



## Analysis of Community Service Satisfaction Levels in Health Service Facilities in Pharmacy Units at Pengadang Health Center Central Lombok Regency in 2023

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### **Abstract**

The quality of service does not only involve physical recovery but also concerns satisfaction with the attitude, knowledge and skills of staff in providing services as well as the availability of adequate facilities and infrastructure at the Community Health Center (Hartawan et al., 2018). Standards of pharmaceutical services at community health centers, counseling and providing drug information (PIO) is one of the jobs of pharmacists at community health centers. Providing pharmaceutical services, pharmacists can identify and overcome drug-related problems, empower patients to implement positive behavioral management, increase patient satisfaction, and can optimize the quality of patient care. The level of patient satisfaction is the patient's feeling that arises from the performance of health services obtained after comparing it with what is felt. The level of patient satisfaction is viewed from five Servqual dimensions, namely the reliability dimension, which is the ability to provide services that satisfy patients. The responsiveness dimension is the ability to help patients and fulfill their requests. The assurance dimension is the ability to create trust and a sense of security. The empathy dimension is personal attention to consumers. The tangible dimension is physical facilities and equipment. (Kevin, 2016). The general objective of this research is to analyze the level of community service satisfaction at the pharmacy unit health service facility at the Pengadang Community Health Center, Central Lombok Regency. The method used in this research is a descriptive survey method which collects data using a questionnaire that has been tested on pharmacy visitors/patients incidentally or momentarily on patients who visit the pharmacy unit, and/or have visited and received health services from the pharmacy unit at the Community Health Center. Central Lombok Regency Roadblocks in 2023, through direct interviews by filling out a questionnaire. The population in this study is based on the number of outpatient and inpatient visitors to the Pengadang Community Health Center, Central Lombok Regency in 2023, based on initial observations at the Pengadang Community Health Center of 770 patients. The total sample (Slovin) was 88 respondents. The conclusion of this research is that the level of service satisfaction in the reliability dimension is 79.05% in the satisfied category, the level of service satisfaction in the responsiveness dimension is 75.65% in the satisfied category, the level of service satisfaction in the guarantee dimension is 84.1% in the very satisfied category, the level of service satisfaction Empathetically it was 85.77% in the very satisfied category, the level of service satisfaction in appearance was 64.42% in the satisfied category. Analysis of the Level of Community Service Satisfaction in the Pharmacy Unit Health Service Facilities at the Pengadang Community Health Center, Central Lombok Regency in 2023, with an average value of 77.79% in the satisfied category. Recommendations for good service are maintained and improved.

**Keywords:** *Community Health Center; Pharmacy Services; Satisfaction Level*

## **Introduction**

Pharmaceutical services at Community Health Centers are an integral part of the implementation of health services in improving the quality of services (Manado, 2016). In providing quality services to the community, Community Health Centers should make several efforts, including standardizing and developing a quality management system as well as continuous performance improvement efforts (Simanjuntak, 2019). The change in the paradigm of patient-oriented pharmaceutical services has led to patient demands for the quality of services provided by pharmaceutical staff (Warnida et al., 2019). The quality of service does not only involve physical recovery but also concerns satisfaction with the attitude, knowledge and skills of staff in providing services as well as the availability of adequate facilities and infrastructure at the Community Health Center (Mulyani et al., 2021).

Pharmaceutical services at community health centers must support three main functions, namely, as a center for driving health-oriented development, a community empowerment center and a first-level health service center which includes individual health services and community health services (Mayang Sari & Tumpak Sitorus, 2023). Pharmaceutical services are integrated activities with the aim of identifying, preventing and resolving drug problems and health-related problems (Harpiani et al., 2020). Pharmaceutical service standards are also a benchmark used as a guide for pharmaceutical personnel in providing pharmaceutical services so that they can carry out their duties in accordance with existing regulations. The existence of these pharmaceutical service standards aims to improve the quality of pharmaceutical services, guarantee legal certainty for pharmaceutical personnel and protect patients. and society from irrational use of drugs in order to improve patient safety (Permenkes, 2016).

Based on pharmaceutical service standards at community health centers, counseling and providing drug information (PIO) is one of the jobs of pharmacists at community health centers. Providing pharmaceutical services, pharmacists can identify and resolve drug-related problems, empower patients to implement positive behavioral management, increase patient satisfaction, and can optimize the quality of patient care. So that pharmaceutical services can make patients understand the disease and treatment they are undergoing (Harpiani et al., 2020).

Pharmacy services at community health centers will not be able to run optimally without being supported by the presence of human resources who have competence in their fields. Based on the regulations of the Minister of Health of the Republic of Indonesia, pharmacy services at community health centers are carried out by health workers, namely pharmacists (Ministry of Health of the Republic of Indonesia 2019). The presence of pharmacists improving the quality of pharmaceutical services so that it can protect patients from irrational drug use and can provide patient satisfaction. One of the research results concluded that community health centers that have pharmacists can improve the quality and percentage of pharmaceutical services that are higher than those in community health centers that do not have pharmacists and this will indirectly influence the high level of patient satisfaction (Aspian, 2019).

The level of patient satisfaction is viewed from five Servqual dimensions, namely the reliability dimension, which is the ability to provide services that satisfy patients (Raising, 2019). The responsiveness dimension is the ability to help patients and fulfill their requests. The assurance dimension is the ability to create trust and a sense of security (Riza et al., 2020). The empathy dimension is personal attention to consumers. The tangible dimension is physical facilities and equipment (Wahyuni & Syamsudin, 2021).

Research conducted by Nuswantari et al (2013) found that the quality of service provided by pharmacy staff at Community Health Centers was included in the negative gap classification with the level of patient satisfaction being less than satisfied. Other research also states that patients are less

satisfied with the drug information services provided by pharmacists at community health centers (Mulyani et al., 2021).

According to previous research conducted by (Mahendro et al., 2023) regarding the level of patient satisfaction with pharmaceutical services at the Doi-Doi health center, Pujananting sub-district, Baru Regency, from the research results obtained by (Mahendro et al., 2023) that the level of patient satisfaction with pharmaceutical services at the community health center Doi-Doi, Pujananting sub-district, Baru regency is included in the satisfied category with a percentage of respondents' answers of 69.93%.

Previous research conducted by (Hardani et al., 2022) was based on the level of patient satisfaction with pharmaceutical services at community health centers in the Kupang City area. This is based on research results showing that for the assessment, which is based on pharmaceutical service standards, five dimensions of Assurance (Guarantee) were obtained with a value of 79.90%, for the Emphaty dimension, a value of 72.46% was obtained, for the Responsiveness dimension (responsiveness) was obtained with a value of 71.35%, the Realiability dimension was 71%, while the value of the Tangible dimension (Physical evidence) was 62.92%, based on the average value of drug service time which meets the standards set by the SPM Pharmacy Sector Health Center, for prescriptions for finished medicines it takes less than 30 minutes and prescriptions for mixed medicines takes less than 60 minutes. The aim of the research is to analyze the level of satisfaction with community services at the pharmacy unit health service facility at Pengadang Community Health Center, Central Lombok Regency in 2023.

Based on the description above, researchers are interested in researching the theme Analysis of Community Service Satisfaction Levels in Health Service Facilities, Pharmacy Units at Pengadang Health Center, Central Lombok Regency in 2023 Central Lombok Regency in 2023.

## **Methodology**

The method used in this research is a descriptive survey method which collects data using a questionnaire that has been tested on pharmacy visitors/patients incidentally or momentarily on patients who visit the pharmacy unit, and/or have visited and received health services from the pharmacy unit at the Community Health Center. Central Lombok Regency Roadblocks in 2023, through direct interviews by filling out a questionnaire. Research conducted at the Pengadang Community Health Center pharmacy unit, Central Lombok Regency in 2023

The population in this study is based on the number of outpatient and inpatient visitors to the Pengadang Community Health Center, Central Lombok Regency in 2023, based on initial observations at the Pengadang Community Health Center that an average of 152 patients per month in 4 months, resulting in 500 patients. So the total population is 500 patients. In determining the number of samples, researchers used the Slovin Formula as follows: So the number of samples in this study was 88 samples. The method for collecting sample members is carried out by purposive sampling where sample members or respondents go through inclusion and exclusion characteristics or criteria, so that sample members can represent the population.

Data processing stages carried out in processing include:

- a. Editing, which is done to find out whether all the questions in the questionnaire have been answered completely.
- b. Coding is carried out to provide codes on questionnaire sheets that have been completely answered.

- c. Scoring, namely giving values in the form of numbers to answers to questions to obtain quantitative data
- d. Tabulating, namely collecting data on respondents' answers and then calculating and adding them up in table form. Measuring the level of patient satisfaction is done by calculating the percentage of each question indicator (responsiveness, reliability, empathy assurance, and tangibles) (Isnaini et al., 2021).

Table 1. To analyze patient satisfaction, the patient satisfaction level scale is as follows

No	Satisfaction Level	Rating Scale Values
1.	Very satisfied	81-100%
2.	Satisfied	61-80%
3.	Quite satisfied	51-60%
4.	Less satisfied	31-50%
5.	not satisfied	0-30%

(sugiyono 2021)

### Result and Discussion

Research results and discussion regarding the influence of service quality dimensions at the Pengadang Community Health Center, Central Lombok Regency on the level of patient satisfaction. The research data is primary data obtained from the results of distributing questionnaires, with a total of 88 respondents as the research sample. Respondents in this study were patients who were being examined or who had been examined at the Pengadang Community Health Center, Central Lombok Regency. Reliability is the ability of pharmacy staff to provide medicinal services according to the contents of the prescription at the Pengadang Community Health Center, Central Lombok Regency in 2022.

Table 2. Average Level of Outpatient Satisfaction with Pharmaceutical Services Based on Reliability Dimensions At the Pengadang Community Health Center

Statement	Respondent Answer	Sample	%	Satisfaction Level
How fast are pharmacy staff in providing services? Drug	71	88	80,6%	Satisfied
Are pharmacy staff clear in providing information that is easy to understand?	81	88	92,0%	Very satisfied
Are the prescribed medications available in full ?	61	88	69,5%	Satisfied
Is the delivery of medication inappropriate according to the prescription queue number?	65	88	74,0%	Satisfied
<b>Total</b>	<b>278</b>	<b>352</b>	<b>82,05%</b>	Satisfied

(Source: Primary Research Data)

The table above explains that the ability of pharmacy officers to provide services received a satisfaction category, namely very satisfied with a percentage of 82.05%. This data shows that the respondent's assessment is that they are satisfied with the reliability dimension statement item, which means that the patient's perception of the pharmacy staff's ability to provide services is in line with the

patient's expectations. Other research explains that service reliability includes service procedures that do not cause problems for patients, as well as staff providing services that are free from errors (Nesimnasi et al., 2019). There are many factors that receive primary attention, one of which is the professional competence of pharmacists (Rerung et al., 2021).

#### a. Responsiveness

Responsiveness is the responsiveness of pharmacy officers in terms of speed of service at the Pengadang Community Health Center, Central Lombok Regency in 2023.

Table 3. Average Level of Outpatient Satisfaction with Pharmaceutical Services Based on Responsiveness Dimensions At the Pengadang Community Health Center in 2023

Statement	Respondent Answer	Sample	%	Satisfaction Level
How do pharmacy staff respond when patients come with prescriptions?	63	88	71,6%	Satisfied
Does the patient understand the information obtained regarding the prescription/medication he is purchasing?	67	88	69,5%	Satisfied
Are pharmacy staff willing to listen to complaints from patients?	75	88	85,2%	Very Satisfied
Is communication not good between pharmacy staff and patients?	61	88	76,2%	Satisfied
<b>Total</b>	<b>266</b>	<b>352</b>	<b>78,66%</b>	Satisfied

(Sumber : Data Primer Penelitian)

The table above explains that respondents assessing the responsiveness of pharmacy staff in providing services obtained the satisfaction category, namely satisfied with a percentage of 78.66%. This data shows that the respondent's assessment is that they are satisfied with the responsiveness dimension statement item, which means that the patient's perception of the ability of pharmacy staff in providing services is in line with the patient's expectations. Other research explains that there is a willingness to help and provide fast and appropriate service to customers, and is supported by the staff's desire to help customers and provide responsive service, it can increase patient satisfaction (Marpaung, 2021).

#### b. Guarantee

Guarantee is a guarantee or cost of medicines at the pharmaceutical installation at the Pengadang Community Health Center, Central Lombok Regency.

Table 4. Average Level of Outpatient Satisfaction with Pharmaceutical Services Based on Guarantee Dimensions At the Pengadang Community Health Center.

Statement	Respondent Answer	Sample	%	Satisfaction Level
What is the knowledge and skills of pharmacy staff in providing services?	79	88	72,9%	Satisfied
Is the medicine received by the patient in good condition and neat according to the regulations, and is the label easy to read?	77	88	87,5%	Very Satisfied
Is the quality of the medicine you get guaranteed?	76	88	86,3%	Very Satisfied
Is the medication received not in accordance with what was written on the prescription?	64	88	89,7%	Very Satisfied
<b>Total</b>	<b>296</b>	<b>352</b>	<b>87,2%</b>	<b>Very Satisfied</b>

(Source: Primary Research Data)

The table above explains that respondents assessing the ability of pharmacy staff to instill confidence in patients to get well soon received the satisfaction category, namely very satisfied with a percentage of 87.2%. This data shows that the respondent's assessment is that they are very satisfied with all items of the assurance dimension statement, which means that the patient's perception of the ability of pharmacy staff to instill confidence in patients is in line with the patient's expectations. Good knowledge in providing services really helps officers in convincing patients in all the information they convey, thereby creating a sense of trust from patients (Mayang Sari & Tumpak Sitorus, 2023).

### c. Empathy

Empathy is the ability of pharmacists to provide pharmaceutical services without discriminating against social status at the Pengadang Health Center, Central Lombok Regency, 2023.

Table 5. Average Level of Outpatient Satisfaction with Outpatients Pharmaceutical Services Based on Empathy Dimensions At the Pengadang Community Health Center

Statement	Respondent Answer	Sample	%	Satisfaction Level
How friendly the pharmacy staff are in greeting patients	67	88	88,6%	Very Satisfied
How polite the pharmacy staff are in responding to patient questions	83	88	94,2%	Very Satisfied
Are pharmacy staff patient in responding to complaints from patients?	78	88	76,2%	Satisfied
Do pharmacy staff provide services by differentiating the patient's social status?	74	88	84,1%	Very Satisfied
<b>Total</b>	<b>302</b>	<b>352</b>	<b>88,77%</b>	<b>Very Satisfied</b>

(Source: Primary Research Data)

Table above explains that respondents assessed that pharmacy staff were able to pay attention to the patient's condition so that they obtained the satisfaction category, namely very satisfied with a percentage of 88.77%. This data shows that the respondent's assessment is that they are very satisfied with all items in the empathy dimension statement, which means that the patient's perception of the ability of pharmacy staff to provide attention is in line with the patient's expectations. Other research explains that staff must ensure that patients are comfortable. If the patient is not comfortable, the patient may not understand or not get all the information they expect. Feelings of comfort can also reduce feelings of anxiety, patients feel cared for and appreciated which can provide satisfaction for patients (Noviana, 2017).

#### d. Appearance

Appearance is the appearance of officers in providing pharmaceutical services and the physical condition of the pharmaceutical unit (clean, comfortable, etc.) at the Pengang Community Health Center, Central Lombok Regency.

Table 6. Average Level of Outpatient Satisfaction with Pharmaceutical Services Based on Appearance Dimensions At the Pengadang Community Health Center

Statement	Respondent Answer	Sample	%	Satisfaction Level
Is cleanliness and comfort in the waiting room	62	88	70,6%	Satisfied
How clean and neat are the pharmacy staff in their clothing?	84	88	95,3%	Very Satisfied
Is there a patient calling device (for example a speaker) available?	41	88	44,8%	less satisfied
Are there no brochures, leaflets, posters and other information available for medicine/health?	39	88	47,0%	less satisfied
<b>Total</b>	<b>226</b>	<b>352</b>	<b>67,42%</b>	<b>satisfied</b>

(Source: Primary Research Data)

Table above explains that the physical facilities provided by Batu Health Center in the pharmacy room received a satisfaction category, namely satisfied with a percentage of 67.42%. The data shows that the respondent's assessment is that they are very satisfied with all tangible dimension statement items, which means that the patient's perception of the availability of facilities needed by the patient is in line with the patient's expectations. The data shows that there are still patients who are dissatisfied with the facilities in the form of seating and the unavailability of calling equipment such as speakers. Other research explains that waiting room discomfort occurs due to large queues waiting, unavailability of calling equipment such as speakers, making patients feel dissatisfied (Raising, 2019). Other research explains that the incomplete availability of brochures, pamphlets, posters, etc. as drug or health information is a patient complaint so that some patients feel dissatisfied (Harpiani et al., 2020). The

existence of information boards placed in strategic places makes it easier for visitors to read (Warnida et al., 2019).

Table 7. Average Level of Outpatient Satisfaction with Pharmaceutical Services Based on Dimensions At the Pengadang Community Health Center, Central Lombok Regency in 2023

Indicator	Percentage Score (%)	Satisfaction Classification
Reliability	79,05%	Satisfied
Responsiveness	75,65%	Satisfied
Guarantee	84,1%	Very Satisfied
Empathy	85,77%	Very Satisfied
Appearance	64,42%	Satisfied
Total	388,99%	
<b>Average</b>	<b>77,79%</b>	Satisfied

(Source: Primary Research Data)

Table 7. Showing the average level of satisfaction of outpatients with pharmaceutical services at the Pengang Community Health Center based on Likert scale calculations, the reliability dimension has a satisfaction value of 78.05%. Next, the responsiveness dimension with a satisfaction value of 74.65%, the assurance dimension with a satisfaction value of 83.1%, the empathy dimension with the highest satisfaction value of 84.77%, the appearance dimension with a satisfaction value of 63.42%, so the lowest satisfaction value is in the appearance dimension of 63.42%. From these 5 dimensions, a total Likert scale value of 76.79% was obtained. This value is included in the satisfaction level category, namely satisfied

Based on the research results, it shows that there is a relationship between the services provided and patient satisfaction, where each dimension is related. If one of the dimensions has a low level of satisfaction, then it is immediately known where changes must be made in an effort to continuously improve to increase patient satisfaction, especially things that are considered important by the patient. Dimensions that have provided a sense of satisfaction to patients, can be seen how the service process is going so that it can be maintained and even improved by pharmacy staff and the community health center. Overall, this research shows that respondents are very satisfied with the pharmaceutical services provided by pharmacy officers at the Pengadang Public Health Center, Central Lombok Regency.

## Conclusion

From the results of the discussion in this research, the following conclusions can be drawn: Service satisfaction in the reliability dimension is 79.05% with a satisfaction level in the satisfied category, Service satisfaction in the responsiveness dimension is 75.65% with a satisfaction level in the satisfied category, Service satisfaction in the guarantee dimension amounting to 84.1% with a satisfaction level in the very satisfied category, satisfaction with empathetic service of 85.77% with a level of satisfaction in the very satisfied category, satisfaction with appearance of service of 64.42% with a level of satisfaction in the satisfied category, Analysis of Community Service Satisfaction Levels in Facilities Pharmacy Unit Health Services at the Pengadang Community Health Center, Central Lombok Regency in



2023, with an average score of 77.79% with a satisfaction level in the satisfied category. Based on the conclusions in this research, recommendations can be made so that good services can be maintained and improved.

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