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Relationship Between Patient Satisfaction and Pharmaceutical Services at Scholoo Keyen Regional Hospital 2024

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ABSTRACT

Introduction: The quality of hospital pharmaceutical services must be maintained because it greatly influences patient satisfaction. Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical preparations with the aim of achieving definite results to improve the patient's quality of life. Patients will receive satisfaction from the quality of service provided by the hospital.

Objective: The aim is to ascertain the correlation between the level of outpatient satisfaction and the quality of pharmaceutical services at the outpatient depot pharmacy installation at Scholoo Keyen Regional Hospital, South Sorong Regency, in 2024.

Method: We conducted quantitative descriptive analytical research using a given questionnaire, and then we conducted interviews to supplement the qualitative data, deepening the field's findings and producing a comprehensive understanding of the studied phenomenon.

Result: The satisfaction variable yielded the following results: 1 person (4%) expressed dissatisfaction, 91 expressed satisfaction (37%), and 154 expressed extreme satisfaction (62.6%). According to the reliability dimension, service quality was not important in category 0 (0%), important in category 11 (4.5%), and very important in category 235 (95.5%). Responsiveness: not important 0 (0%), important 9 people (3.7%), and very important 237 (96.3%). Assurance: not important 0 (0%), important 7 (2.8%), and very important 239 (97.2%). Empathy is not important at 0 (0%), important at 8 (3.3%), and very important at 238 (96.7%). Empathy is classified as tangible, not important at 0%, important at 20 (8.1%), and very important at 226 (91.9%). The Kruskal-Wallis test found that patients were satisfied with the services they received on all five dimensions: reliability (0.014), responsiveness (0.000), assurance (0.008), empathy (0.003), and tangible (0.009).

Conclusion: According to the Kruskal-Wallis test, the p-value for satisfaction with employee performance was 0.000. p-valued $0,000 < 0,05$ until H_0 rejected. If accepted, we can assert a relationship between employee satisfaction and performance in the RSUD Scholoo Keyen district of Sorong South.

Keywords: Patient Satisfaction; Pharmacy Services

INTRODUCTION

Health services are a fundamental element in creating a healthy and prosperous society. Among its various components, pharmaceutical services play an important role in ensuring the safe, effective, and quality use of medicines for patients. Quality pharmaceutical services do not only focus on providing the right medication but also include educating patients about the correct use of medication, monitoring side effects of medication, and providing counselling regarding medication therapy. Pharmacists, as competent health workers in the pharmaceutical sector, play a central role in carrying out this service. Quality pharmaceutical services, as regulated in Minister of Health Regulation Article 5 of 2016, must support health efforts in the field of medicine, including monitoring and evaluation. (1)(2). Hospital Pharmacy Installations, as providers of pharmaceutical services, are likely to meet patient needs and satisfaction in accordance with applicable standards, such as the 2012 Hospital Accreditation Committee (KARS) accreditation standards, which reference the Joint Commission International (JCI) (3). In a number of service types, perceptions formed from interactions between customers and service facilities have a significant influence on the quality of the service in the eyes of customers (3). Therefore, in the face of increasingly intense competition among service providers, a pharmaceutical service must prioritize patient satisfaction to ensure their loyalty and persistence in using the service (4).

Patients and/or their families can interpret patient satisfaction as their perception of the services they received. Patients will feel satisfied if the service they receive meets their expectations, such as short queues, friendliness from officers or staff, affordable prices, short waiting times, clear drug information, and comfortable facilities such as waiting rooms (5). The Scholoo Keyen Regional General Hospital (RSUD) has faced several obstacles in its pharmaceutical services over the last few years, according to this researPatients' complaints, often expressing anger and impatience while waiting for medicine, reveal this. ne. There are several factors that underlie this, such as inadequate conditions for pharmacy staff to serve patients optimally, causing long queues and long waiting times. In addition, the narrow work space conditions make it difficult for pharmacy staff to move around and serve incoming patients freely. In addition, the waiting area is inadequate, making patients feel uncomfortable while waiting for medicine. Considering the large role of pharmacy installations as a source of hospital funds, it is appropriate for hospitals to pay greater attention to improving the quality of hospital pharmacy installation services (5).

In Panaungi (2020), the Minister of Health Regulation Number 30 of 2014 explains public health services. The old product-oriented (drug-oriented) paradigm gives way to a new patient-oriented paradigm. This requires a new philosophy of pharmaceutical care (6). Pharmaceutical services are a good indicator of patient satisfaction. Service quality can be defined as everything that is centered on efforts to meet customer needs and desires quickly and precisely so as to meet customer expectations (7). Providing clear medication during drug use is expected to ensure the welfare, continuity, and health of drug use by applying knowledge and abilities with careful consideration (8).

METHOD

This research uses descriptive analytical methods with a quantitative approach to describe and analyse the characteristics of outpatients at the outpatient depot pharmacy installation at Scholoo Keyen Hospital, South Sorong Regency, regarding drug use. We collected data by distributing questionnaires to patients who met the inclusion and exclusion criteria. All outpatients at the outpatient depot pharmacy installation at Scholoo Keyen Hospital, South Sorong Regency, comprised the research population, and a purposive sampling technique selected the sample. We descriptively analysed the collected data by calculating frequencies and percentages for each variable.

RESULTS

Table 1. Frequency distribution of respondent characteristics at Scholoo Keyen Regional General Hospital, South Sorong Regency, in 2024.

Characteristics	frequency (n=246)	%
Gender Type		
Male	70	28,5
Female	176	71,5
Age		
10 to 19 years old	3	1,2
20 to 44 years old	199	80,9
45 to 59 years old	34	13,8
>60 years old	10	4,1
Last Education		
SD	3	1,2
SMP	12	4,9

Characteristics	frequency (n=246)	%
SMA	83	33,7
Diploma	43	17,5
S1	94	38,2
other	11	4,5
Work		
Student	8	3,3
Self-wmployed	18	7,3
PNS	79	32,1
Private employees	35	14,2
IRT	54	22
Etc	52	21,1
Total	246	100

Table 1 shows that there were 176 female respondents (71,5%) and 70 male respondents (28,%). The frequency of the age group 10–19 years was 3 people (1,2%), 20–44 years was 199 people (80,9%), 45–59 years was 34 people (13,8%), and >60 years was as many as 10 people (4,1%). The frequency of elementary education was 3 people (1,2%), junior high school was 12 people (4,9%), high school was 83 people (33,7%), diploma was 43 people (17,5%), bachelor's degree was 94 people (38,2%), and other education levels were 11 people (4,5%). The frequency of students was 8 people (3,3%), entrepreneurs 18 people (7,3%), civil servants 79 people (32,1%), private employees 35 people (14,2%), domestic workers 54 people (22%), and others 52 people (21,1%).

Table 2. Frequency distribution of respondents based on service dimensions

Dimensi	frequency (n=246)	%
Reliability		
Not important	0	0
Important	11	4,5
Very important	235	95,5
Responsiveness		
Not important	0	0
Important	9	3,7
Very important	237	96,3
Assurance		
Not important	0	0
Important	7	2,8
Very important	239	97,2
Emphaty		
Not important	0	0
Important	8	3,3
Very important	238	96,7
Tangible		
Not important	0	0
Important	20	8,1
Very important	226	91,9
Total	246	100

Based on table 2, the results of the frequency distribution based on reliability were obtained from 246 respondents who said 0 people (0%) said it was not important, 11 people (4,5%) said it was important, and 235 people (95,5%) said it was very important. There were 0 people (0%) who said it was not important, 9 people (3,7%) said it was important, and 237 people (96,3%) said it was very important. 0 people (0%) said it was not important, 7 people (2,8%) said it was important, and 239 people (97,2%) said it was very important. There were 0 people (0%) who said it was not important, 8 people (3,3%) said it was important, and 238 people (96,7%) said it was very important. There were 0 people (0%) who said it was not important, 20 people (8,1%) said it was important, and 226 people (91,9%) said it was very important.

Table 3. Frequency distribution of respondents based on patient satisfaction at Scholoo Keyen Regional General Hospital, South Sorong Regency, in 2024

Satisfaction	frequency (n=246)	%
Not satisfied	1	4
Satisfied	91	37
Very satisfied	154	62,6
Total	132	100

Based on table 3, the frequency distribution results were obtained based on patient satisfaction from 246 respondents who said 1 person was not satisfied (4%), 91 people were satisfied (37%), and 154 people were very satisfied (62,6%).

Table 4. Kruskal-Wallis test results on patient satisfaction with pharmaceutical services at the Scholoo Keyen Regional General Hospital, South Sorong Regency, in 2024

Test Statistic	<i>reliability</i>	<i>responsiveness</i>	<i>assurance</i>	<i>emphaty</i>	<i>tangible</i>
Asymp. Sig.	0,014	0.000	0,008	0,003	0,009

Based on table 4, the results of the Kruskal-Wallis test show that the p-value for each dimension is 0,014, responsiveness is 0,000, assurance is 0,008, empathy is 0.003, and tangible is 0,009.

DISCUSSION

The research results regarding respondents' characteristics show that of the 246 respondents, women are more dominant than men. This may be because women use health services more frequently and pay more attention to their own and others' health problems (9). For the age category, compared to other categories, the adult age category 20-44 years had the highest number of respondents at 199 people (80.9%). Increasing age will have an impact on a person's ability to evaluate their satisfaction with health services, for example. Compared with other levels of education, the most respondents had a Bachelor's degree. A person's level of education can influence how they think rationally and irrationally when they make decisions and receive medical care (10).

From the results of the Kruskal-Wallis test on each dimension, it was found that the p-value was <0.05 , which means there is a relationship between patient satisfaction and the quality of pharmaceutical services in each dimension. The results of this study are in line with those conducted by Syahida (2020), who found that there is a significant relationship between patient satisfaction and the quality of pharmaceutical services (3). Likewise, research by Benita et al. (2023) states that there is a relationship between satisfaction and the quality of pharmaceutical services (11). Other similar research conducted by Iriyanti et al. (2021) states that there is a relationship between service quality and patient satisfaction in pharmaceutical services (12). The same results were also obtained by Susanto (2021) in his research, showing that there is a significant relationship between patient satisfaction and the quality of pharmaceutical services (13).

Hospitals, as part of the health service system, are expected to provide patients with appropriate health services and information (14). Hospitals often rely on patient satisfaction to evaluate the quality of their services, so they try to improve their services to give patients a good impression (3). Surveys on patient satisfaction are very important and should be carried out in conjunction with other methods to measure the quality of health services (15). According to Curakovic et al. (2011) in Iqbal and Nurhayatina (2021), patient satisfaction is measured on a subjective level, whether from emotional states or necessary needs, where one of the levels of patient satisfaction can be measured through the friendliness of the staff (16). Hospital services must meet five main quality standards: tangibles, reliability, responsiveness, assurance, and empathy (17).

The ability to provide promised services quickly, accurately, and to satisfy patients is one dimension of reliability (17). Selain itu, keakurasian dan ketepatan pelayanan kefarmasian yang diberikan juga mempengaruhi tingkat kepuasan yang dimiliki pasien (18). Dimensi responsifitas, atau daya tanggap, adalah kemampuan penyedia layanan untuk membantu pelanggan dengan memberikan layanan yang baik, tepat, dan responsive (19). The assurance dimension (guarantee) refers to the staff's knowledge, politeness, and reputation for protecting patients from risks (20). The empathy dimension refers to medical staff's ability to empathize with customers, as demonstrated by empathy. This may involve demonstrating ease in communicating and establishing relationships with customers, paying attention to their needs, and understanding their requirements. Respondents use the physical evidence dimension as a factor to assess health services they directly experience. This includes available facilities and infrastructure, a clean and comfortable environment, communication facilities, friendly staff, and an attractive appearance (21).

Assurance is related to the ability of pharmaceutical staff to increase patient confidence, guarantee the quality of medicines received by patients, and ensure that the medicines given are in accordance with patient requests (22). Trust in pharmacy staff abilities is critical to building a relationship of mutual trust and quality between patients and pharmacists. This trust increases patient compliance with taking their medications and, ultimately, can improve their quality of life. Pharmacy staff play an important role in building patient trust because they are able to provide accurate and educational information about drugs, which increases the patient's sense of security and comfort. Pharmacy staff also play an important role in ensuring that the medication prescribed by the doctor is appropriate to the patient's needs and is safe for consumption (23-24).

CONCLUSION

Based on the results of the research that has been conducted, there is a significant relationship between patient variables and the quality of pharmaceutical services in each dimension at the Outpatient Depot Pharmacy Installation at Scholoo Keyen Regional Hospital, South Sorong Regency.

SUGGESTION

By conducting surveys of patient and family satisfaction with pharmaceutical installation services, covering aspects such as ease of access, friendliness of staff, speed of service, and clarity of drug information, we hope that pharmaceutical installations can consistently commit to providing professional and good services for patients and families. We also aim to enhance the capabilities of our pharmaceutical staff.

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