

EVALUATION OF PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICES AT PUBLIC HEALTH CENTERS *LITERATURE REVIEW*

Akhmad Gifari Maulani^{1*}, Mustaqimah¹, and Subhannur Rahman²

¹Pharmacy Study Program, Faculty of Health, Sari Mulia University, Indonesia

²Nursing Study Program, Faculty of Health, Sari Mulia University, Indonesia

*E-mail : gifarifari76@gmail.com

Abstract

Pharmaceutical service standards are guidelines for pharmaceutical personnel in providing pharmaceutical services. The setting of pharmaceutical service standards at public health centers aims to improve the quality of pharmaceutical services, ensure legal certainty for pharmaceutical personnel, and protect patients and the public from irrational use of drugs in the context of patient safety. Patient satisfaction is a level of patient feeling that arises from the performance of health services obtained, patient dissatisfaction is closely related to the quality of health services, quality health services are the perfection of health efforts that are accepted by the community as much as possible in accordance with the code of ethics and pharmaceutical service standards that have been established. The purpose of this literature review is to evaluate patient satisfaction with pharmaceutical services at the Public Health Centers. This study uses a literature study approach using 11 sources selected based on predetermined criteria. The results of the analysis of the journal there are results that are quite satisfied with pharmaceutical services at the Public Health Centers. Based on the results of the analysis and discussion of several studies, it can be concluded that Public Health Centers which has satisfaction with the category of being satisfied with pharmaceutical services is an average of 76.66%. These results prove that the pharmaceutical services at several Public Health Centers are quite satisfactory for patients and in accordance with the expectations of patients who want to get the best health services.

Keywords: Patient satisfaction, pharmaceutical services, Public Health Centers, evaluation

Introduction

Pharmaceutical service standards are guidelines for pharmaceutical personnel in providing pharmaceutical services. The setting of pharmaceutical service standards at public health centers aims to improve the quality of pharmaceutical services, ensure legal certainty for pharmaceutical personnel, and protect patients and the public from irrational use of drugs in the context of patient safety. With this standard setting of pharmaceutical services, it is hoped that people who act as patients will get equivalent pharmaceutical services in accordance with applicable standards (Ministry of Health, 2016).

Quality or service quality is a measure of how good the level of service provided is in accordance with consumer expectations. Based on this definition, service quality can be realized through the fulfillment of consumer needs and desires as well as the accuracy of delivery to balance consumer/patient expectations (Lewis & Booms, 1983).

There are two main factors that affect service quality, namely the expected service and the perceived service (Tjiptono, 2006). There are several dimensions that are used to see patient satisfaction, namely the dimensions of responsiveness, reliability, empathy, assurance, tangibles (Zeithaml & Pasuraman A & Berry, 1994)

Materials And Methods

The research method used is a literature review. Literature review is a form of research conducted by searching various sources, both books and journals, related to the research topic, to answer an existing problem (Neuman, 2013). Literature review is done by reading, understanding, and reviewing literature from various sources. The literature review provides ideas and objectives about the research topic that we will carry out. The literature review contains reviews, summaries, and the author's thoughts on several library sources on the topics discussed.

The literature sources used in this study were searched through Google Scholar, Pubmed, and by using the keywords satisfaction, service, public health centers, and evaluation. The search has been carried out since November 2020. The criteria set out in this literature review are to ensure the scientific journals used in this proposal are in accordance with the established theme and meet the inclusion and exclusion criteria set by the researchers which are assessed with the PICOS framework. The inclusion and exclusion criteria will be explained in table 3.1 as follows:

Table 1: Inclusion and exclusion criteria based on the PICOS

PICOS framework	Inclusion Criteria	exclusion criteria
<i>Population</i>	in patients receiving pharmaceutical services at public health centers.	Patients who get services other than pharmaceutical services such as laboratory services, dentistry, etc. at public health centers.
<i>Intervention</i>	Studies that describe the satisfaction of pharmaceutical services at public health centers.	A study that describes services other than pharmaceutical services at public health centers.
<i>Comparators</i>	No comparison	No comparison
<i>Outcomes</i>	Studies that describe patient satisfaction in pharmaceutical services at public health centers.	A study that describes services other than pharmaceutical services at public health centers.
<i>Study Design</i>	<i>Quantitative Study, Cross Sectional Study, Descriptive Study, Literature Review.</i>	<i>Case Reports.</i>
<i>Publication Years</i>	2016-2021	< 2016

<i>Language</i>	International Journal in English and National Journal in Indonesian.	International Journal that uses Mandarin and Latin.
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Table 2: The keyword in the search and determination of journal articles

No	Google Scholar		Pubmed	
	Kata kunci	Jumlah	Kata kunci	Jumlah
1.	Kepuasan pasien	21.500	Patient satisfaction	42.687
2.	Pelayanan kefarmasian	7.830	Pharmacy services	30.980
3.	Evaluasi	148.000	Evaluation	1.300.982
4.	Puskesmas	49.100	Community health centers	12.238

Result And Discussion

This research starts from the process of collecting literature obtained based on keywords that are in accordance with the topic to be studied. The literature collection process was carried out by sorting the number of journals or articles until they were filtered and obtained 11 journals, 10 national journals and 1 international journal. The search process is carried out through electronically based methods such as Google Scholar and Pubmed.

Table 3: The results of the literature review

Author (Year)	Source of article	Purpose of	Research Methods	Results/Findings of
Munawwaroh. 2019	Google Scholar	To find out patient satisfaction with pharmaceutical services at the Kelayan Timur Health Center.	Descriptive research with sampling technique using purposive sampling technique, with a total sample of 356 respondents.	The results showed that the level of satisfaction with pharmaceutical services was 195 respondents (54.8%) in the satisfied category.
Septi. 2020	Google Scholar	To find out patient satisfaction in pharmaceutical services at the Tuntang Health Center, Semarang Regency.	The sampling technique used accidental sampling. The number of samples is 100 respondents.	The results showed that patients at the Tuntang Health Center had an average level of satisfaction of 74.58%.

Nurul et al. 2018	Google Scholar	To find out the level of patient satisfaction with pharmaceutical services at the Pahandut Health Center, Palangka Raya.	The research method used is descriptive. Sampling in this study using purposive sampling technique. Collecting data using a questionnaire to 94 respondents.	The results showed that patients were very satisfied with the pharmaceutical services provided by the Pahandut Health Center, Palangka Raya City.
Hendra et al. 2018	Google Scholar	To obtain information about the level of patient satisfaction with pharmaceutical services at the Doi-Doi Public Health Center, Pujananting District, Barru Regency in 2016. This	type of research is a descriptive study using a questionnaire aimed at 47 respondents.	The results showed that the level of patient satisfaction with pharmaceutical services at the Doi-Doi Public Health Center, Pujananting District, Barru Regency in 2016 was in the satisfied category (69.93%).
Nila et al. 2018	Google Scholar	To find out the percentage of patient satisfaction of JKN participants on the quality of pharmaceutical services at the Public Health Center in the Surakarta area.	This research is a quantitative research, data obtained concurrently. Primary data were obtained from questionnaires filled out by 100 outpatient JKN patients. Informants were selected using purposive sampling technique.	The results of the study showed that 90.23% of JKN patients at the primary health center in Surakarta were satisfied.
Asriani et al. 2019	Google Scholar	To determine the level of patient satisfaction on the dimensions of reliability, responsiveness, assurance, direct evidence and empathy for pharmaceutical services at the Bontonompo I Health Center, Gowa district.	The research method used is non-experimental with a descriptive research design with 44 respondents, using quantitative analysis.	The results obtained can be concluded that the level of patient satisfaction with pharmaceutical services at the Bontonompo I Health Center, Gowa Regency with the classification of satisfaction is satisfied.
Ratih. 2018	Google Scholar	To find out the quality of pharmaceutical services at the Medan Denai District Health Center, Medan City.	This research is a prospective descriptive study. The research data source is based on 360 recipes from 5000 recipes that are taken randomly and systematically calculated using binomunal proportions.	Based on the research conducted, it can be concluded that the quality of pharmaceutical services at the Medan Denai District Health Center has met the applicable professional provisions and rules.

Shinta et al. 2017	Google Scholar	To find out the quality of service based on a checklist of pharmaceutical services at the Community Health Center in the Banyumas Regency.	The research method used is categorical analytic observational through a cross sectional approach. The population in this study is the person in charge of the pharmacy service unit at 39 at public health centers in the Banyumas Regency.	The results of research on pharmaceutical services in Banyumas Regency have not run optimally. The presence of pharmacists has not improved the quality of service at public health centers in the Banyumas Regency.
Olivia Carolina. 2018	Google Scholar	To find out the satisfaction of outpatients with the quality of pharmaceutical services at the Ndetundora Public Health Center, Ende Regency.	Descriptive research with the number of samples in this study were 85 people.	Based on the results of data analysis, research proves that pharmaceutical services at the Ndetundora Public Health Center are very satisfying for patients and in accordance with the expectations of patients who want to get the best health services.
Erwinda. 2018	Google Scholar	To find out the level of satisfaction of outpatients with pharmaceutical services at the Polowijen Public Health Center, Malang City.	This research is a non-experimental research with descriptive data analysis method. The sampling technique used is purposive sampling technique and using a sample of 100 respondents.	The results of the study based on the level of satisfaction of outpatients with pharmaceutical services at the Polowijen Health Center were categorized as Satisfied with an average value of 68.68%.
John et al. 2020	Pubmed	To evaluate patient satisfaction with pharmaceutical services received from public health services that implement a free health service policy.	This study used a cross-sectional design method with approximately 200 participants from each public health centers.	Results Overall, patients seeking free pharmaceutical services were either satisfied (56%) or very satisfied (28.7%) with the services they received.

From the table, 11 articles can be obtained that are relevant to the purpose of the literature review and from the 11 journals are re-analyzed by looking at several important points such as reliability, responsiveness, assurance, direct evidence, and empathy, in order to obtain 3 articles. The results of the analysis of the 3 articles can be seen in the table.

Reliability

Table 4: Reliability Dimensions

Journal 1 Olivia Carolina. 2018	Presentati on	Journal 2 Septi. 2020	Presentati on	Journal 3 Erwinda et al. 2018	Presentati on	Mean	Categor y
Speed of service at the puskesmas.	84%	The waiting time for prescription services is not too long.	50.4%	Speed of drug service • Medicine service so £ 30 min • Service on compound ed drugs £ 60 minutes	68.48%	67.62 %	Satisfied
Drug information on services use language the patient can understand.	86.58%	Recipe information service is easy and uncomplicated.	59.2%	Clarity of Pharmaceutical Technical Personnel in providing drug information.	72.42%	72.73 %	Satisfied
Average						70.17 %	Satisfied

The results of the reliability dimension analysis were taken from 3 journals in table 4.2, namely the Olivia Carolina journal (2018), the Septi Prabandari journal. (2020), and the journal Erwinda et al (2018). From these journals, each result was taken from the same question regarding the reliability of pharmaceutical technical personnel in pharmaceutical services to patients at Public Health Centers. Patients who get pharmaceutical services quickly get results with an average of 67.62% because pharmaceutical technicians are quite fast in serving patients in pharmacies at Public Health Centers, while the number of prescriptions per day is $\pm$ 20 to 30 prescriptions per day so that the achievement for speed of service at the pharmacy in the health center is adequate. Patients who get clear drug information services and in understandable language get results with an average of 72.73% because there are some patients who do not get an explanation regarding drug information because there are many prescriptions that come in every day at the pharmacy at Public Health Centers. To improve the patient's perception of this reliability dimension, pharmaceutical technical personnel

need to provide complete drug information services and fast service so that patients are satisfied with drug information services at Public Health Centers.

Responsiveness

Table 5: Responsiveness Dimensions

Journal 1 Olivia Carolina. 2018	Presentation	Journal 2 Septi. 2020	Presentation	Journal3 Erwinda et al. 2018	Presentation	Mean	Category
Responsiveness of officers in providing services.	87.29%	Pharmacy Technicians are responsive to patients when giving prescriptions.	78.2%	Response of Pharmacy Technicians to patients.	67.88	77.79 %	Satisfied
Pharmaceutical technical staff provide information about drug use and drug side effects.	86.58%	Pharmacy Technicians provide information on how to use, dose of drug use, side effects of drugs and drug interactions.	79.8%	Pharmacy Technicians provide information about the use of drugs and side effects.	72.42%	79.6%	Satisfied
Average						78.69 %	Satisfied

The results of the responsiveness dimension analysis were taken from 3 journals in table 4.3, namely the Olivia Carolina journal (2018), the Septi Prabandari journal. (2020), and the journal Erwinda et al (2018). From the journal, each result was taken from the same question regarding the responsiveness of pharmaceutical technical personnel in pharmaceutical services to patients at Public Health Centers. The responsiveness of pharmaceutical technical personnel in providing services got results with an average of 77.79% because pharmaceutical technical personnel were quite responsive in terms of serving patients. Patients who received information about the use of drugs and side effects got results with an average of 79.6%.

Guarantee

Table 6: Guarantee Dimensions

Journal 1 Olivia Carolina. 2018	Presentation	Journal 2 Septi. 2020	Presentation	Journal3 Erwinda et al. 2018	Presentation	Mean	Category
Politeness and hospitality of Pharmaceutical Technical Personnel in providing services	88.24%	Appearance, attitude, knowledge of officers convince	92.6%	Pharmaceutical Technical Staff master knowledge of drugs and medical consumables.	70%	83.61 %	Satisfied
Average						83.61 %	Satisfied

The results of the analysis of the dimensions of the guarantee are taken from 3 journals in table 4.4, namely the Olivia Carolina journal (2018), the Septi Prabandari journal (2020), and the journal Erwinda et al (2018). From the journal, each result was taken from the same question regarding the guarantee of pharmaceutical technical personnel in pharmaceutical services to patients at Public Health Centers. Appearances, attitudes, knowledge about drugs and medical devices from pharmaceutical technical personnel get results with an average of 83.61% because pharmaceutical technical personnel at Public Health Centers are very concerned about appearance, attitudes, and guarantees about knowledge of drug information provided is accurate and can be accounted for, Pharmacists have broad insight and skills in providing pharmaceutical services to patients at Public Health Centers.

Direct evidence

Table 7: Direct Evidence Dimensions

Journal 1	Presentation	Journal 2 Septi. 2020	Presentation	Journal3 Erwinda et al. 2018	Presentation	Mean	Category
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Olivia Carolina . 2018							
Cleanliness of service rooms in general.	86.82%	The waiting area looks good and clean.	80%	Cleanliness of the waiting room.	70.30 %	79.04%tidiness	Satisfied The
and cleanliness of the officers.	87.06%	Appearance of Pharmacy Technical Personnel in pharmacy installation is neat.	83.4%	Waiting room comfort.	69.39%pharmacy	79.95%	Satisfied with the
cleanliness of the room.	85.65%	Complete facilities in the waiting room such as TV, leaflets, posters.	76.4%	Availability of brochures, leaflets, and posters for drug/health information	64.85% 75.63 %		Satisfied
Average						78.20%	Satisfied

The results of the analysis of the dimensions of direct evidence are taken from 3 journals in table 4.5, namely the Olivia Carolina journal (2018), the Septi Prabandari journal (2020), and the journal Erwinda et al (2018). From the journal, each result was taken from the same question regarding direct evidence of pharmaceutical technical personnel in pharmaceutical services to patients at Public Health Centers. The cleanliness of the service room and waiting room got results with an average of 79.04% because the waiting room at Public Health Centers was quite comfortable and clean so that patients felt quite comfortable while waiting for prescription services. The appearance of pharmaceutical technical personnel such as neatness, and also the comfort of the waiting room get results with an average of 79.95%. The arrangement of the room and the availability of facilities at the pharmacy got results with an average of 75.63% because the availability of facilities in the waiting room of Public Health Centers was quite complete such as tv, air conditioning, availability of drug information such as brochures, leaflets, posters about health and others.

Empathy

Table 8: Empathy Dimensions

Journal 1 Olivia Carolina. 2018	Presentati on	Journal 2 Septi. 2020	Presentati on	Journal3 Erwinda et al. 2018	Presentation	Mean	Catego ry
Attention to patient complaints.	86.58%	of Pharmacy Technicians are polite, friendly and honest with patients.	43.2%	Friendliness of Pharmaceutical Technical Personnel.	68.48%	66.08 %	Satisfie d
Pharmaceutical Technical Staff is ready to help if there are problems/obstacles.	85.65%	Pharmacy Technicians provide the same service without distinction.	84.4%	Pharmacygi technicians provide the opportunity to submit their complaints	67.58 %	79.21 %	Satisfie d
Average						72.64 %	Satisfie d

The results of the analysis of the dimensions of empathy were taken from 3 journals in table 4.6, namely the journal Olivia Carolina (2018), the journal Septi Prabandari (2020), and the journal Erwinda et al (2018). From the journal, each result was taken from the same question regarding the empathy of pharmaceutical technical personnel in pharmaceutical services to patients at Public Health Centers. Pharmacy technical staff who give attention and are friendly to patients get results with an average of 66.08% this is because pharmacy officers at Public Health Centers in providing opportunities for patients to submit complaints are not carried out to all patients. Pharmaceutical technical personnel are ready to help and give patients the opportunity to submit their complaints and do not discriminate patients get results with an average of 79.21% this is because pharmaceutical technical personnel are not ready to help if patients have problems due to lack of pharmaceutical technical personnel and limited service time.

Table 9: Research Results Average of 5 Dimensions

Dimensions	% Acquisition	Category
Reliability	70,17%	Satisfied
Responsiveness	78,69%	Satisfied
Guarantee	83,61%	Satisfied

Direct Evidence	78,20%	Satisfied
Empathy	72,64%	Satisfied
Average	76,66%	Satisfied

Conclusion

The literature collection process was carried out by sorting the number of journals or articles until they were filtered and obtained 11 journals, 10 national journals and 1 international journal. The search process is carried out through electronically based methods such as Google Scholar and Pubmed. Based on the analysis and discussion of several studies, it could be concluded that the health center has satisfied the satisfaction with pharmacy services category average of 76.66%, satisfied category of the dimensions of reliability that is equal to 70.17% of the satisfied category dimensions of responsiveness in the amount of 78.69%, satisfied category of dimensions guarantee that is equal to 83.61%, satisfied category of physical evidence dimension that is equal to 78.20%, and the satisfied category of the dimensions of empathy that is equal to 72.64%. These results prove that the pharmaceutical services at several Public Health Centers are quite satisfactory for patients and in accordance with the expectations of patients who want to get the best health services.

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