EVALUATION OF PATIENT SATISFACTION BPJS OUTBOARD WITH PHARMACEUTICAL SERVICES IN PHARMACEUTICAL INSTALLATIONS RSUD DR. M.M DUNDA LIMBOTO

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ABSTRACT

This study aims to find out the level of satisfaction of outpatient BPJS patients to pharmaceutical services in the pharmaceutical installation of Dr. M.M DundaLimboto Hospital which is seen based on five dimensions, namely reliability dimension, responsiveness dimension, assurance dimension, tangible dimension, and empathy dimension.

The type of this research is descriptive observational quantitative with a cross sectional research approach. The sources of data in this study are BPJS Rajal patients who receive pharmaceutical services at the Pharmacy Installation of RSUDdDr. M.M, DundaLimboto, with data obtained via filling out a questionnaire for each respondent, using five assessment scores, very satisfied 5, satisfied 4, quite satisfied 3, dissatisfied 2, and dissatisfied 1.

The method used in the current studywas the customer satisfaction index (CSI) method aiming at knowing the level of customer satisfaction.

The results show that the satisfaction of outpatient BPJS patients to pharmaceutical services at the pharmaceutical installation of Dr. M.M DundaLimboto Hospital is 79.93% categorized as satisfied.

Keywords: Pharmaceutical installation, pharmaceutical services, patient satisfaction.

INTRODUCTION

Health care workers in carrying out their work must have good character and integrity. In Islam, this character is very important, especially as a health expert who interacts with patients/patients' families. Service officers who work in hospitals, health centers, and clinics provide complete health services for the community or any individual who needs medical help. The hospital is a health center facility that should be able to implement plenary services for every individual who comes to the hospital.

The hospital is a welfare institution for the community with the characteristics of its claims that are driven by the development of welfare insight capabilities, innovative encouragement, and community activities that must be continued to advance government that increases eminence and fairness for the community in order to realize maximum welfare status [5]. During the implementation of the plenary service to the community, public hospitals are

supported by several social security agencies, both state-owned and private companies. One of the state-owned social security agencies which is now quite widely used by the community is BPJS.

BPJS is a regulation established to manage social security programs. Social security can be a guarantee framework to ensure that all individuals can meet the basic needs of a better than average life. Many individuals complain about BPJS services, various government welfare administrations are detailed to the Ombudsman of the Republic of Indonesia (ORI) with the collaborator of the ORI Agent in Yogyakarta (Mr. JakaSulisWahyuana) reports of complaints about the strategic benefits of BPJS welfare are very high in 2015. Reports submitted to the OmbudmanThe Republic of Indonesia (ORI) includes bureaucratic administration, registration to long queues, also related to payments. BPJS services must comply with established SOPs and uphold ethical values to create community/individual satisfaction with BPJS services, both in terms of services for rajal patients and concurrent patients.

One of the efforts that must be carried out for changing public services is to carry out a review of community satisfaction for service users. Various efforts have been made by the government in changing the image, such as in improving services for the community directly or through regulations at the highest and regional levels.

Quality health services are pelkes procedures whose implementation is balanced with service benchmarks and professional code of ethics for service implementers in order to provide satisfaction for pelkes users whose estimates are above the average [4]. Value on the aspects of reliability 3.45, resonsiveness3.52, assurance 3.52, tangible 3.43, empathy 3 .39 and the patient's reality value on the aspect of reliability 2.69, resonance 2.98, assurance 2.79, tangible 2.84, empathy 2.72. Based on the above results anatar gap value expectations and the actual value on the aspects of reliability -0,85 ,resonsiveness-0.54 , assurance -0.73 , tangible -0.59 , and emphati-0.67. This shows that Rajal's patients in the pharmacy unit of IbnuSina Islamic Hospital Pekanbaru have not been satisfied with the service [1] .

Hospital Dr. MM DundaLimboto is a government hospital in Gorontalo Regency, in order to get a better image from the community, the hospital must always provide the best service, the larger the BPJS budget, the more it will affect the quality of services provided by the hospital to patients. Based on the preliminary study, the researcher interviewed the officer in charge of the Pharmacy of RSUD Dr. MM DundaLimboto explained that the flow of the Rajal patient service to get the drug, starting from the patient to the BPJS counter to register, then the patient headed to the Polyclinic for an examination. MM DundaLimboto and in measuring the level of satisfaction of pharmaceutical services in hospitals, RSUD Dr. MM DundLimboto uses nine elements of the results of measuring satisfaction of pharmaceutical services, especially the Pharmacy of RSU D Dr. MM DundaLimboto as seen from the Quarter, 2018; 80.67 good criteria, in 2019; 88.57 good criteria, and in 2020; 87,11 good criteria [8].

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by the development of welfare insight capabilities, innovative encouragement, and community activities that must be continued to advance government that increases eminence and fairness for the community in order to realize maximum welfare status [5].

The pharmaceutical installation is a functional implementing part that organizes all pharmaceutical service activities in hospitals [7]. IFRS is a unit within a hospital that is responsible for controlling pharmaceutical logistics in hospitals [2].

Pharmaceutical service is a service that is directly and responsibly to patients related to pharmaceutical services, with the hope of achieving definite results in order to improve the quality of life of patients and confirming that pharmaceutical work in pharmaceutical services is carried out by pharmacists [10]. Pharmaceutical service is an integrated action with the aim of finding, stemming, handling drug cases and cases related to health. Patient/community demand for improving the quality of pharmaceutical services [9].

Health insurance applies to all citizens, the responsibility of the state to cover without choosing citizens. In the implementation of the national health insurance program, the design applied is social access which includes all people, it is mandatory to become a member of this program [12]. BPJS is a social body created by law in carrying out social security programs, BPJS functions to carry out health insurance programs [6]. JKN members are divided into 2 groups, namely PBI groups, which are underprivileged communities whose members are determined based on a law decision and NON PBIs are wage-earning employees and their family members and foreigners who work in Indonesia for a maximum of six months and their family members [11].

Guidelines survey people's satisfaction of the service organization of public mengatankansurvey of patient satisfaction is a comprehensive assessment of the activities regarding patient satisfaction measurement obtained on the calculation results when the patient's perspective to get the service public [8]. Consumer compliance is the level of state that a person sees from the perceived results of a product. Consumers will evaluate the services they get, the emergence of assessment preparations will give a sentiment of satisfaction or disappointment. The satisfaction of benefits perceived by consumers is basically the level of customer satisfaction. Customer satisfaction may be a level to determine the quality of advertised services and can increase the volume of company transactions. This implies that if consumer satisfaction is achieved then service quality can meet consumer desires, thus causing consumers to make repeat purchases and increase the number of sales [16].

CSI is used in comprehensively assessing consumer satisfaction measures as well as reviewing the size of the desire for product/service aspects. The CSI value in this study was divided into five categories in line with the 5-element Likert scale measurement from very dissatisfied to very satisfied. The following is the flow of the CSI calculation:

Set the MIS or normal estimate of significant and determine the MSS or even normal estimate of compliance. This estimate is based on the desire size as well as the execution of the sample.

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$$MIS = \frac{\sum_{i=1}^{n} Yi}{n} \text{ and } MIS = \frac{\sum_{i=1}^{n} X_i}{n}$$

The WF can be a work of the MISi mean importance score of each attribute in terms of the percentage (%) of the full significance score for all the attributes tested.

$$WF = \frac{MIS_i}{\sum_{i=1}^{n} MIS_i} \times 100\%$$

WS is a function of MSS multiplied by WF.

$$WS_i = MSS_i \times WF_i$$

CSI, WA divided by HS/max. The scale used in this study was a scale of five multiplied by 100%.

$$CSI = \frac{WS_i}{HS} \times 100\%$$

The benchmark for the satisfaction index using an estimate of 0.00 to 100.00 (not satisfied to very satisfied) can be seen in table 2.1 [13].

Table 1 Criteria for Customer Satisfaction Index (CSI)

No	Index Value (%)	Criteria
1	0,00-34,99	Not Satisfied
2	35,00-50,99	Less Satisfied
3	51,00-65,99	Quite Satisfied
4	66,00-80,99	Satisfied
5	81,00-100,00	Very Satisfied

Source: Laily 2016.

Research Framework
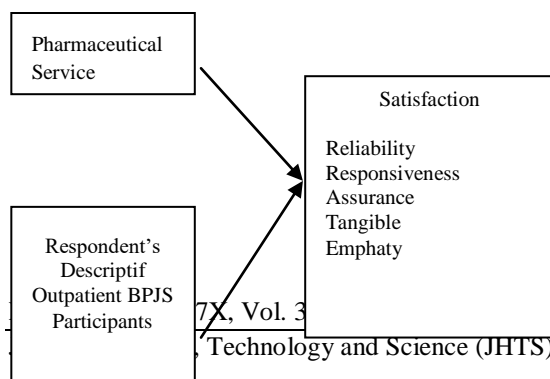
Figure 1 Research thinking framework

Research Hypothesis

The hypothesis in this research is as follows:

H0: BPJS Rajal participants are dissatisfied with pharmaceutical services at the pharmacy installation of RSUD Dr. M.M DundaLimboto.

H1: BPJS Rajal patients are satisfied with the pharmaceutical services at the pharmacy installation of RSUD Dr. M.M DundaLimboto.

RESEARCH METHODS

This research approach is Cross Sectional by conducting investigations in a generally short time, where data collection is carried out by distributing questionnaires to respondents.

This type of research is descriptive observational quantitative with the aim of describing the general condition or assumption of pharmaceutical services. Researchers treat research subjects by giving a questionnaire (questionnaire).

This research was carried out for 2 months from April-May 2021 carried out at the Dr. MM DundaLimboto.The data sources in this research are BPJS Rajal patients who receive pharmaceutical services at the pharmacy installation of RSUD Dr. MM DundaLimboto , with data obtained via filling out a questionnaire for each respondent.

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The population in this research is all patients participating in BPJS Rajal with a total of 933 people, taken from the total visits of BPJS participant patients in the last third trimester, namely July, August, and September 2020 at Dr. Hospital. MM dundaLimboto.

For the determination of the sample in this research, it is calculated based on the calculation of the sample size using the Slovin formula. The formulas that can be used to determine the number of samples include:

Formula : $n = \dfrac{N}{1+N\,(e)^2}$

$$n = \frac{933}{1 + 933\,(0{,}15)^2}$$

$$n = \frac{933}{934\,(0{,}0225)}$$

$$n = \frac{933}{21{,}015}$$

$$n = 44{,}39$$

$$n = 44\ \text{Sample}$$

Based on the results of the calculation of the sample size above, the total respondents used in this research were 44.39 respondents or rounded up to 44 respondents.

The research variable is any framework decided by the researcher to be considered, until the data obtained will approach, then conclusions can be drawn [15]. In this study there are two variables, namely the independent variable (independent variable) and the dependent variable (dependent variable). Variable identification aims to avoid errors in extracting information and checking information. The independent variable (X) is the variable that affects or causes changes in the appearance of the dependent variable, while the dependent variable (Y) is the variable that is affected or becomes the result of the independent variable. The factors to be studied are as follows:

a. Variable X: Pharmacy Services
b. Variable Y: Patient Satisfaction

The data collection technique used in this study was a questionnaire (Questionnaire). Questionnaire is a method of collecting data to be studied by dividing several written questions on the sample [15].

The validity test is carried out when deciding the substance (original) in terms of questions to be able to reveal something that is measured using the questionnaire. Validity test is carried out for the operation of SPSS 16 in the category:

a. If count table then the question items are valid.
b. If count table then the question item v is not valid [14].

Reliability tests are carried out to determine whether estimates can be recognized when used for information accumulation and are used to determine alignment in the case of repeated estimates. The reliability test was carried out to take advantage of the SPSS 16 program in the following categories:

a. If the estimate of Cronbach's Alpha 0.60, the data in this research is said to be reliable.
b. If the estimate of Cronbach's Alpha 0.60, the data in this study is declared unreliable [14].

The data used in this research will be studied using the independent sample T-Test if it meets the normal and homogeneous requirements, but if these

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Table 3 Questionnaire Reliability Test Results

Cronbach's Alpha	N of Items
0.955	20

conditions are not met, it will be continued with the Man Whitney test using SPSS 16.

RESEARCH RESULT

The validity and reliability tests were tested based on the independent variable (patient satisfaction) measured from the dimensions of reliability, responsiveness, assurance, responsibility, and empathy. The following are the results of the validity and reliability tests:

Table 2 Questionnaire Validity Test Results

Question	rcount	rtable	Description
Reliability			
P1	0,738	0,297	Valid
P2	0,652	0,297	Valid
P3	0,840	0,297	Valid
P4	0,748	0,297	Valid
P5	0,475	0,297	Valid
P6	0,790	0,297	Valid
Responsiveness			
P7	0,885	0,297	Valid
P8	0,612	0,297	Valid
P9	0,860	0,297	Valid
P10	0,818	0,297	Valid
P11	0,818	0,297	Valid
Assurance			
P12	0,885	0,297	Valid
Tangible			
P13	0,833	0,297	Valid
P14	0,712	0,297	Valid
P15	0,747	0,297	Valid
P16	0,725	0,297	Valid
Emphaty			
P17	0,740	0,297	Valid
P18	0,807	0,297	Valid
P19	0,808	0,297	Valid
P20	0,670	0,297	Valid

Source: Processed data, 2021

Based on table 2 that count table , the questions are valid, meaning N = 44 and the standard significance of 5% is 0.297. The results of the validity test can be concluded from the 20 questions that have been conducted by researchers based on these 5 dimensions, all of which are valid using SPSS 16.

Source: Processed data, 2021

Based on table 3 that Cronbach's Alpha is 0.955 and the constant value is 0.60, so the Cronbach's Alpha value 0.60, the research questionnaire is declared reliable using SPSS 16.

Table 4 Test Results Customer Satisfaction Index (CSI)

No	Question	Mis	Mss	Wf	Wsi	Mis
1	Officers provide information about drug doses.	4.93	4.02	5.00	20.13	4.93
2	Officers provide information on how to use the drug.	4.93	4.11	5.00	20.58	4.93
3	Petgaus provides information about drug storage.	4.91	3.91	4.98	19.47	4.91
4	The officer conveyed about the side effects that arise after taking the drug.	4.89	3.93	4.96	19.49	4.89
5	Drug information services use language the patient can understand.	4.93	4.16	5.00	20.81	4.93
6	Officers provide information on what activities need to be avoided related to drug use.	4.93	4.05	5.00	20.24	4.93
7	Officers respond quickly and responsive	4.93	4.07	5.00	20.35	4.93

No	Question					
	ly when serving patients.					
8	Officers provide drug information in writing if the patient does not really understand.	4.93	4.11	5.00	20.58	4.93
9	Every patient complaint is resolved quickly	4.93	4.05	5.00	20.24	4.93
10	Non-concoction drug service is no more than 15 minutes starting at the time of handing over the prescription.	4.93	4.00	5.00	20.01	4.93
11	Concoction drug service is no more than 25 minutes starting at the time of handing over the prescription.	4.93	4.00	5.00	20.01	4.93
12	There is a guarantee if an error occurs in the drug information service	4.93	4.07	5.00	20.35	4.93
13	The drug information service room is comfortable.	4.93	3.93	5.00	19.67	4.93
14	Facilities such as air conditioning or fans, TV in the waiting room make it comfortable.	4.93	3.84	5.00	19.22	4.93
15	Pharmacy installations have facilities such as	4.93	3.98	5.00	19.90	4.93
	parking lots and toilets.					
16	The hospital has clear signage.	4.93	3.89	5.00	19.45	4.93
17	Officers wear clear identification.	4.93	3.82	5.00	19.10	4.93
18	Drug information is given without having to ask	4.93	4.02	5.00	20.13	4.93
19	Officers are friendly and polite in providing drug information	4.93	4.05	5.00	20.24	4.93
20	The staff gives equal attention to all patients.	4.93	3.93	5.00	19.67	4.93
	Total	**98.57**	**79.93**	**100.00**	**399.66**	**98.57**

$$CSI = \frac{WS_i}{HS} \; x \; 100\% = \frac{399.66}{5} \; x \; 100\% = 79.93$$

Source: Processed data, 2021

Based on table 4 the average value of importance (MIS) is 4.93, which is the highest level of importance, while 4.89 is the lowest level of importance, while the average satisfaction value (MSS) is 4.16, which is the highest level of satisfaction. high, while 3.82 being the lowest level of satisfaction.

The results of the study using CSI calculations with 44 respondents who were BPJS Rajal patients were 79.93. It can be seen that the quality of pharmaceutical services in the pharmacy installation of RSUD Dr. MM DundaLimboto is satisfied with the services provided by the hospital.

Tabel 5 Percentage Test Results

No	Question	Mark
1	Recipe completeness check	1
2	Recipe validity check	1
3	Clinical considerations related to the accuracy of	1

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	the indication and dosage of the drug	
4	Clinical considerations regarding the rules of use	1
5	Clinical considerations regarding duplication	1
6	Clinical considerations related to unwanted drug reactions (allergies, drug side effects, etc.)	1
7	Clinical considerations regarding contraindications	1
8	Clinical considerations regarding drug interactions	1
9	Checking drugs available in pharmacies against requests on prescriptions	1
10	Checking the physical quality of the drug	1
11	Check the expiration date of the drug	1
12	If there are things in the prescription that are doubtful or inappropriate, then contact the prescribing doctor	1
13	Doing drug compounding	1
14	Re-checking the medicine to be delivered	1
15	Label the packaging	1
16	Provide information to consumers regarding drug dosage	1
17	Provide information to consumers regarding dosage forms	1
18	Provide information to consumers regarding special formulations	1
19	Provide information to consumers regarding routes and methods of administration	1
20	Provide information to consumers regarding side effects	1
21	Provide information to consumers regarding drug interactions	1
22	Provide information to consumers regarding prices	1
23	Provide information to consumers regarding how to store drugs	1
24	Make a copy of the recipe (copy of the recipe)	1
25	Keeping patient medication records	1
26	Provide information to consumers regarding drug dosage	1
27	Doing documented counseling	1
28	Assessing consumer understanding through three prime questions	1
29	Dig up information and solve drug use problems	1
30	Final verification on caregiver/consumer	1
31	Carry out documented drug therapy monitoring	1
32	Identify drug-related problems	1
33	Provide recommendations regarding treatment therapy	1
34	Communicating with other health workers regarding the results of identification and recommendations	1
35	Implementing a documented MESO	1
36	Identify potential drugs and patients	1
37	Reporting to the National Drug Side Effect Monitoring Center	1
38	Planning the procurement of pharmaceutical preparations	1
39	Procurement of pharmaceutical preparations from official channels	1
40	Receipt of pharmaceutical preparations in accordance with the letter of order	1
41	Drug dispensing according to FIFO	1
42	Drug dispensing according to FEFO	1
43	Narcotics storage according to regulations	1
44	Psychotropic storage according to regulations	1
45	Destruction of expired/damaged drugs according to the type and dosage form	1
46	Extermination of prescriptions every 5 years	1

47	Drug inventory control	1
48	Recording and reporting of pharmaceutical preparations, medical supplies and medical consumables	1
49	Narcotics and psychotropic reporting in accordance with the provisions of the legislation	1
50	Recording the name and amount of the drug given	1
51	Recording of patient complaints/symptoms	1
52	Recording of diseases and medications that have been suffered by the patient before	1
53	Recording a history of antibiotic drug allergies	1
54	Narcotic drug use records	1
55	Recording the use of psychotropic drugs	1
56	Archiving prescription drug use	1
57	Archiving prescriptions for use of psychotropic drugs	1
58	Availability of written standard operating procedures (SOPs) related to the prescription inspection process	1
59	Availability of written standard operating procedures (SPO) related to the dispensing process	1
60	Availability of written standard operating procedures (SPO) related to the drug delivery process	1
61	Availability of written standard operating procedures (SOPs) related to the process of managing pharmaceutical preparations, medical devices and consumables	1
62	Carry out an evaluation of the level of customer satisfaction through the suggestion box	1
Total		**62**
The highest score		**186**

Respondent	Total
R1	52
R2	57
R3	62
Total	**171**

$$\% = \frac{Total}{The\,highest\,score} \times 100\% = \frac{171}{186} \times 100\% = 91.94$$

Source: Processed data, 2021

Based on table 5 the results of measuring the quality of pharmaceutical services at RSUD Dr. MM DundaLimboto reached 91.94% calculated based on the calculation of the presentation seen from the total answers to the questionnaire of 3 respondents. This shows that the quality of pharmaceutical services at the pharmacy installation of RSUD Dr. MM DundaLimboto is categorized as very good.

Tabel 6 Test Results Man Whitney

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Source: Processed data, 2021

Based on table 6 it is known that the Asym.Sig (2-tailed) value of 0.001 is accepted, thus it is said that there is an influence between the pharmaceutical services of RSUD Dr. MM DundaLimboto with patient satisfaction.

DISCUSSION

Patient satisfaction can be in the form of someone's feelings that arise as a result of visible and anticipated health service performance, while pharmaceutical service is a direct service to patients related to pharmacy. The purpose of this study was to determine the level of satisfaction of BPJS Rajal patients with pharmaceutical services at the pharmacy installation of RSUD Dr. MM DundaLimboto, by using two variables, namely the independent variable (pharmaceutical services) and the dependent variable (patient satisfaction) of the two variables the measurement method is different, for pharmaceutical services using percentage measurements, while patient satisfaction using the CSI method. For data collection using questionnaires, patient satisfaction questionnaires were given to patients participating in BPJS Rajal who received pharmaceutical services with 44 respondents and the number of questions was 20 based on 5 dimensions, namely the dimensions of reliability, responsiveness, assurance, tangible, and empathy, while the pharmaceutical service questionnaire was given to Rajal pharmacy staff with 3 respondents and the number of questions is 62 questions.

Dutchskan the results of research that has been done at the pharmacy Dr. MM dundaLimboto, it can be stated that the

discussion based on the research objectives

Test Statistics^b

	Patient satisfaction and pharmaceutical service
Mann-Whitney U	.000
Wilcoxon W	6.000
Z	-3.192
Asymp. Sig. (2-tailed)	.001
Exact Sig. [2*(1-tailed Sig.)]	.000^a

is as follows:

1. Reliability Dimension.

    The results of the research that has been carried out by distributing questionnaires to 44 patients participating in BPJS Rajal which have 6 questions using the CSI method are stated to be satisfied.

2. Responsiveness Dimension.

    The results of the research that has been carried out by distributing questionnaires to 44 patients participating in BPJS Rajal which have 5 questions using the CSI method are stated to be satisfied.

3. Assurance Dimensions.

    The results of the research that has been done by distributing questionnaires to 44 patients participating in BPJS Rajal where there is 1 question using the CSI method is stated to be satisfied.

4. Tangible Dimensions.

    The results of the research that has been done by distributing questionnaires to 44 patients participating in BPJS Rajal, there are 4 questions using the CSI method, which are stated to be satisfied.

5. Empathy Dimension.

    The results of the research that has been done by distributing questionnaires to 44 patients participating in BPJS

Rajal, there are 4 questions using the CSI method, which are stated to be satisfied.

Based on the discussion of the five dimensions, the result is 79.93. This shows that patients are satisfied with pharmaceutical services, so it can be identified that patients using BPJS Rasal RSUD Dr. MM DundaLimboto was satisfied with the services provided by the hospital.

The results of measuring the quality of pharmaceutical services at RSUD Dr. MM DundaLimboto reached 91.94% calculated based on the calculation of the presentation seen from the total answers to the questionnaire of 3 respondents. This shows that the quality of pharmaceutical services in the pharmaceutical installation of RSUD Dr. MM DundaLimboto is categorized as very good. The results of the distribution of questionnaires from the two respondents showed that patient satisfaction reached 79.93 categorized as satisfied while for pharmaceutical services it reached 91.94% categorized as very good. From the results of the Man Whitney test, it is known that the Asymp.Sig (2-tailed) value is $0.001 \leq 0.05$. So it can be concluded that the hypothesis is accepted, thus it can be said that there is an influence between the pharmaceutical services of RSUD Dr. MM DundaLimboto with patient satisfaction, using SPSS 16.

The results of this study are in line with the research entitled "The Satisfaction Level of Rajal Patients Participating BPJS Health Against Pharmaceutical Services at the Pharmacy of RSUD Dr. HadrianusSinagaPengururanSamosir Regency" [17], and a study entitled "Patient Satisfaction Survey on Pharmaceutical Services at the Rajal Pharmacy Installation of DarmayuPonogoro General Hospital" [3] stated that the average result of patient satisfaction with Rajal pharmaceutical services was satisfied based on five dimensions. namely reliability, responsiveness, assurance, tangible, and empathy.

CONCLUSION

1. The satisfaction of BPJS Rajal patients with pharmaceutical services seen from the Reliability dimension is stated to be satisfied.
2. The satisfaction of BPJS Rajal patients with pharmaceutical services seen from the Responsiveness dimension is stated to be satisfied.
3. The satisfaction of BPJS Rajal patients with pharmaceutical services seen from the Assurance dimension is stated to be satisfied.
4. The satisfaction of BPJS Rajal patients with pharmaceutical services seen from the Tangible dimension is stated to be satisfied.
5. The satisfaction of patients who are BPJS Rajal participants towards pharmaceutical services seen from the Empathy dimension is stated to be satisfied.

Based on five dimensions were measured using the Customer Satisfaction Index (CSI) with the result of 79.93% categorized satisfied. It can be identified that the patients participating in the BPJS Rajal RSUD Dr. MM DundaLimboto was satisfied with the pharmaceutical services provided by the hospital.

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