**RESEARCH ARTICLE**

# Overview of The Level of Outpatient Satisfaction with Pharmaceutical Services in The Pharmacy Room Jenggawah Sub-District Public Health Jember Regency

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## ABSTRACT

Health is one of the important things for human life as a supporting factor of the quality of human life. Public health center is the first health facility for the community as an effort to improve health with several health services. One of the health services at the Public health center is pharmaceutical services whose activities are directly responsible for preventing the misuse of drugs against patients by providing the best service so that patient satisfaction arises. The purpose of this research was to determine the level of satisfaction of outpatients with pharmaceutical services in the pharmacy room of the Public health center at Jenggawah sub-district, Jember Regency. This type of research was descriptive research with a quantitative approach. The sampling method uses a nonprobability sampling method with purposive sampling techniques. Samples were obtained 100 respondents. This study refers to service quality (servqual) questionnaire instrument using a Likert scale satisfaction calculation and processed using SPSS 25. The results of the research on the level of patient satisfaction with pharmaceutical services on the pharmacy room's appearance were 78.95% (very satisfied), drug information services 80.33% (very satisfied), The pharmacist hospitality was 84.75% (very satisfied), the speed and accuracy of the officers were 80% (very satisfied), and at the indicators of drug availability 74.25% (medium). So that the majority of outpatient satisfaction with pharmaceutical services in the Pharmacy Room of the Public health center at Jenggawah Sub-district, Jember Regency is in the satisfied category.

Keywords: Pharmaceutical services, public health center, satisfaction

## Introduction

Health is one of the things that is important for human life. It is because health is one of the supporting factors for the quality of human life. Improving the quality of human life is due to the increasingly better quality of health services [1]. One of the health service facilities is the public health center, which has several health services. Pharmaceutical services are one of the services at public health center that are directly responsible for patients regarding pharmaceutical preparations to improve the patient's quality of life to get the best results [2].

Satisfaction is an expression of liking because one's desires fulfilled and in accordance with expectations. Satisfaction is individual, so each individual has different satisfaction levels [3]. Patient satisfaction can be supported by assessing several indicators, namely physical evidence (Pharmacy Room Appearance), reliability (Drug Information Services), pharmacist hospitality, speed and accuracy of officer service, and assurance dimensions (Drug Availability) [4].

## Material and Methods

This type of research is descriptive. Descriptive research was research that described or explained the events found. This research was conducted in the pharmacy room of the Jenggawah Sub-district Health Center. The inclusion criteria in this research were outpatients willing to fill out a questionnaire, who could write and read, who had received pharmaceutical services, and patients 17 years old or older because they could assess pharmaceutical services objectively. The exclusion criteria for this research were patients who refused to be respondents, patients with disabilities so they could not provide an assessment, and hospitalized patients.

The sample consisted of 100 respondents. Samples were taken using a non-probability sampling technique using purposive sampling. The research variable was outpatient satisfaction with pharmaceutical services in the pharmacy room of Public Health Center of Jenggawah Sub-district with five indicators according to Parasuraman (1998), namely the pharmacy room appearance, drug information services, pharmacist hospitality, officers speed and accuracy, and drug availability by scoring using a Likert scale of 1-4 with a score of 1 indicating very dissatisfied, a score of 2 not satisfied, a score of 3 satisfied, and a score of 4 very satisfied so that there was no element of doubt in answering so that the results obtained were more accurate.

## Result and Discussion

### *Validity Test*

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A validity test is a measurement index that shows the accuracy level of an instrument measuring instrument for what would be measured or the accuracy of the measure for the concept to be studied [5]. This test objective was to ensure that the questionnaire created was valid because there were several statements that the researcher changed so that a validity test must be carried out. In this research, the questionnaire validity test was carried out on 30 samples using the SPSS 25 application, and the r table indicator used the product moment r table value and 5% as significance so the r table was found to be 0.361. If the r calculated was greater than the r table it was declared valid [5].

**Table 1.** Validity test results

| **Pharmacy Room Appearance** | | | |
|---|---|---|---|
| **Statemeny** | **rCalculated** | **rTable** | **Result** |
| 1 | 0.741 | 0.361 | Valid |
| 2 | 0.680 | 0.361 | Valid |
| 3 | 0.643 | 0.361 | Valid |
| 4 | 0.768 | 0.361 | Valid |
| 5 | 0.741 | 0.361 | Valid |
| **Drug Information Services** | | | |
| 1 | 0.643 | 0.361 | Valid |
| 2 | 0.680 | 0.361 | Valid |
| 3 | 0.768 | 0.361 | Valid |
| **The Pharmacist Hospitality** | | | |
| 1 | 0.712 | 0.361 | Valid |
| 2 | 0.741 | 0.361 | Valid |
| 3 | 0.767 | 0.361 | Valid |
| **Speed and Accuracy of Service Personnel** | | | |
| 1 | 0.901 | 0.361 | Valid |
| 2 | 0.712 | 0.361 | Valid |
| 3 | 0.863 | 0.361 | Valid |
| **Drug Availability** | | | |
| 1 | 0.834 | 0.361 | Valid |
| 2 | 0.771 | 0.361 | Valid |

### Reliability Test

A reliability test was carried out to show that the questionnaires in this research could be relied upon for repeated measurements of the same phenomenon to show consistent results over time [5]. This research used Cronbach's Alpha. A variable was said to be reliable if it had a Cronbach's Alpha value > 0.6. The research instrument was reliable because the results obtained were 0.9 > 0.6.

**Table 2.** Reliability test results

| **Reliability Statistics** | |
|---|---|
| **Cronbach's Alpha** | **N of Items** |
| .946 | 16 |

### Characteristics of Respondents

The results of the respondents characteristics based on the gender of patients who received most pharmaceutical services were women. Data from the Jember Regency Central Bureau of Statistics supported it. The results of the gender ratio of the Jenggawah sub-district population showed that the female population (43,562) was more numerous than the male population (41,210) [6]. Female respondents utilized health services more than male respondents because men tended to careless about themselves [7].

Based on respondents age (years), 17- 25 was 16%, 26-35 was 29%, and 36-45, including late adulthood, had the highest percentage, 32%. According to data from the Jember Regency Central Bureau of Statistics [8], the population at this age was the most common. In recent adulthood, people were starting to care about their health and how they felt so that they could prevent disease from continuing into older ages. This 46-55 age group was 19%, the 56-65 age group was 4%, and the age group over 65 was the elderly. However, in this research, there were no respondents who were elderly.

Based on the highest level of education, it was 32% elementary school, 35% junior high school, 28% senior high school, and 5% bachelor's degree. Respondents at the Jenggawah Sub-district Health Center Jember Regency who had received pharmaceutical services were in the medium education level category, namely junior high school with a total period of education of 7-9 years [9]. The research results conducted by Maimunah (2022) showed that more respondents came with a higher level of education because they considered to have a more advanced mindset, so they better understood the importance of health and utilized its services [10].

Based on occupation, 5% of respondents work as teachers, 58% housewives, 12% farmers, 7% traders, 2% students, 9% private sector, 7% self-employed. Housewives were the most dominant occupation, namely 58 respondents or 58%. It also matched the number of female respondents who received pharmaceutical services at the Jenggawah Sub-district Health Center. As a housewife, she had more time at home and knew more about her and her family's health condition, so she could go to the Public Health Center anytime if a family member required health services [7].

### Distribution of Respondents Answer
### 1. Pharmacy Room Appearance

**Table 3.** The results of respondents answers to the pharmacy room appearance indicator

| **Statement** | **Answer** | | | |
|---|---|---|---|---|
| | **VD** | **D** | **S** | **VS** |
| | Σ | Σ | Σ | Σ |
| A waiting room with comfortable air circulation was provided | 0 | 1 | 73 | 26 |
| Adequate seating was provided | 0 | 1 | 54 | 45 |
| Entertainment facilities such as television or music players were provided in the waiting room | 1 | 16 | 75 | 8 |
| Reading materials were provided in the waiting room | 1 | 41 | 49 | 9 |
| The waiting room was clean and comfortable | 0 | 0 | 46 | 54 |
| Total | 2 | 59 | 297 | 142 |

Description: VD= Very Dissatisfied, D= Dissatisfied, S= Satisfied, VS= Very Satisfied

**Table 3** shows that the statement of providing reading materials in the waiting room showed the highest dissatisfaction

in one indicator as evidenced by 41 respondents answering dissatisfied. It could happen because the available reading materials such as brochures and posters attached have started to fade in color so they did not attract the patient's attention and some writings were no longer legible because they were worn out. The placement of the reading materials was also inappropriate, namely in the corner of the room where the position was not visible to the patient. It must be taken into account because the available reading materials contained health information that was expected to be useful for patients and their knowledge would increase so that it could be accompanied by an improvement in the patients quality of life [11].

**Table 4.** Calculation of the answer value of the respondents satisfaction level on the pharmacy room appearance indicator

| Satisfaction Category | Total x Scale Value | Score Results |
|---|---|---|
| Very dissastisfied (1) | 2 x 1 | 2 |
| Dissastisfied (2) | 59 x 2 | 118 |
| Satisfied (3) | 297 x 3 | 891 |
| Very Satisfied (4) | 142 x 4 | 568 |
| Total | | 1579 |

Ideal Score = Total respondents x Scale value
= 100 x 4
= 400

Maximal Score = Ideal score x Total of Indicator Questions
= 400 x 5
= 2000

Score percentage = (1579/2000) x 100%
= 78.95%

The results above show that the level of outpatients satisfaction with pharmaceutical services in terms of the pharmacy room appearance was very satisfied. The importance of researching this indicator was that the Public Health Center officer always paid attention to cleanliness and immediately renovated if there was inadequate infrastructure so patients felt comfortable.

## 2. Drug Information Services

**Table 5.** Respondents answers to drug information service indicators

| Statement | Answer | | | |
|---|---|---|---|---|
| | VD | D | S | VS |
| | Σ | Σ | Σ | Σ |
| The pharmacy officer provided explanations regarding medicines in language that was easy to understand | 0 | 0 | 64 | 36 |
| Pharmacy officers could answer appropriately when patients asked about medicines | 0 | 1 | 80 | 19 |
| Pharmacy officers were willing to repeat explanations if patients felt they had missed information | 0 | 2 | 86 | 12 |
| Total | 0 | 3 | 230 | 67 |

Description: VD= Very Dissatisfied, D= Dissatisfied, S= Satisfied, VS= Very Satisfied

The data in **Table 5** in the answers to the medicine information service indicators meant that respondents were satisfied. Providing medical information services could influence patient satisfaction. It would give a good impression to the patient, thus attracting the patients interest in returning to the service at that place [12] and making patients more compliant with their treatment so that it could improve the patient's quality of life because the patients recovery rate was greater [13].

To the statement the pharmacy officer explained the medicine in language that was easy to understand and as many as 64 respondents answered. It showed that respondents expressed satisfaction with medicine information services using language that was easy to understand. Patients felt satisfied because the pharmacy officer tried to explain using language that was simple and easy for the patient to understand and helped explain using the local language if the patient was not fluent in Indonesian. If the patient understood, the patient would be more compliant with treatment to improve the patients quality of life because the patients recovery rate was greater [13].

To the statement that pharmacists could answer correctly when patients asked about medicine 80 respondents answered satisfied. It showed that the pharmacist or pharmacy officer has carried out his duties in accordance with Minister of Health Regulation No. 74 of 2016 namely that the provision of medicine information by the pharmacist must be clear and accurate and able to answer statements from patients to achieve rational medicine use [2].

The third statement was that the pharmacy officer would repeat the explanation if the patient felt they missed information. Respondents answers showed that 86 respondents were satisfied. According to the National Medicine Information Center (Pionas) this activity positively impacted patients because patients would understand more about their treatment instructions. If the officer was willing to repeat information that the patient felt had been missed, the patient would feel more understood after it had been explained again by the officer and it could also increase patient compliance.

**Table 6.** Calculation of the answer value of respondents satisfaction level on the drug information service indicator

| Satisfaction Category | Total x Scale Value | Score Results |
|---|---|---|
| Very dissastisfied (1) | 0 x 1 | 0 |
| Dissastisfied (2) | 3 x 2 | 6 |
| Satisfied (3) | 230 x 3 | 690 |
| Very Satisfied (4) | 67 x 4 | 268 |
| Total | | 964 |

Ideal Score = Total respondents x Scale value
= 100 x 4
= 400

Maximal Score = Ideal score x Total of Indicator Questions
= 400 x 3
= 1200

Score percentage = (964/1200) x 100%
= 80.33%

From the data above it can be seen that the level of outpatient satisfaction with pharmaceutical services in the medicine information service indicator was in the very satisfied

category with a percentage of 80.33%. Providing medicine information services could influence patient satisfaction and give a good impression to the patient so that it would attract the patients interest in returning to the service at that place [12]. Furthermore, patients were more compliant with their treatment to improve their quality of life because the patients recovery rate was greater [13].

### 3. Pharmacist Hospitality

**Table 7.** The results of respondents answers pharmacist hospitality indicators

| Statement | Answers | | | |
|---|---|---|---|---|
| | **VD** | **D** | **S** | **VS** |
| | Σ | Σ | Σ | Σ |
| Pharmacist spoke softly when providing information | 0 | 1 | 59 | 40 |
| Pharmaceutical service officers were always polite to patients | 0 | 0 | 52 | 48 |
| Officers were fair and did not pick and choose patients | 0 | 0 | 70 | 30 |
| Total | 0 | 1 | 181 | 118 |

Description: VD= Very Dissatisfied, D= Dissatisfied,
S= Satisfied, VS= Very Satisfied

The pharmacist hospitality was very important in providing services to patients so that they felt appreciated by communicating well and understanding what patients needed to get satisfaction from pharmaceutical services [14].

In the statement of officers speaking softly when providing information 59 respondents were satisfied. It was because pharmacy officers explained the information slowly and patiently until the patient understood what was being conveyed. It was also in line with the results of research conducted by Maimunah (2022), namely that pharmacy officers spoke softly when providing information. Out of 100 respondents 72% of respondents felt very satisfied and 26% of respondents felt satisfied.

The second statement on the indicator of pharmacist hospitality was that pharmaceutical service officers were always polite to patients and 52 respondents expressed satisfaction with the pharmaceutical services provided by pharmaceutical officers in the Jenggawah Sub-district Public Health Center pharmacy room. Pharmacy officers always behaved well and were willing to apologize to patients if an error occurred. Public health center officers must cultivate the 5S, namely senyum (smile), salam (greet), sapa (salute), sopan (be polite), and santun (courteous). Hence, it could be applied in service; officers spoke softly when providing medical information, were always polite, and did not pick on patients.

The statements officers were fair and did not pick and choose patients so 70 respondents were satisfied. It showed that the patient felt the same as other patients or did not feel differentiated. They received the same service regardless of the patients social, economic, religious, and cultural status or other factors [15]. It could be considered that the pharmacy officers in the pharmacy room of the Jenggawah Sub-district Public Health Center did not discriminate against everyone.

**Table 8.** Calculation of the answer value of the level of respondent satisfaction on pharmacist hospitality indicator

| Satisfaction Category | Total x Scale Value | Score Results |
|---|---|---|
| Very dissastisfied (1) | 0 x 1 | 0 |
| Dissastisfied (2) | 1 x 2 | 2 |
| Satisfied (3) | 181 x 3 | 543 |
| Very Satisfied (4) | 118 x 4 | 472 |
| Total | | 1017 |

| | |
|---|---|
| Ideal Score | = Total respondents x Scale value |
| | = 100 x 4 |
| | = 400 |
| Maximal Score | = Ideal score x Total of Indicator Questions |
| | = 400 x 3 |
| | = 1200 |

Score percentage = (1070/1200) x 100%
                  = 84.75%

The data above shows that the outpatients satisfaction level with pharmaceutical services on the pharmacist hospitality indicator was very satisfied. The pharmacist hospitality was very important in providing services to patients so that they felt appreciated by communicating well and understanding what patients required to get satisfaction from pharmaceutical services [14].

### 4. Speed and Accuracy of Officers

**Table 9.** The results of respondents answers to officer speed and accuracy indicators

| Statement | Answer | | | |
|---|---|---|---|---|
| | **VD** | **D** | **S** | **VS** |
| | Σ | Σ | Σ | Σ |
| The pharmacy officer provided what patients needed quickly and responsively | 0 | 0 | 78 | 22 |
| The pharmacy officer immediately welcomed and provided pharmaceutical services to patients who had just arrived at the pharmacy room | 0 | 1 | 70 | 29 |
| The pharmacy staff concocted the medicine quickly and correctly | 0 | 1 | 88 | 11 |
| Total | 0 | 2 | 236 | 62 |

Description: VD= Very Dissatisfied, D= Dissatisfied,
S= Satisfied, VS= Very Satisfied

Service speed was included in service quality, such as service time, which could be completed according to the target or in accordance with the predetermined time but must still be paid attention to correctness or accuracy [9].

The second statement on this indicator was that the pharmacy officer immediately welcomed and provided pharmaceutical services to patients who had just arrived at the pharmacy room. Seventy respondents answered that they were satisfied. Patients were satisfied because they felt cared for when they came to the pharmacy room and were immediately

greeted by the pharmacy officer when submitting a prescription from the doctor to feel more appreciated. Moreover, the quick response of pharmacy officers when welcoming patients would increase patient satisfaction.

In the statement of pharmacists dispensing medicine quickly and correctly 88 respondents expressed satisfaction. It was supported by the regulations on medicine service times where non-concocted prescriptions would be served in no more than 10 minutes, and concocted prescriptions would be served in no more than 15 minutes. In terms of providing services quickly, it was also stated in the Decree of the Minister of Health Number 129 of 2008 concerning Minimum Service Standards for Hospitals where the standard for ready-made medicine services was 30 minutes and the standard for mixed medicine services 60 minutes [16]. Appropriate placement of medicines could also support officers in preparing medicines quickly and precisely. Some medicines must be researched again, such as the LASA medicine (Look-alike, Sound-alike). According to the results of research conducted by Hakim (2021), implementing the LASA medicine storage system can be done by placing a distance from other medicines, storing it in a separate medicine box, storing it separately in rows and groups that have a LASA list, using LASA stickers, and using tall man lettering writing. This method could support the accuracy of pharmacy officers in preparing patient medication [17].

**Table 10.** Calculation of the answer value of the level of respondent satisfaction on the indicator of speed and accuracy of officers

| Satisfaction Category | Total x Scale Value | Score Results |
|---|---|---|
| Very dissastisfied (1) | 0 x 1 | 0 |
| Dissastisfied (2) | 2 x 2 | 4 |
| Satisfied (3) | 236 x 3 | 708 |
| Very Satisfied (4) | 62 x 4 | 248 |
| Total | | 960 |

Ideal Score = Total respondents x Scale value
= 100 x 4
= 400
Maximal Score = Ideal score x Total of Indicator Questions
= 400 x 3
= 1200
Score percentage = (960/1200) x 100%
= 80%

From the results above it can be seen that the outpatients satisfaction level with pharmaceutical services on the indicators of speed and accuracy of officers with a percentage of 80% was very satisfied. Providing excellent and fast service was a demand for pharmacy officers. However, pharmacy officers were also required to be precise or correct in preparing medicines to avoid errors in administering medicines to patients [18]. Some regulations were faster than the Jenggawah Sub-district Public Health Center standard. It could be due to the sufficient number of human resources, where the Jenggawah Public Health Center and the Kemuningsari Kidul Public Health Center had the same number of human resources, namely one pharmacist and two pharmacist assistants/pharmaceutical technical personnel. Furthermore, it could be confirmed that it was correct because

a double check could be done with different people. These conditions could be balanced with the average number of outpatient visits receiving pharmaceutical services being 20-40 patients daily.

## 5. Drug Availability

**Table 11.** The results of respondents answers drug availability indicators

| Statement | Answer | | | |
|---|---|---|---|---|
| | VD | D | S | VS |
| | Σ | Σ | Σ | Σ |
| Complete medicines were available according to the patient's disease | 0 | 28 | 61 | 11 |
| Medicines were available whose quality and safety were guaranteed | 0 | 2 | 85 | 13 |
| Total | 0 | 30 | 146 | 24 |

Description: VD= Very Dissatisfied, D= Dissatisfied,
S= Satisfied, VS= Very Satisfied

The importance of medicine availability indicators in the Jenggawah Sub-district Public Health Center pharmacy room was studied because medicine availability at the Public Health Center was one of the pharmaceutical service standards for managing pharmaceutical preparations and consumable medical materials (BMHP). It was done to ensure the continued availability of medicines pharmaceutical preparations and consumable medical materials (BMHP) [2].

In the statement of complete availability of medicines according to the patients illness 61 respondents were satisfied. However, there were still respondents who were dissatisfied with the complete availability of medicines according to the patients disease in the Jenggawah Sub-district Health Center pharmacy 28 respondents. It could happen because some of the medicines written on the patients prescription were not available in the Jenggawah Sub-district Public Health Center pharmacy room, requiring the patient to buy the required medicine at an outside pharmacy and needing additional time after waiting for some time in the pharmacy waiting room which resulted in the patient feeling dissatisfied. After interviewing the pharmacist in charge of the pharmacy room, the researcher learned that medicine shortages could occur due to district pharmacy warehouse regulations. Therefore, at the planning stage in the procurement of pharmaceutical preparations and BMHP pharmacists must plan carefully and estimate the need for medicines with the waiting time for medicines and the time for medicines to be empty with the existing buffer stock so that there is no too long shortage of medicines[2]. Complete medicine availability would make it easier for patients to fulfill their medicine needs so that it could influence patient satisfaction when receiving pharmaceutical services [10].

In the statement about whether medicines whose quality and safety were guaranteed were available 85 people expressed satisfaction. It was because the patients believed that the medicine received by the patients was the best quality medicine that would be given to the patient. Following the Republic of Indonesia Minister of Health Regulation Number 74 of 2016 that medicines or pharmaceutical preparations and BMHP would be stored in a place that was appropriate to the method of

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storage to avoid physical damage and always check the stock of medicines and their expiry date to ensure quality and safety [2].

**Table 12.** Calculation of the answer value of the level of satisfaction of respondents on the indicator of drug availability

| Satisfaction Category | Total x Scale Value | Score Results |
|---|---|---|
| Very dissastisfied (1) | 0 x 1 | 0 |
| Dissastisfied (2) | 30 x 2 | 60 |
| Satisfied (3) | 146 x 3 | 438 |
| Very Satisfied (4) | 24 x 4 | 96 |
| Total | | 594 |

Ideal Score $\quad$ = Total respondents x Scale value
$\qquad\qquad$ = 100 x 4
$\qquad\qquad$ = 400

Maximal Score $\quad$ = Ideal score x Total of Indicator Questions
$\qquad\qquad$ = 400 x 2
$\qquad\qquad$ = 800

Score percentage = (594/800) x 100%
$\qquad\qquad$ = 74.25%

From the results above it can be seen that the level of satisfaction of outpatients with pharmaceutical services on the medicine availability indicator is at the satisfaction level with a percentage of 74.25%.

**Table 13.** The criteria for interpretation of scores according to the Likert scale in the measurement of satisfaction levels

| Precentage | Satisfaction Category |
|---|---|
| 0% - 24,9% | Very Dissastified |
| 25% - 49,9% | Dissastified |
| 50% - 74,9% | Sastified |
| 75% - 100% | Very Satisfied |

## Conclusion

Based on the research that has been carried out it can be concluded that the outpatients satisfaction level with pharmaceutical services in the pharmacy room of the Jenggawah Sub-district Public Health Center Jember Regency with five indicators of pharmaceutical services the results obtained were the pharmacy room appearance was 78.95% (very satisfied), medicine information services were 80.33 % (very satisfied), the pharmacist hospitality was 84.75% (very satisfied), the officers speed and accuracy was 80% (very satisfied), and the medicine availability indicator was 74.25% (satisfied). Therefore, the majority of outpatients satisfaction levels with pharmaceutical services in the Pharmacy Room of the Jenggawah Sub-district Public Health Center Jember Regency were in the very satisfied category.

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