Analysis of BPJs Patient Satisfaction Levels Against Pharmaceutical Services in Outpatient Pharmacy Installation of Anwar Medika Hospital

by Khurin In Wahyuni

Research Article

Analysis of BPJs Patient Satisfaction Levels Against Pharmaceutical Services in Outpatient Pharmacy Installation of Anwar Medika Hospital

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ABSTRACT

Good pharmaceutical services are directly oriented in using drugs, aiming to ensure the safety, effectiveness, and rationality of drug use by applying science and function in patient's care. Patients who have insurance are also entitled to get good service or quality, one of the government's insurance, namely BPJS. This study analyzes patient satisfaction with services seen from 5 dimensions, namely the dimensions of reliability, responsiveness, assurance, empathy, and tangibility. This research is an observational type with the cross-sectional method and was carried out by purposive sampling. Data collection was carried out in March-April 2020 using a questionnaire. Data analysis was carried out descriptively by comparing the satisfaction and expectation values , which were then related to the range value to obtain the patient's satisfaction level. The results of this study of 51 respondents obtained an average level of satisfaction value of 0.85 (high) from the five dimensions, namely reliability of 0.86 (high), the responsiveness of 0.68 (sufficient), assurance of 0.90 (high), empathy is 0.94 (high), and tangible is 0.91 (high).

1. Introduction

Health problems are the main problems encountered daily. Every day many people come to the hospital for treatment. The more people come to the hospital, the higher the hospital's demands to improve its services (Hadjam, 2001). Hospitals must care about the quality of service provided to patients so that the hospital knows how satisfied the patient is with the hospital's quality of service (Wiyono, 2006), including in pharmaceutical services.

Good pharmaceutical services are directly oriented in using drugs, aiming to ensure the safety, effectiveness, and rationality of drug use by applying science and function in patient care. Patients who have insurance are also entitled to get good service or quality, one of the government's insurance, namely BPJS.

BPJS or Social Security Administering Bodies are legal entities established by law to administer social security programs. BPJS Kesehatan functions to organize health insurance programs. According to the SJSN Law (National Social Security System), health insurance is organized nationally based on social insurance and equity principles to ensure that participants receive health care benefits and protection in meeting primary health needs (Kemenkes RI, 2014). According to Listiyana's research (2017), most respondents are not satisfied with the national health insurance service because community satisfaction is shaped by subjectivity. The result is because the premium contributions for class I and class II BPJS Kesehatan have increased.

Customer satisfaction or patient satisfaction can be said as a measure to determine the quality of services provided by the Hospital or Pharmacy Installation. If the resulting patient satisfaction is reasonable, the Hospital Pharmacy Installation service is also outstanding. However, if the resulting patient satisfaction is not reasonable, it means that individual hospitals need a special evaluation of the Hospital Pharmacy Installation services. One indicator to determine the quality of health services is the measurement of health service user satisfaction. The concept of measuring patient satisfaction has several kinds, including overall patient satisfaction, patient satisfaction dimensions, and confirmation of expectations (Umar, 2003). Five dimensions of service quality that need attention are reliability,

Anwar Medika Hospital is a public-private hospital and is one of the most accredited hospitals in the Krian area, Sidoarjo. In this hospital, most of the patients use BPJS insurance services whose satisfaction level is not yet known at the pharmacy installation service. Based on the observations, there is no difference between general patients and BPJS patients regarding the prescription drug services provided. It is just that there is a slight difference in administration (drug prescription receipts) for general patients to take precedence, considering that general patients have to pay for drugs first, in contrast to BPJS patients who are not charged. Based on the above background, there has been no research on the satisfaction of BPJS patients at Anwar Medika Hospital. It is necessary to research the analysis of BPJS patient satisfaction in outpatient pharmacy installations. It is hoped that this research will be used as evaluation materials to provide better service.

2. Method

This research is an observational study in a descriptive design with a cross-sectional method, namely by distributing questionnaires to respondents, aiming to determine the level of patient satisfaction in pharmaceutical services. Subjects in this study were taken by purposive sampling technique; as many as 251 outpatient BPJS patients took prescriptions at the Outpatient Pharmacy Installation of Anwar Medika Hospital.

The data was collected using a questionnaire that has been tested for validity and reliability first and to test it in this study using 30 outpatient respondents who took drugs at Anwar Medika Hospital. The validity test results show that the questionnaire to be used is valid and reliable because it is proven in items 1-22 of the satisfaction instrument and the expected value of r count> r table (0.361). Then, test the reliability using Alpha Cronbach, where the instrument can be said reliable if each variable has a value> 0.6.

Analysis of the research data was carried out by measuring the Likert scale with the answer classifications of 4 (very satisfied), 3 (satisfied), 2 (dissatisfied), and 1 (very dissatisfied). Then calculated the average value of each dimension, then the value is associated with the range of levels of satisfaction and expectations. According to Umar (2003), to get a scale range, a formula can be used to make it easier to classify the level of satisfaction and expectations with the formula (Highest score - Lowest score) / (Number of interval classes), so that the scale range values are obtained as in the following table:

Table 1. Satisfaction and expectation scale ranges

Interval	Satisfaction Level	Expectancy Level
1 - 1.75	Very Dissatisfied	Very unimportant
1.76 - 2.5	Not satisfied	Not important
2.51 - 3.25	Satisfied	Urgent
3,26 - 4	Very satisfied	Very important

Furthermore, to determine the level of patient satisfaction, a comparison between satisfaction and expectation is carried out by dividing it, which is then linked to the satisfaction correlation value, namely:

Table 2. Satisfaction Level Correlation Value (Arikunto, 2003)

Correlation Value	Satisfaction
0.800 - 1.00	High
0.600 - 0.800	Enough
0.400 - 0.600	Slightly Low
0.200 - 0.400	Low
0,000 - 0,200	Very low

The Satisfaction Window / Cartesian Diagram

ATTENTION	BRAVO
Expected & Unsatisfied customers	Expected & Satisfied customers
DONT WORRY BE HAPPY	CUT or COMMUNICATION
Unexpected & Unsatisfied customer	Not expected and satisfied customers

Picture 1.*Customer Window Quadrant* (Gaspersz, 2005)

3. Results and Discussion

Respondents' Satisfaction Level, Reliability Dimensions

Based on data on respondents' perceptions of reliability in providing services on this dimension, respondents gave the category of satisfaction; in Statement 1, the officer provided information about the drug, on average, it gave a value of 3.19. In the category of question 2, the officer gave information that was clear and easy to understand. The average respondent gave a score of 3.27. Furthermore, in statement 3, the existence of information services with pharmacists, the average respondent gave a value of 2.86. For the respondent's expected value, the respondent's value is significant in statement 1, and the value is 3.72. In statement 2, the value is 3.74, and in statement 3, the value is 3.72.

The lowest statement obtained in statement 3, namely the existence of information services with pharmacists, is probably caused by the pharmacist's lack of information on what activities need to be avoided related to drug use. Many BPJS outpatients in the hospital and the limited number of pharmacists available have resulted in pharmacists being unable to provide knowledge of what activities need to be avoided when taking drugs. Then from all items of reliability dimensions compared to the average value between satisfaction and expectations, the result is 0.92, which means that the respondents' satisfaction is high on the dimension of Reliability (Reliability) in the Outpatient Pharmacy Installation of Anwar Medika Hospital. This result is because the pharmacist does not provide information on what activities to avoid drug use.

Many BPJS outpatients in the hospital and the limited number of pharmacists available have resulted in pharmacists being unable to provide knowledge of what activities need to be avoided when taking drugs. Then from all the items of reliability dimensions compared to the average value between satisfaction and expectations, the result is 0.92, which means that the respondents' satisfaction is high on the dimension of Reliability (Reliability) in the Outpatient Pharmacy Installation of Anwar Medika Hospital. This result is probably because the pharmacist does not provide information on what activities to avoid drug use. Many BPJS outpatients in the hospital and the limited number of pharmacists available have resulted in pharmacists being unable to provide knowledge of what activities need to be avoided when taking drugs. Then from all the items of reliability dimensions compared to the average value between satisfaction and expectations, the result is 0.92, which means that the respondents' satisfaction is high on the dimension of Reliability in the Outpatient Pharmacy Installation of Anwar Medika Hospital.

A significant number of BPJS outpatients in the hospital and the limited number of pharmacists available have resulted in pharmacists not knowing what activities need to be avoided when taking drugs. Then from all items of reliability dimensions compared to the average value between satisfaction and expectations, the result is 0.92, which means that the respondents' satisfaction is high on the dimension of Reliability (Reliability) in the Outpatient Pharmacy Installation of Anwar Medika Hospital. Many BPJS outpatients in the hospital and the limited number of pharmacists available have resulted in pharmacists being unable to provide knowledge of what activities need to be avoided when taking drugs. Then from all the items of reliability dimensions compared to the average value between satisfaction and expectations, the result is 0.92, which means that the respondents' satisfaction is high on the reliability (reliability) dimension in the Outpatient Pharmacy Installation of Anwar Medika Hospital.

Table 3. Satisfaction Level of Reliability Dimension

No.	Statement	Satisfaction Value	Expectation Value	Satisfaction Level	Satisfaction
1.	Officer gives information about medicine	3.19	3.72		
2.	Officers provide information that is clear and easy to understand	3.27	3.74	3.44 / 3.72 = 0.92	High
3.	The availability of information services with pharmacists	2.86	3.72		
	Average	**3.44** (Very satisfied)	**3.72** (Very important)		

Respondent Satisfaction Level of Responsiveness Dimension

The value of expectation gives an essential statement, meaning that the respondent expects good service. In the results of the data obtained, the respondents, on average, gave a dissatisfied value. However, in statement 2, the service procedures were not convoluted, giving a high value, namely, on these results, the respondents were very satisfied with the services provided by the officers, in this case, the officers had tried to provide communication and information that is clear and easy to respond to by the patient so that the patient gives high marks to this statement. Moreover, the lowest value in statement 1, the queue number facility to get the respondent's medicine, gives an average value of 2, 31 this is possible because the pharmacy installation does not provide queue numbers, and the number of patients visiting the outpatient pharmacy installation at Anwar Medika Hospital so that the officers are not maximal in serving patients. Then from all the dimensions of responsiveness compared to the average value between satisfaction and expectations, the result is 0.71, which means that the respondent's satisfaction is sufficient for the dimension of responsiveness in the Outpatient Pharmacy Installation of Anwar Medika Hospital.

Table 4. Satisfaction Level of Responsiveness Dimension

No.	Statement	Satisfaction Value	Expectation Value	Satisfaction Level	Satisfaction
1.	Queue number facility to get medicine	2.31	3.54		
2.	Service procedures are not convoluted	3.17	3.56		
3.	Prescription service is fast	2.45	3.66	2.49 / 3.63 = 0.71	Enough
4.	The overall service procedure is fast	2.45	3.76		
	Average	**2.59** (Satisfied)	**3.63** (Very important)		

Respondent Satisfaction Level of Guarantee Dimension (Assurance)

Based on the respondents' perception of assurance in providing services in this dimension, the respondents gave the category very satisfied. In this dimension of assurance, data in the category of statement 6 officers provide complete drugs, and the respondents have an average value of 3.39; this is because the availability of complete drugs is essential in pharmaceutical installations. At the very least, the pharmacy installation must provide the drugs as prescribed by the doctor. The complete availability of medicines will make it easier for patients because they do not have to look for the drugs they need from another pharmacy. Complete drug availability also becomes (Hadijam, 2001).

In statement category 2, the officer ensures that the patient understands the drug's information; the average respondent gives a value of 3.01. In statement category 3, the officer gave the medicine that had not been damaged; the respondent gave an average value of 3.33. In statement category 4, the officer wrapped the medicine neatly, and the respondent gave an average value of 3.33. In the statement category 5, the officer gave the writing on the medicine. The respondent gave an average value of 3.33.

Moreover, in the statement category 6, the officer provided a complete list of drugs prescribed by the respondent's doctor, giving an average of 3.39. The respondents gave a fundamental category in the hospital's services' expected value, meaning that the respondents expected good service. In statement category 3, the officer gave the medicine that had not been damaged, and the respondent gave an average value of 3.33. In statement category 4, the officer wrapped the medicine neatly, and the respondent gave an average value of 3.33. In the statement category 5, the officer gave the writing on the medicine. The respondent gave an average value of 3.33. Furthermore, in the statement category 6, the officer provided a complete list of drugs prescribed by the respondent's doctor, giving an average of 3.39. The respondents gave a critical category in the hospital's services' expected value, meaning that the respondents expected good service. In statement category 3, the officer gave the medicine that had not been damaged. The respondent gave an average value of 3.33. In statement category 4, the officer wrapped the medicine neatly, and the respondent gave an average value of 3.33. In the statement category 5, the officer gave the writing on the medicine. The respondent gave an average value of 3.33.

In statement category 6, the officer provided a complete list of drugs prescribed by the respondent's doctor, giving an average of 3.39. In the hospital's services' expected value, the respondents gave a very important category, meaning that the respondents expected good service. In statement category 4, the officer wrapped the medicine neatly, and the respondent gave an average value of 3.33. In the statement category 5, the officer gave the writing on the medicine. The respondent gave an average value of 3.33. The officer provided a complete list of drugs prescribed by the respondent's doctor in the statement category 6, giving an average of 3.39. In the hospital's services' expected value, the respondents gave a very important category, meaning that the respondents expected good service. In statement category 4, the officer wrapped the medicine neatly, and the respondent gave an average value of 3.33. In the statement category 5, the officer gave the writing on the medicine. The respondent gave an average value of 3.33. And in statement category 6, the officer provided a

complete list of drugs prescribed by the respondent's doctor, giving an average of 3.39. In the hospital's services' expected value, the respondents gave a very important category, meaning that the respondents expected good service.

Table 5. Satisfaction Level of Guarantee Dimension

No.	Statement	Satisfaction Value	Expectation Value	Satisfaction Level	Satisfaction
1.	Information provided by officers can be trusted	3.35	3.49		
2.	The staff makes sure that the patient understands the information about the drug	3.01	3.72		
3.	The officer gave the medicine that had not been damaged	3.33	3.72	3.29 / 3.64 = 0.90	High
4.	The officer wrapped the medicine neatly	3.33	3.56		
5.	The officer gave the medicine written clearly	3.33	3.68		
6.	The officer provides complete medication that the doctor prescribes	3.39	3.72		
Average		3.29 (Very Satisfied)	3.64 (Very Important)		

Respondent Satisfaction Level of Empathy Dimension (Empathy)

Based on the respondents' perception of empathy in providing this dimension of service, the respondents gave a very satisfied category; in the category of statement 1, the clean-looking officer, the respondent, gave an average value of 3.50. In statement category 2, the officers were friendly; on average, the respondents gave a value of 3.47. In the statement category 3, the officer being polite, the respondent gave an average value of 3.31. Officers serve regardless of the respondent's social status giving an average value of 3.47 in statement 4. In this dimension's expected value of the hospital's services, the respondent gives a very important category, meaning that the respondent expects good service. In the statement, category one respondent gave an average value of 3.60,

Table 6. The Satisfaction Level of the Empathy Dimension (Empathy)

No.	Statement	Satisfaction Value	Expectation Value	Satisfaction Level	Satisfaction
1.	Clean-looking clerk	3.50	3.60		
2.	The clerk is friendly	3.47	3.72		
3.	The clerk is polite	3.31	3.60		

4.	Officers serve regardless of social status	3.47	3.62	3.43 / 3.63 = 0.94	High
	Average	3.43 (Very Satisfied)	3.63 (Very Important)		

Respondent Satisfaction Level of Reality Dimension (Tangible)

Based on the respondents' perception of the reality in providing this dimension of service, the respondents gave the category very satisfied. The reality dimension has 5 statement items relating to pharmaceutical installation facilities and infrastructure. The statement item in the dimension of direct evidence of the highest satisfaction is in statement 5, and the lowest satisfaction is in statement 4. The second statement item, which says that the layout of the items is neatly arranged, has the highest value, namely 3.49; in this case, the pharmaceutical installation is possibly the outside, and the room is well laid out. The lowest statement item is obtained in the atmosphere statement in the waiting room on the respondent's results, which has an average value of 3, 07. The result is possibly the patient's inconvenience in waiting for the drug due to many visitors to the pharmacy installation, and it causes the room to be crowded so that some patients are uncomfortable waiting in line for medicine or queuing for a health check. The respondents gave a very important category on the value of the respondents' expectations of the hospital's services, meaning that the respondents expected good service.

Table 7. Respondent Satisfaction Level of Reality Dimension (Tangible)

No.	Statement	Satisfaction Value	Expectation Value	Satisfaction	Satisfaction Level
1.	The reception area is clean	3.45	3.68		
2.	There is air conditioning	3.47	3.62		
3.	The number of seats in the waiting area is adequate	3.35	3.72		
4.	The atmosphere in the waiting room was not that crowded	3.07	3.64	3.36 / 3.68 = 0.91	High
5.	The layout of the items is neat	3.49	3.74		
	Average	3.36 (Very Satisfied)	3.68 (Very Important)		

Patient Satisfaction From 5 Dimensions Of Satisfaction

Table 8. Average Patient Satisfaction From 5 Dimensions

No.	Dimensions	Satisfaction Level	Average	Satisfaction
1.	Reliability	0.92		

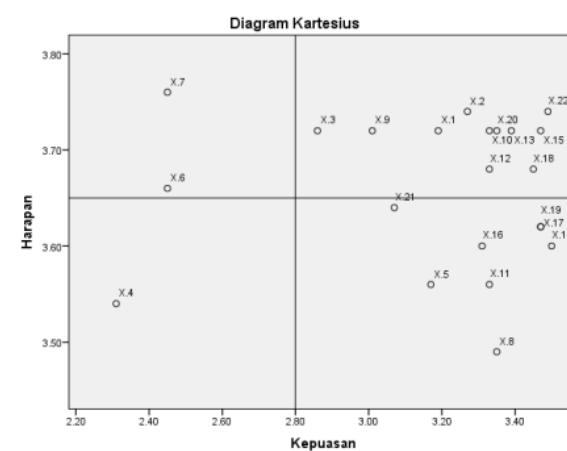|				
2.	Responsiveness	0.71		
3.	Guarantee	0.90	0.87	High
4.	Empathy	0.94		
5.	Reality	0.91		

Cartesian diagram

Figure 2. Cartesian diagram (Please Provide the information of quadrant A, B, etc in the figure)

Statement 6 says that prescription service is carried out quickly in quadrant A, and statement 7 says that the overall fast service procedure. This statement indicates that the patient's expectations for the officer are essential, but the performance given is not as expected, or the patient is not satisfied. In statement 6, the officer is not fast enough to serve the recipe to get bored waiting for the prescription. Officers are not fast enough in serving their prescriptions in statement 7 this may be the lack of human resources for pharmaceutical officers, and prescription service procedures need improvement.

The results in quadrant B show that the patient's service performance meets the expectations, and the patient feels satisfied. The services that are included in Quadrant B the officer provides information about the drug (statement 1), the officer provides straightforward and easy to understand information (statement 2), says there is information service from the pharmacist (statement 3), the officer ensures that the patient understands the information about the drug (statement 9). Another services in this quadrant are: the officer gave the medicine that had not been damaged (statement 10), the officer gave the medicine clearly (statement 12), the officer provided the complete medicine prescribed by the doctor (statement 13), the officer was friendly (statement 15), the waiting room is clean (statement 18), the number of seats in the waiting room is adequate (statement 20), and the layout of the items is neatly arranged (statement 22).

In this Quadrant C, the service's performance is not expected according to the patient, but the resulting performance makes the patient feel satisfied. The services are statement 5 it says that the service procedure is not convoluted, in statement 8 it says that the information given by the officer is trustworthy, in statement 11 it says that the officer packs the medicine neatly, in statement 14 it says the officer is clean, in statement 16 it says the officer is polite, in statement 17 it reads that the officers serve regardless of social status, in statement 19 it says that there is air conditioning. In statement 21, it says that the atmosphere in the waiting room is not too crowded.

There is 1 statement in quadrant D, namely statement 4, which reads the queue number facility to get the medicine. In statement 4, the pharmaceutical installation does not provide a queue number to collect prescriptions, so the services provided are not conducive. In this case, according to the patient, the service's performance is not expected, and the patient feels dissatisfied.

4. Conclusion

Based on the research results on the level of outpatient satisfaction with pharmaceutical services in the pharmacy installation of Anwar Medika Hospital, researchers can conclude that the level of satisfaction of BPJS patients with services at the Outpatient Pharmacy Installation of Anwar Medika Hospital for reliability dimensions is 0.92 (high). , the responsiveness dimension is 0.71 (sufficient), the guarantee dimension is 0.90 (high), the empathy dimension is 0.94 (high), and the tangible dimension is 0.91 (high). The average value of the five dimensions is 0.87 (high), which means that officers' services are satisfactory.

5. Acknowledgments

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FINAL GRADE

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GENERAL COMMENTS

Instructor