmacy Installation, the reliability indicator produced a proportion of 66% and an average value of 34% which was classified as quite satisfactory, whereas in this study the first question was about drugs. Those obtained guaranteed quality got a result of 64% and the second question regarding the patient getting clear and easy to understand information about the prescription/drug being redeemed got a result of 72.8%, so it can be said that these two questions were satisfied.

In this study, the following statements were used to measure the assurance dimension: pharmacists treat patients with courtesy and courtesy; pharmacists provide patients with accurate and thorough care when dispensing medications; and pharmacists skillfully, politely, and kindly inform patients about medication side effects. Additionally, pharmacists provide direct explanations of medical information. This shows that all the information provided by the pharmacist is correct and able to be explained to the patient in a way that makes them happy.

Patient Satisfaction Based on Facility Dimensions

The ability of a hospital to prove its existence to other parties is known as a facility (tangible). reliable hospital infrastructure and appearance. One can clearly see the quality of services provided by the hospital. This includes building facilities, technology used, equipment, and staff appearance. Satisfaction with the facility dimensions can be seen in table 10.

Table 10. Patient Satisfaction Based on Facility Dimensions

Statement	STP	TP	CP	P	SP	%	Criteria
The pharmacy looks clean and tidy	3	5	23	38	31	77.8	Satisfied
Waiting room comfort	10	7	36	30	17	67.4	Satisfied

Based on the guarantee dimension which consists of two questions, first, 3% of respondents said they were very dissatisfied, 3% of respondents said they were not satisfied, 23% of respondents said they were quite fast, 38% of respondents said they were satisfied, 31% of respondents said they were very satisfied with the first question.

Frequency for the second question, 10% of respondents said they were very dissatisfied, 7% of respondents said they were not satisfied, 36% of respondents said they were fast enough, 30% of respondents said they were satisfied, 17% of respondents said they were very satisfied with the second question.

In research conducted by (Putra & Wardani, 2017) at the Klungkung Regional General Hospital Pharmacy Installation, the reliability indicator produced a proportion of 53% and an average value of 47% which was quite satisfied, whereas in the research in the first question regarding the pharmacy it was seen clean and tidy got a result of 77.8% and the second question regarding the comfort of the waiting room got a result of 72.8%, so it can be said that these two questions were satisfied.

The facility dimensions measured in this research are those that can be seen directly, the quality of service in terms of facilities includes the pharmacy looking clean and tidy. The comfort of the waiting room is also very important for patients. This shows that a clean pharmacy and a clean and comfortable waiting room can make patients feel satisfied.

CONCLUSION

Based on research on the level of satisfaction with pharmaceutical services at Dr J.P Wanane Regional Hospital, Sorong Regency which has been carried out, the pharmaceutical services at the Dr. J.P Wanane Sorong Regency obtained results on reliability (reliability) having a percentage of 71.9%, empathy (empathy) having a percentage of 72.1%, responsiveness (responsiveness) having a percentage of 75.2%, assurance (guarantee) having a percentage of 68.4%. and tangibles (facilities) have a percentage of 72.6%. So it can be concluded that patients are satisfied with the services they have received at the Pharmacy Installation with an average satisfaction value reaching 72%, which in terms of score interpretation criteria is based on intervals, namely that patients feel satisfied. So it can be concluded that patients are satisfied with the pharmaceutical services at RSUD Dr. J.P Wanane, Sorong Regency.

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