

Level of Patient Satisfaction with Pharmaceutical Services at Puskesmas Penagan and Puskesmas Batu Rusa Bangka Belitung District in 2021

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ABSTRACT: Patient satisfaction is a key aspect of quality evaluation at Community Health Center (Puskesmas). To improve service quality, it is necessary to survey the level of patient satisfaction. Puskesmas Penagan and Puskesmas Batu Rusa are accredited health centers in Bangka Regency, Bangka Belitung Province. Puskesmas Penagan holds a "Madya" accreditation, while Puskesmas Batu Rusa holds a "Paripurna" accreditation. This study aims to assess patient satisfaction with pharmaceutical services at Puskesmas Penagan and Puskesmas Batu Rusa in 2021 based on five dimensions of satisfaction: reliability, responsiveness, assurance, empathy, and tangibles. This research design was cross sectional with the servqual method and the Mann-Whitney statistical test for the difference of two independent samples. Respondents consisted of 366 individual, with 171 patients from Puskesmas Penagan and 195 patients from Puskesmas Batu Rusa. The results indicate that patient satisfaction at Puskesmas Penagan has an average score of 3.85 for reliability, 3.74 for responsiveness, 3.68 for assurance, 3.74 for empathy, and 3.88 for tangibles. In comparison, patient satisfaction at Puskesmas Batu Rusa scored 3.86 for reliability, 3.78 for responsiveness, 3.85 for assurance, 3.91 for empathy, and 3.85 for tangibles, out of a maximum score of 5. The Mann-Whitney test revealed a significant difference in patient satisfaction with pharmaceutical services, with a p-value less than 0.05. Puskesmas Batu Rusa showed higher satisfaction levels in the indicators of staff's problem-solving ability, speed of service, and knowledge in providing drug information. Conversely, Puskesmas Penagan demonstrated higher satisfaction in the indicators of drug safety, staff attentiveness to medication needs, and the layout of the pharmacy area.

KEYWORDS: Community health center; patient satisfaction; pharmaceutical services.

1. INTRODUCTION

Community Health Centers (in Indonesia term, Puskesmas) are healthcare service facilities that prioritize promotive and preventive efforts to achieve the highest possible level of public health within their working areas. One of the policies of the Indonesia Ministry of Health for 2015-2019 was the accreditation of puskesmas, aimed at improving the equity and quality of healthcare services. According to government regulation No. 51 of 2009, pharmaceutical services are direct and responsible services to patient related to pharmaceutical dosage forms, intended to achieve specific outcome to improve patients' quality of life. Pharmaceutical services are an integral part of the puskesmas system, oriented towards patients care and the provision of quality medicines [1].

Patient satisfaction is a key measure of quality evaluation at puskesmas. Satisfaction is expressed as the level of feeling where an individual compares the performance of a product or service received with their expectations. Satisfaction reflects the consumer's actual assessment of the product obtained from the provider [2]. The utilization of healthcare services is greatly influenced by perceived quality of service that is good and satisfying according to expectations. This is supported by a study conducted by Sodani and Sharma (2011) in India, which found that patient satisfaction is a measure of the success of healthcare services. Patient satisfaction is inseparable from the quality of healthcare services [3]. To improve service quality, patient satisfaction surveys are necessary [4]. For instance, Novaryatin's research on patient satisfaction with

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pharmaceutical services at Dr. Murjani Sampit Hospital showed an average score of 340 and an average score interpretation percentage of 68%, indicating a category of satisfaction [5]. Auliya, Wijaya, Setiawan, and Nugraheni's 2019 study on BPJS Health patients' satisfaction with pharmaceutical services in Community Health Centers in the South Surabaya area showed that patients were dissatisfied with the pharmaceutical services provided [6].

In Bangka Regency, alternative medicine is still widely trusted by the community, particularly among the elderly and those living in rural areas, who believe in treatment through traditional healers and spells [7]. Puskesmas Penagan and Puskesmas Batu Rusa are located far from the district capital, Sungailiat, resulting in many residents still trusting alternative medicine. Puskesmas Penagan was accredited as a "Madya" level Community Health Center in 2017, while Puskesmas Batu Rusa was accredited as a "Paripurna" level Community Health Center in 2019. Despite the high trust in alternative medicine in rural Bangka, puskesmas play a crucial role in attracting the community back to good medical treatment.

Patient satisfaction with pharmaceutical services is one of the parameters of successful quality service delivery. To assess service quality, a patient satisfaction survey on pharmaceutical services at puskesmas is necessary. Such a survey has never been conducted at Puskesmas Penagan and Puskesmas Batu Rusa. In 2020, Puskesmas Penagan averaged 16 prescriptions per day, indicating low community satisfaction with pharmaceutical services. Therefore, a survey on patient satisfaction with pharmaceutical services at Puskesmas Penagan, which has "Madya" accreditation, and a comparison with satisfaction at Puskesmas Batu Rusa, which has "Paripurna" accreditation, based on five dimensions – reliability, responsiveness, assurance, empathy, and tangibles – is necessary. Hopefully, with Paripurna and Madya accreditation, health services will be better.

2. MATERIALS AND METHODS

2.1. Material

The materials used in this study consisted of data obtained from patient satisfaction questionnaires regarding pharmaceutical services at Puskesmas Penagan and Puskesmas Batu Rusa. The data were collected through surveys conducted at these centers from July to November 2021.

2.2. Procedure

2.2.1 Study design, Population, and Sample

The study employed a cross-sectional design, conducted descriptively based on survey data from patient satisfaction questionnaires regarding pharmaceutical services at Puskesmas Penagan and Puskesmas Batu Rusa from July to November 2021. The population in this study comprised all patients who received pharmaceutical services at Puskesmas Penagan and Puskesmas Batu Rusa. The sample included patients who received pharmaceutical services at Puskesmas Penagan and Puskesmas Batu Rusa and met the inclusion criteria.

2.2.2 Sample Criteria

The inclusion criteria for sampling were:

- a. Patients willing to participate as respondents
- b. Patients in a mentally healthy and conscious state
- c. Patients capable of effective communication
- d. Patients aged over 17 years.

Subjects were excluded from the sample if they met any of the following exclusion criteria:

- a. Patients with disabilities (deaf, mute, or blind).
- b. Patients with mental disorders.

2.2.3 Sample Collection

The population (N) used for sample calculation was the average number of prescriptions per month from January to March 2021 at each Community Health Center. The sample was selected using Accidental Sampling based on the number of prescriptions served at Puskesmas Penagan, calculated using the Slovin formula.

2.2.4 Data Collection Technique

Researchers first conducted validity and reliability tests on the instrument with 30 respondents at Puskesmas Penagan. Once the instrument was deemed valid and reliable, the researchers used Accidental Sampling to select the sample. The sample was chosen based on chance encounters with patients meeting the inclusion and exclusion criteria who were present at the study site immediately after collecting their medication from the pharmacy at the Puskesmas. Researchers obtained permission from potential respondents who met the inclusion criteria and agreed to participate by signing the informed consent. If they agreed to participate, a survey was conducted. The researchers explained how to complete the questionnaire and provided opportunities for respondents to ask questions if any statements were unclear. Respondents were required to answer all questions on the questionnaire. The questionnaire included the same questions where patients had to rate their satisfaction with the service received in the "reality" column and their expected satisfaction in the "expectation" column. The completed questionnaires were processed using computer applications and then analyzed by the researchers using excel and statistical analysis using Mann Whitney.

The Likert scale used in this study has five levels of response: very satisfied, satisfied, moderately satisfied, dissatisfied, and very dissatisfied. With the evaluation ranging from the lowest (1) to the highest (5), each category is ordered in intervals of 0.8. Specifically, scores from 1 to 1.8 fall into the Very Dissatisfied category, 1.8 to 2.6 into the Dissatisfied category, 2.6 to 3.4 into the Moderately Satisfied category, 3.4 to 4.2 into the Satisfied category, and 4.2 to 5 into the Very Satisfied category.

3. RESULTS

The respondents in this study totaled 366 individuals, consisting of 171 patients from Puskesmas Penagan and 195 patients from Puskesmas Batu Rusa. The characteristics considered in the study included gender, age, and education, as detailed below.

Table 1. Characteristic of Respondents.

	Puskesmas Penagan		Puskesmas Batu Rusa	
	Amount	%	Amount	%
Sex				
Female	117	68,4	128	65,6
Male	54	31,6	67	34,4
Total	171	100	195	100
Age (years)				
17-25	35	20,5	30	15,4
26-35	44	25,7	46	23,6
36-45	34	19,9	37	19,0
46-55	24	14,0	39	20,0
56-65	34	19,9	43	22,1
Total	171	100	195	100
Education				
Elementary School	97	56,7	107	54,9
Junior High School	56	32,7	26	13,3
Senior High School	17	9,9	54	27,7
University	1	0,6	8	4,1
Total	171	100	195	100

The distribution of satisfaction level measurements at Puskesmas Penagan for respondents receiving pharmaceutical services can be seen in Table 2.

Table 2. Description of Satisfaction Level Measurements at Puskesmas Penagan.

Dimension	Indicator	Scale					Average	Category	Sum Average
		1	2	3	4	5			
Reliability	Availability of services according to the scheduled time	0	0	49	121	1	3,72	Satisfied	3,85
	Consistency between promises and services received	0	0	19	135	17	3,99	Satisfied	
	Staff ability to minimize errors	0	0	27	142	2	3,85	Satisfied	
	Staff ability to solve problems faced by patients	0	0	28	143	0	3,84	Satisfied	
	Speed of drug services provided	0	0	23	148	0	3,87	Satisfied	
Responsiveness	Staff response speed to patients complaints	0	0	10	151	10	4,00	Satisfied	3,74
	Ease of obtaining information about prescription/ medication	0	0	114	54	3	3,35	Moderately satisfied	
	Staff knowledge in providing medication information	0	0	104	67	0	3,39	Moderately satisfied	
	Safety of medication obtained	0	0	5	159	7	4,01	Satisfied	
Assurance	Quality of medications provided	0	0	109	60	2	3,37	Satisfied	3,68
	Accuracy in the quantity of medications received as prescribed by the doctor	0	0	11	158	2	3,95	Satisfied	
	Staff attentiveness to patients complaints	0	0	109	55	7	3,40	Satisfied	
Empathy	Staff attitude in providing services regardless of social status	0	0	19	148	4	3,91	Satisfied	3,74
	Staff attentiveness to patients' mediation needs	0	0	37	115	19	3,89	Satisfied	
	Cleanliness and tidiness of the pharmacy area	clean0	0	34	135	2	3,81	Satisfied	
Tangible	Cleanliness and tidiness of staff uniforms	0	0	34	128	9	3,85	Satisfied	3,88
	Comfort of the pharmacy waiting area	0	0	20	142	9	3,94	Satisfied	
	Layout of the pharmacy area in the Puskesmas	0	0	25	134	12	3,92	Satisfied	

The distribution of satisfaction level measurements at Puskesmas Batu Rusa for respondents receiving pharmaceutical services can be seen in Table 3.

Table 3. Description of Satisfaction Level Measurements at Puskesmas Batu Rusa.

Dimension	Indicator	Scale					Average	Category	Sum Average
		1	2	3	4	5			
Reliability	Availability of services according to the scheduled time	0	0	19	174	2	3,91	Satisfied	3,86
	Consistency between promises and services received	0	0	21	173	1	3,90	Satisfied	
	Staff ability to minimize errors	0	0	47	145	3	3,77	Satisfied	
	Staff ability to solve problems faced by patients	0	0	30	165	0	3,85	Satisfied	
Responsiveness	Speed of drug services provided	0	0	16	151	28	4,06	Satisfied	3,78
	Staff response speed to patients complaints	0	0	116	76	3	3,42	Satisfied	
	Ease of obtaining information about prescription/ medication	0	0	30	161	4	3,87	Satisfied	
Assurance	Staff knowledge in providing medication information	0	0	14	169	12	3,99	Satisfied	3,85
	Safety of medication obtained	0	0	111	84	0	3,43	Satisfied	
	Quality of medications provided	0	0	18	161	16	3,99	Satisfied	
	Accuracy in the quantity of medications received as prescribed by the doctor	0	0	20	156	19	3,99	Satisfied	
Empathy	Staff attentiveness to patients complaints	0	0	14	167	14	4,00	Satisfied	3,92
	Staff attitude in providing services regardless of social status	0	0	35	145	15	3,90	Satisfied	
	Staff attentiveness to patients' mediation needs	0	0	35	156	4	3,84	Satisfied	
Tangible	Cleanliness and tidiness of the pharmacy area	0	0	29	136	30	4,01	Satisfied	3,85
	Cleanliness and tidiness of staff uniforms	0	0	17	173	5	3,94	Satisfied	
	Comfort of the pharmacy waiting area	0	0	106	77	12	3,52	Satisfied	
	Layout of the pharmacy area in the Puskesmas	0	0	18	173	4	3,93	Satisfied	

A comparison of patient satisfaction results regarding pharmaceutical services at Puskesmas Penagan and Puskesmas Batu Rusa can be seen in Table 4.

Table 4. Comparison Level of Patients' Satisfaction.

Dimension	Puskesmas Penagan		Puskesmas Batu Rusa	
	Total Score of Satisfaction	Note	Total Score of Satisfaction	Note
Reliability	3,85	Satisfied	3,86	Satisfied
Responsiveness	3,74	Satisfied	3,78	Satisfied
Assurance	3,68	Satisfied	3,85	Satisfied
Empathy	3,74	Satisfied	3,91	Satisfied
Tangible	3,88	Satisfied	3,85	Satisfied

Table 4 shows that, in almost all dimensions of satisfaction, Puskesmas Batu Rusa has higher satisfaction scores than Puskesmas Penagan, except in the dimension of tangibles. The Mann-Whitney statistical test was used to determine whether there were significant differences in satisfaction between Puskesmas Penagan and Puskesmas Batu Rusa. The results of the difference in patient satisfaction between Puskesmas Penagan and Puskesmas Batu Rusa can be seen in Table 5.

Table 5. Gap Satisfaction Differences between Puskesmas Penagan and Puskesmas Batu Rusa.

No	Indicator	\bar{X} Gap Puskesmas Penagan	\bar{X} Gap Puskesmas Batu Rusa	P Value
1	Availability of services according to the scheduled time	0,04	0,03	0,877
2	Consistency between promises and services received	0,11	0,07	0,311
3	Staff ability to minimize errors	0,04	0,03	0,708
4	Staff ability to solve problems faced by patients	0,04	0,51	0,000
5	Speed of drug services provided	0,03	0,14	0,011
6	Staff response speed to patients complaints	0,06	0,02	0,069
7	Ease of obtaining information about prescription/ medication	0,03	0,06	0,229
8	Staff knowledge in providing medication information	0,01	0,08	0,038
9	Safety of medication obtained	0,06	0,01	0,029
10	Quality of medications provided	0,04	0,03	0,691
11	Accuracy in the quantity of medications received as prescribed by the doctor	0,05	0,04	0,530
12	Staff attentiveness to patients complaints	0,06	0,02	0,134
13	Staff attitude in providing services regardless of social status	0,04	0,01	0,123
14	Staff attentiveness to patients' medication needs	0,15	0,02	0,000
15	Cleanliness and tidiness of the pharmacy area	0,05	0,05	0,857
16	Cleanliness and tidiness of staff uniforms	0,05	0,03	0,472
17	Comfort of the pharmacy waiting area	0,05	0,06	0,654
18	Layout of the pharmacy area in the Puskesmas	0,07	0,01	0,035

Based on Table 5, the Mann-Whitney test results with a p-value of < 0.05 indicate a significant difference in patient satisfaction with pharmaceutical services between Puskesmas Penagan and Puskesmas Batu Rusa.

4. DISCUSSION

In Table 2, it is evident that the majority of patient satisfaction levels regarding pharmaceutical services at Puskesmas Penagan fall under the "Satisfied" category. Analyzing the five dimensions of reliability, responsiveness, assurance, empathy, and tangibles, the highest average satisfaction for pharmaceutical services at Puskesmas Penagan is in the tangibles dimension, with a score of 3.88. The lowest average satisfaction is in the assurance dimension, with a score of 3.68. Meanwhile, at Puskesmas Batu Rusa, patient satisfaction levels also fall under the "Satisfied" category. The highest average satisfaction for pharmaceutical services at Puskesmas Batu Rusa is in the empathy dimension, with a score of 3.91, while the lowest average satisfaction is in the responsiveness dimension, with a score of 3.78.

The comparison of patient satisfaction results regarding pharmaceutical services between Puskesmas Penagan and Puskesmas Batu Rusa is presented in Table 4. It is clear that in almost all dimensions, Puskesmas Batu Rusa has higher satisfaction scores than Puskesmas Penagan, except in the tangibles dimension. When examining the characteristics of patients at both health centers, it appears that the characteristics are quite similar. Patients at both health centers are predominantly female, aged 26-35 years, and primarily have an elementary school education or equivalent. Given the similar patient characteristics at both health centers, the slightly higher patient satisfaction at Puskesmas Batu Rusa may be attributed to its Paripurna accreditation status, whereas Puskesmas Penagan has Madya accreditation status. According to Amiroh, the principles

used in community health center accreditation focus on patient and family safety and rights, while also considering the rights of healthcare workers. These principles are employed to enhance the quality and safety of services. The accreditation principles prioritize human rights, ensuring that all patients receive the best possible care and information according to their needs and conditions, regardless of social, economic, educational status, gender, race, or ethnicity [8].

Based on these principles, it is plausible that in the four dimensions of reliability, responsiveness, assurance, and empathy, the services provided by Puskesmas Batu Rusa surpass those provided by Puskesmas Penagan, leading to higher patient satisfaction. However, Puskesmas Penagan excels in the tangibles dimension, with a satisfaction score of 3.88. This can be attributed to the construction of new facilities, including an inpatient building and surrounding infrastructure, in 2017. The newer facilities at Puskesmas Penagan contribute to higher patient satisfaction with pharmaceutical services. This is supported by Zeithaml's statement in Amiroh's research, which indicates that cleanliness and neatness can enhance customer satisfaction, including that of patients and their families. The cleanliness of the unit, the neatness and appearance of medical personnel, and the cleanliness and completeness of medical equipment are important factors for patient satisfaction [8].

The analysis conducted in this study used the Mann-Whitney statistical test. This test was employed to determine whether there were differences in patient satisfaction between Puskesmas Penagan and Puskesmas Batu Rusa. According to the data presented in Table 5, indicators such as service availability at the scheduled time, fulfillment of promises and services received, the ability of staff to minimize errors, responsiveness to complaints, ease of obtaining information about prescriptions/medications, the quality of medications provided, the quantity of medications received as prescribed by the doctor, attention to complaints, cleanliness and tidiness of the pharmacy area, and the comfort of the waiting area all have p-values > 0.05 . This indicates that for these indicators, there is no significant difference in patient satisfaction between Puskesmas Penagan and Puskesmas Batu Rusa.

The indicator for the ability of staff to resolve issues faced by patients has a p-value of 0.000, which is < 0.05 , indicating a significant difference in patient satisfaction between Puskesmas Penagan and Puskesmas Batu Rusa for this indicator. Patient satisfaction with the ability of staff to resolve issues at Puskesmas Batu Rusa is higher (0.51) than at Puskesmas Penagan (0.04). This difference may be attributed to the varying abilities of staff at the two centers in understanding and implementing problem-solving procedures, aligned with each center's policies, with Puskesmas Batu Rusa adhering to comprehensive accreditation guidelines, thereby better meeting patient satisfaction.

The indicator for the speed of service in dispensing medications has a p-value of 0.011, which is < 0.05 , indicating a significant difference in patient satisfaction between the two centers for this indicator. Satisfaction with the speed of medication service at Puskesmas Batu Rusa is higher (0.14) compared to Puskesmas Penagan (0.03). This difference could be due to the different staffing levels in the pharmacy sections of the two centers, with more staff potentially leading to faster service. According to Khotler, human resources play a significant role in consumer satisfaction [9].

The indicator for the knowledge of staff in providing medication information has a p-value of 0.038, which is < 0.05 , indicating a significant difference in patient satisfaction between the two centers for this indicator. Satisfaction with the knowledge of staff in providing medication information is higher at Puskesmas Batu Rusa (0.08) compared to Puskesmas Penagan (0.01). The varying experience levels of pharmacists at the two centers contribute to this difference, with more experienced pharmacists at Puskesmas Batu Rusa having more knowledge than those at Puskesmas Penagan. Greater experience generally correlates with higher knowledge levels [10].

The indicator for the safety of medications received by patients has a p-value of 0.029, which is < 0.05 , indicating a significant difference in patient satisfaction between the two centers for this indicator. Satisfaction with the safety of medications at Puskesmas Penagan is higher (0.06) than at Puskesmas Batu Rusa (0.01). This difference may be influenced by patients' perceptions of the quality and efficacy of the medications they receive in treating their conditions. Satisfaction in healthcare services is linked to the ability of staff to meet patient needs and ensure patient recovery [11].

The indicator for staff attention to medication needs has a p-value of 0.000, which is < 0.05 , indicating a significant difference in patient satisfaction between the two centers for this indicator. Satisfaction with the attention to medication needs is higher at Puskesmas Penagan (0.15) compared to Puskesmas Batu Rusa (0.02). The lower patient volume at Puskesmas Penagan may allow staff to give more time and attention to each patient's needs. The ability of healthcare providers to empathize and address patient concerns contributes significantly to patient satisfaction [12].

The indicator for the layout of the pharmacy area has a p-value of 0.035, which is < 0.05 , indicating a significant difference in patient satisfaction between the two centers for this indicator. Satisfaction with the layout of the pharmacy area is higher at Puskesmas Penagan (0.07) compared to Puskesmas Batu Rusa (0.01). The newer facilities at Puskesmas Penagan, built in 2017, may contribute to higher patient satisfaction with the amenities offered. A well-organized layout and clear directional signage can enhance patient ease of access and overall satisfaction [11].

5. CONCLUSION

The level of satisfaction with pharmaceutical services at both Puskesmas Penagan and Puskesmas Batu Rusa falls under the category of "satisfied." At Puskesmas Penagan, the dimension of tangibles is the primary strength in meeting patient satisfaction, while the assurance dimension is the main weakness. Conversely, at Puskesmas Batu Rusa, the empathy dimension is the primary strength, and the reliability dimension is the main weakness. There are six out of twelve satisfaction indicators that differ between the two centers. Puskesmas Batu Rusa exhibits higher satisfaction in the indicators of staff ability to resolve problems, speed of medication service, and staff knowledge in providing medication information. Meanwhile, Puskesmas Penagan shows higher satisfaction in the indicators of medication safety, staff attention to medication needs, and the layout of the pharmacy area.

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