

## Analysis of Patient Satisfaction Levels with Pharmaceutical Services at Rumbai Community Health Center, Pekanbaru City in 2024

Fina Aryani<sup>1</sup>, Septia Wenila<sup>2</sup>, Septy Amelia Rizky Rambe<sup>3</sup>, Shafira Al Fadhilah<sup>4</sup>, Sherly Putri Arsila<sup>5</sup>, Siti Nurul Anissa<sup>6</sup>

Program Studi Profesi Apoteker, Sekolah Tinggi Ilmu Farmasi Riau

---

### Article Info

#### Article history:

Received: 13 May 2024

Published: 1 July 2024

---

#### Keywords:

Pharmaceutical Services

Patient Satisfaction

Public Health Center

---

### Abstract

Pharmaceutical services are a form of pharmaceutical care which aims to maintain the quality of pharmaceutical preparations and support the success of the therapy the patient undergoes during treatment. Pharmaceutical services are one part of the health services at the Community Health Center. Puskesmas is a technical implementation unit of the District/City Health Service which is responsible for carrying out health development in a work area (Permenkes, 2020). The aim of this research is to determine the level of patient satisfaction with pharmaceutical services at the Rumbai Community Health Center. The method used is descriptive research (Non-Experimental) with a quantitative approach. The research instrument is a questionnaire sheet. The sampling method is purposive sampling. The number of samples in this research was 100 people. Data collection uses a Likert scale. The level of patient satisfaction is measured against five (5) dimensions of service quality, namely the dimensions of Responsiveness, Reliability, Assurance, Empathy, Tangibles. The results of this research show that the level of patient satisfaction with pharmaceutical services at the Puskesmas Rumbai shows that patient satisfaction is in the Responsiveness dimension (71.75%), Reliability (72.66%), Assurance (74.3%), Empathy (75%), and Physical Evidence (Tangible) (67.3%). So the average percentage level of patient satisfaction at the Rumbai Health Center overall from 5 dimensions is 72.2% with the satisfaction classification being satisfied.

This is an open access article under the [Creative Commons Attribution-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-sa/4.0/)



---

### Corresponding Author:

Shafira Al Fadhilah

Program Studi Profesi Apoteker Sekolah Tinggi Ilmu Farmasi Riau

Email: [shafira2714@gmail.com](mailto:shafira2714@gmail.com)

---

## 1. INTRODUCTION

According to the Regulation of the Minister of Health of the Republic of Indonesia No. 74 of 2016 concerning "Pharmaceutical Service Standards in Community Health Centers" Pharmaceutical Services are 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. Pharmaceutical services are a form of pharmaceutical care which aims to maintain the quality of pharmaceutical preparations and support the success of the therapy the patient undergoes during treatment. Pharmaceutical services are one part of the health services at the Community Health Center. Pharmaceutical services at Community Health Centers are services in the health sector that have an important role in realizing a high level of quality health.

Puskesmas is a technical implementation unit of the District/City Health Service which is responsible for carrying out health development in a work area (Permenkes, 2020). The Community Health Center is also the first level health facility in its working area which is easily accessible to the community. Thus, the community health center is the first facility the community goes to to get health services. Patient satisfaction with services can influence subsequent behavioral patterns. If reality exceeds expectations, the patient will

use the health service again (Yuswantina et al., 2020). In particular, pharmaceutical services where the end of health services at community health centers are pharmaceutical services. Patient satisfaction is the level of patient assessment that arises from the abilities of pharmaceutical personnel produced after receiving services. Patient satisfaction with pharmaceutical services is one indicator to determine the quality of health services. To be able to assess the level of patient satisfaction, you can use five dimensions of assessment of the quality of pharmaceutical services, namely Responsiveness, Reliability, Assurance, Empathy and Tangible Evidence (Handayani, 2016).

Rumbai Health Center is an outpatient health center within the East Rumbai District area with a working area consisting of 5 sub-districts, consisting of 40 RWs and 145 RTs. The area of East Rumbai District is 141.83 km<sup>2</sup>. The population in the Rumbai Community Health Center working area in 2021 is 32,820 people. Number of pharmaceutical personnel At the Rumbai Community Health Center, it consists of 1 pharmacist and 2 pharmaceutical technical staff. The average number of patients served by Rumbai Community Health Center pharmaceutical staff is around 25-40 prescriptions every day. Based on the description above, researchers are interested in conducting research entitled "Analysis of Patient Satisfaction Levels with Pharmaceutical Services at the Rumbai Community Health Center, Pekanbaru City in 2024".

## 2. RESEARCH METHOD

The research carried out was descriptive research (Non-Experimental) with a quantitative approach method. The research instrument is a questionnaire sheet. The population in this study were all patients or families of patients who received pharmaceutical services at the Rumbai Community Health Center on March 25 - April 5 (2024). The number of samples in this research is as many as 100 people. The sampling method is purposive sampling. The characteristics of respondents in this study were classified based on age, gender, education and occupation. The inclusion criteria in this study were that men and women who visited the Rumbai Community Health Center could read and write and were willing to be respondents. Meanwhile, the exclusion criteria in this study were men and women who visited and had received services at the Rumbai Community Health Center Pharmacy Installation. The patient satisfaction category uses a Likert Scale where each answer is given a weighted value with a score of 5-1 (very satisfied-very dissatisfied). Score interpretation criteria according to the Likert Scale in measuring the level of patient satisfaction (Riduwan, 2017); 0%-20% is very dissatisfied, 21%-40% is dissatisfied, 41%-60% is quite satisfied, 61%-80% is satisfied and 81%-100% shows the patient is very satisfied. Patient satisfaction is measured against five (5) dimensions of service quality, namely the dimensions of Responsiveness, Reliability, Assurance, Empathy, Tangibles. The instrument for collecting respondent satisfaction data used in this research was a standardized questionnaire by (Lestari, 2019) so that validity and reliability tests were not repeated.

### Data collection

1. Distribution of questionnaires to respondents (patients or families of patients who received pharmaceutical services at the Rumbai Community Health Center on 25 March – 05 April 2024).
2. The questionnaire is filled out by the respondent with direct supervision during the filling, so that the questionnaire is actually filled in directly by the respondent as a whole.
3. Re-collection and selection of questionnaires, if some do not meet the data criteria, for example damaged (more than one question crossed out), illegible and empty.

4. Data calculation or data analysis and making conclusions.

**3. RESEARCH RESULTS AND DISCUSSION**

**3.1 Research Results**

**Patient Characteristics**

**Table 1. Patient Characteristics**

| Characteristics    | Frequency<br>(n=100) | %   |
|--------------------|----------------------|-----|
| Age (Years):       |                      |     |
| 18-25              | 5                    | 5%  |
| 26-35              | 22                   | 22% |
| 36-50              | 53                   | 53% |
| >51                | 12                   | 12% |
| >60                | 8                    | 8%  |
| Gender :           |                      |     |
| Man                | 22                   | 22% |
| Woman              | 78                   | 78% |
| Education :        |                      |     |
| elementary school  | 6                    | 6%  |
| JUNIOR HIGH SCHOOL | 18                   | 18% |
| SCHOOL             | 61                   | 61% |
| SENIOR HIGH SCHOOL | 3                    | 3%  |
| Diploma S1         | 12                   | 12% |
| Work :             |                      |     |
| Student            | 3                    | 3%  |
| Self-employed      | 15                   | 15% |
| civil servants     | 3                    | 3%  |
| Private employees  | 11                   | 11% |
| Housewife          | 54                   | 54% |
| Etc                | 14                   | 14% |

**Patient Satisfaction**

**1. Responsiveness (Responsiveness)**

**Table 2. Results Based on Responsiveness Dimensions (Responsiveness)**

| Question   | %             | Classification   |
|--|---------------|------------------|
| Pharmacy staff respond quickly and appropriately to patient complaints                   | 80%           | Satisfied        |
| Pharmacy staff immediately prepare medication when receiving a prescription              | 69%           | Satisfied        |
| There was good communication between staff and patients                                  | 66%           | Satisfied        |
| Patients get clear and easy to understand information about the medicine they are buying | 72%           | Satisfied        |
| <b>Average amount</b>  | <b>71.75%</b> | <b>Satisfied</b> |

**2. Reliability**

**Table 3. Results Based on Dimensions Reliability**

| Question   | %      | Classification |
|--|--------|----------------|
| Pharmacy staff provide information about how to use drugs and the properties of drugs  | 79%    | Satisfied      |
| Pharmacy staff provide drug information using language that is easy to understand      | 78%    | Satisfied      |
| Pharmacy staff provide information about how to store and how long to use the medicine | 61%    | Satisfied      |
| <b>Average amount</b>  | 72.66% | Satisfied      |

**3. Guarantee (Assurance)**

**Table 4. Results Based on Dimensions Guarantee (Assurance)**

| Question   | %     | Classification |
|--|-------|----------------|
| Pharmacy staff ensure that the recipient of the medicine is correct                              | 73%   | Satisfied      |
| The medication received by the patient is in good condition, neat, and the label is easy to read | 78%   | Satisfied      |
| Pharmacy staff deliver medicines according to patient needs (based on doctor's prescription)     | 72%   | Satisfied      |
| <b>Average amount</b>  | 74.3% | Satisfied      |

**4. Empathy (Empathy)**

**Table 5. Results Based on Dimensions Empathy (Empathy)**

| Question  | %   | Classification |
|---|-----|----------------|
| The officers were friendly and polite in providing drug information | 78% | Satisfied      |
| Staff provide services to patients regardless of social status      | 79% | Satisfied      |
| Officers pay attention to patient complaints                        | 68% | Satisfied      |
| <b>Average amount</b>   | 75% | Satisfied      |

**5. Physical Evidence (Tangible)**

**Table 6. Results Based on Dimensions Physical Evidence (Tangible)**

| Question                                    | %     | Classification |
|---|-------|----------------|
| Officers dress clean and neat               | 79%   | Satisfied      |
| Waiting room comfort                        | 51%   | Satisfied      |
| The agency environment looks clean and tidy | 72%   | Satisfied      |
| <b>Average amount</b>                       | 67.3% | Satisfied      |

### 3.2 Discussion

Research on analyzing the level of patient satisfaction with pharmaceutical services at the Rumbai Community Health Center was carried out on March 25 - April 5 2024 using 100 respondents. Based on data on the characteristics of respondents based on age, it is known that out of 100 respondents aged 18–25 years 5%, 26–35 years 22%, 36-50 years 28%, >50 years 14% and >60 years. Respondents in this study were divided into 5; age groups 18-25 years old teenagers, 26-35 years old adults, and 36-50 years old adults, > 50 years old pre-elderly and > 60 years old seniors. This data shows that the highest number of patient visits based on age is 36-50 years and the lowest is 18-25 years. This is because patients aged 36-50 years are more concerned about a healthy lifestyle, while those aged 18-25 years are a group of teenagers who often use technology to search for health-related information.

Based on data on patient characteristics based on gender, it is known that the majority of respondents were female with a percentage of 78% while men were 22%. This data shows that the number of patient visits based on gender is more female than male. According to (Wibowo et al., 2016) women have higher morbidity and feel more pain than men, this can be seen through the greater use of community health center services by women. Based on a national survey in the United States, it shows that women have an important role as decision makers in health services, not only for themselves but also for their families (Christasani, 2016).

The majority of respondents' educational background was high school graduates at 38.8%. The level of education influences the patient's assessment of the information provided, this is because higher education will influence a person's knowledge, grasping power, information, attitudes and interests which are expected to be able to provide subjective assessments (Chusna et al., 2018).

Based on the characteristic data, it can be seen that 54% of respondents work as housewives. Work is one of the factors that influences a person's view of something. The level of a person's workload will affect a person's physical condition (Mahendro et al, 2022). The puskesmas service hours are 08.00 to 12.00, so most of the patients who visit are patients with a work background as housewives because during the puskesmas service hours housewives have more time compared to patients with other work backgrounds. Someone who has a job will criticize and demand more of the health services they receive compared to someone who doesn't have a job. Job status is related to a person's assessment of the quality of a service. People who work tend to have more access to information compared to those who don't work. This results in a person's assessment of the quality of service they want to obtain becoming even higher. So, people who have jobs tend to have high expectations for the pharmaceutical services they will receive (Muhammad et al, 2020).

The responsiveness dimension is a policy to help and provide fast and accurate services by conveying clear information. Leaving consumers waiting can give rise to negative perceptions of service quality (Tjiptono, 2012). Based on table 2, officers are known to be able to answer and respond to patient complaints appropriately and there is good communication between officers and patients so that patients receive clear and easy to understand information. To find out the distribution of patient satisfaction levels based on responsiveness, it can be seen that patients are completely satisfied with the services provided by the Rumbai Community Health Center in this dimension. The average percentage score is 71.75%, categorized using a Likert scale, namely patients feel satisfied with the pharmaceutical services at Rumbai Community Health Center on the dimension of responsiveness. According to (Asmuji, 2013) the relationship between the level of patient satisfaction and the dimension of responsiveness is the result of the stimulus of the

patient's five senses from the service they experience so that they can later assess the quality of the service.

The Reliability Dimension is the ability of a company to provide promised services accurately and reliably to patients (Muhammad, 2020). Based on Table 3 above, it is known that patients are satisfied with the pharmaceutical services at the Rumbai Community Health Center. Officers provide information about how to use and the efficacy of the medicines purchased by patients in language that is easy to understand. The officer also explained how to store and how long to use the medicine so that patients can maintain the quality of the medicine they are taking. Thus, it can be concluded that in this dimension the patient is completely satisfied because the average score percentage is 72.66%. Categorized using a Likert scale, patients are satisfied with the pharmaceutical services on the dimensions of reliability obtained at the Rumbai Community Health Center.

Guarantee dimensions include politeness, knowledge and skills of officers, and guaranteed complete availability of medicines, thereby fostering a sense of trust and confidence among customers (Tjiptono, 2012). From the results of observations by researchers in the field, pharmaceutical officers always first ensure that the recipient of the medicine is correct and ensure that the condition and packaging of the medicine is neat, with the correct label and easy to read. The officer also ensures that the medicine given to the patient is in accordance with the patient's needs based on the doctor's recommendation. Patients who visited the Rumbai Community Health Center and received pharmaceutical services were satisfied, seen from the average score obtained, namely 74.3% of patients were satisfied. The certainty of a service is influenced by the officer's guarantee when providing the service, so that respondents who receive the service feel satisfied and confident that all forms of service matters carried out will be complete, completed quickly, precisely, easily and smoothly (Muhammad, 2020).

Empathy is a dimension that ensures services will run well and have quality if all parties interested in the service have a sense of attention in providing services regardless of the social status of those visiting (Muhammad, 2020). In the researchers' observations at the Rumbai Community Health Center, pharmaceutical services were carried out the same regardless of social status, from taking medicine according to the queue number and officers paying attention to patient complaints. It is known that patients who visit the Rumbai Community Health Center are satisfied with the pharmaceutical services provided by the staff. It can be seen that the average patient satisfaction score for pharmaceutical services with the empathy dimension is 75%. Patient satisfaction with pharmaceutical services in the empathy dimension shows that pharmaceutical officers at the Rumbai Community Health Center have a sense of empathy and concern for patients who visit the Rumbai Community Health Center.

The dimension of physical evidence is the ability of a company that shows its existence and the physical infrastructure provided by the service provider. Physical facilities such as buildings, warehouses, etc., equipment and tools used (technology), as well as the appearance of employees (Tjiptono, 2012). In table 6 of the data above, it can be concluded that, in the physical evidence service dimension, an average score percentage of 67.3% was obtained, calculated on a Likert scale, which means that the patient was satisfied with the physical evidence service at the Rumbai Community Health Center. The physical appearance of health facilities influences services and can influence the length of waiting time and the expected service, cleanliness, comfort and completeness of equipment are important factors to ensure continuity of treatment.

An evaluation of the level of patient satisfaction with pharmaceutical services at the Rumbai Community Health Center as a whole was obtained with an average overall score percentage of 72.2% categorized on a Likert scale that patients were satisfied with the

pharmaceutical services at the Rumbai Community Health Center. Regulation of the Minister of Health of the Republic of Indonesia Number 26 of 2020 concerning Pharmaceutical Service Standards at Community Health Centers states that officers must be able to provide information regarding the medicines given and be able to provide counseling to help solve problems faced by patients. Based on this regulation, officers in providing pharmaceutical services at the Rumbai Community Health Center comply with the service standards at the Community Health Center.

#### 4. CONCLUSION

Based on the results of research on the level of patient satisfaction with pharmaceutical services at the Rumbai Community Health Center, it shows that the perception of the level of satisfaction in the dimensions of Responsiveness (71.75%), Reliability (72.66%), Assurance (74.3%) %, Empathy (75%), and Physical Evidence (Tangible) (67.3%). So the average percentage level of patient satisfaction at the Rumbai Community Health Center obtained overall from 5 dimensions was 72.2% with the satisfaction classification being satisfied.

#### 5. ACKNOWLEDGEMENT

Thanks are addressed to the Rumbai Community Health Center and the Riau College of Pharmacy as well as the entire East Rumbai District Community

#### 6. BIBLIOGRAPHY

- Asmuji, 2013 Manajemen keperawatan, cetakan ke II Edisi duabelas, r-Ruzz Media .Hal 188. Yogyakarta
- Asmuji, 2013. Manajemen keperawatan. cetakan ke II Edisi duabelas, r-Ruzz Media. Hal 188. Yogyakarta
- Christasani, P.D., 2016. Kajian Faktor Demografi Terhadap Kepuasan Pasien Jaminan Kesehatan Nasional Pada Fasilitas Kesehatan Tingkat Pertama. *Jurnal Farmasi Sains dan Komunitas*, 13 (1): 28- 34.
- Ary, D., Jacobs, L.C. & Razavieh, A. 1976. Pengantar Penelitian Pendidikan. Terjemahan oleh Arief Furchan. 1982. Surabaya: Usaha nasional
- Chusna, N., Fetriana, T., dan Adawiyah, R., 2018. Tingkat Kepuasan Pasien terhadap Pelayanan Kefarmasian di Puskesmas Pahandut Kota Palangka Raya. *Borneo Journal of Pharmacy*, 1: 89–92.
- Handayani, S. Tingkat Kepuasan Pasien Terhadap Pelayanan Kesehatan di Puskesmas Baturetno. *PROFESI*. 2016; 14 (1) : 42-48.
- Lestari, D., and Ika, N., 2019, Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian di Puskesmas Labruk Kidul Lumajang, *Jurnal Kefarmasian Indonesia*, 3(1): 33.
- Mahendro, UJ., Ningsih, Dwi., Handayani, SR. 2022, Analisis Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian di Instalasi Farmasi Rawat Jalan Puskesmas Pracimantoro I Wonogiri. *Jurnal Islamic Pharm*, Vol 7 (02)
- Muhammad, Diki., Almasyhuri., Setiana LA. 2020. Evaluasi Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian di Rumah Sakit Sekarwangi Cibadak Kabupaten Sukabumi. *Jambi : Jurnal Ilmiah Ilmu Terapan*, Vol 4 (02)
- Permenkes, 2016, Peraturan Menteri Kesehatan Republik Indonesia Nomor 74 Tahun 2016, Tentang Pelayanan Kefarmasian di Puskesmas. Jakarta : Kementrian Kesehatan Republik Indonesia
- Permenkes, 2020, Peraturan Menteri Kesehatan Republik Indonesia Nomor 26 Tahun 2020, Tentang Pelayanan Kefarmasian di Puskesmas. Jakarta : Kementrian Kesehatan Republik Indonesia

- Rahmayanti, S.N dan Tri A. 20217. Karakteristik Responden dalam Jaminan Kesehatan Pada Era BPJS di Puskesmas Cisoka Kabupaten Tangerang Januari-Agustus 2015. *Jurnal Medicoeticolegal dan Manajemen Rumah Sakit*. Vol 06. No.01
- Riduwan, 2017. *Skala Pengukuran Variabel-variabel Penelitian*. Bandung : Alfa Beta
- Tjiptono, 2012. *Service Management Mewujudkan Layanan Pria*. Yogyakarta
- Wibowo, M.I.N., Kusuma, A.M., Kulsum, U., Diwanti, R.I.A., dan Dewi, R.K., 2016. Tingkat Kepuasan Pasien Terhadap Kinerja Apoteker Puskesmas Di Tiga Kabupaten: Purbalingga, Banjarnegara, Cilacap Tahun 2015. *Pharmacy*, 13: 46–70.
- .