

ANALYSIS OF INPATIENT SATISFACTION TOWARDS THE QUALITY OF PHARMACY INSTALLATION SERVICES AT PROF. DR. H. ALOEI SABOE REGIONAL GENERAL HOSPITAL, GORONTALO

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ABSTRACT

Patient satisfaction is a critical indicator of healthcare service quality, manifesting when clinical delivery aligns with consumer expectations. This study evaluates inpatient satisfaction regarding pharmaceutical services at Prof. Dr. H. Aloei Saboe Regional General Hospital. Methods: A descriptive quantitative approach was employed, utilizing the SERVQUAL framework to assess service dimensions. Data were collected via structured questionnaires and observations from 96 respondents selected through purposive sampling. Statistical validation was conducted using the Binomial Test. Results: The analysis yielded a significance value of 0.000 ($p < 0.05$), leading to the rejection of the null hypothesis (H_0). The findings demonstrate that 99% of respondents were satisfied, with the Tangibles dimension receiving the highest rating, while Reliability highlighted areas for inventory optimization. Conclusion: Inpatients are highly satisfied with the pharmaceutical services provided. However, sustaining this excellence requires continuous improvements in drug availability and professional responsiveness to bridge minor service gaps.

Keywords : Patient Satisfaction, Pharmaceutical Care, SERVQUAL, Service Quality.

INTRODUCTION

Health is fundamentally defined as a holistic state of physical, mental, and social well being, transcending the mere absence of infirmity to enable individuals to lead economically and socially productive lives. In the contemporary healthcare landscape, health efforts are conceptualized as an integrated and continuous series of activities aimed at maintaining and augmenting community health standards. As a primary institutional pillar, the hospital serves as a critical healthcare facility providing comprehensive services ranging from promotive and preventive to curative, rehabilitative, and palliative care. Consequently, the operational excellence of a hospital is heavily dependent on the synergy between its various departments,

with the pharmacy installation being one of the most vital components.

Pharmaceutical services have undergone a significant paradigm shift from traditional "drug oriented" management focusing primarily on procurement and distribution to a "patient oriented" philosophy known as pharmaceutical care. This modern approach demands that pharmacy services be direct, responsible, and aimed at achieving definitive clinical outcomes to improve the patient's overall quality of life. However, the implementation of these standards in clinical settings often encounters systemic hurdles. Recent literature emphasizes that the reliability of drug management and the quality of outpatient services are paramount in determining the success of the healthcare system [1]. When pharmacy services fail

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to meet standardized protocols, it compromises the integrity of the entire hospital healthcare delivery system.

Patient satisfaction serves as a vital proxy for healthcare quality. It manifests when a service provider successfully meets or exceeds consumer expectations. Conversely, a failure to align service delivery with patient needs necessitates rigorous evaluation and continuous improvement. To quantify this subjective experience, the SERVQUAL model remains the gold standard. By analyzing five key dimensions Reliability, Responsiveness, Assurance, Empathy, and Tangibles healthcare administrators can pinpoint specific service gaps [2][3]. Reliability and responsiveness, in particular, are frequently cited as the most critical factors in pharmacy installations, where delays and stockouts directly correlate with diminished patient trust [4].

Despite the established standards, operational challenges persist at the Pharmacy Installation of Prof. Dr. H. Aloei Saboe Regional General Hospital. Preliminary observations and interviews revealed a dichotomy in patient experiences. While many visitors expressed general satisfaction, a significant segment reported frustration due to excessive waiting times often exceeding one hour for non compounded prescriptions. Furthermore, the intermittent unavailability of essential medications forces patients to procure drugs from external pharmacies, imposing additional financial burdens and logistical constraints. These issues suggest a gap in the Responsiveness and Reliability dimensions of the hospital's pharmacy services.

To address these challenges, this study employs the SERVQUAL method to evaluate the quality of pharmaceutical services and its direct impact on patient satisfaction at Prof. Dr. H. Aloei Saboe Hospital. By identifying which dimensions from the empathy of the staff to the

tangibility of the facility require urgent intervention, this research aims to provide evidence based recommendations for management. Improving these service metrics is not merely an administrative goal but a clinical necessity to ensure that pharmaceutical care remains an integral, high quality component of the hospital's healthcare system [5].

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RESEARCH METHODS

Research Design

This study employs a quantitative research approach with a descriptive-evaluative design. The quantitative descriptive method was selected to systematically characterize the pharmaceutical installation services and provide a measurable assessment of service quality dimensions. According to recent methodological frameworks, this approach is highly effective for identifying service gaps and performance trends within hospital pharmacy settings, allowing for a robust statistical representation of patient perceptions and operational efficiency [6][7].

Research Setting and Timeline

The research was conducted at the Prof. Dr. H. Aloei Saboe Regional General Hospital (RSUD), located in Gorontalo, Indonesia. This facility serves as a primary tertiary care referral center in the region, making it a critical site for evaluating public healthcare delivery. The data collection phase was carried out over a specific two-week period, from August 25 to September 8, 2025.

Population and Sampling

The study population consists of outpatients or their caregivers visiting the Pharmacy Installation during the research period. To ensure the reliability of the descriptive data, respondents were selected using a structured sampling technique. Similar studies in regional hospitals

suggest that capturing a diverse range of patient demographics is essential for a comprehensive evaluation of service reliability and responsiveness [8].

Research Instrument and Data Collection

A structured questionnaire served as the primary instrument for data collection. The questionnaire was designed based on the SERVQUAL framework, covering five core dimensions: reliability, responsiveness, assurance, empathy, and tangibles. To ensure the instrument's scientific rigor, the questionnaire underwent validation and reliability testing standard procedures in contemporary pharmaceutical service research to ensure that the findings accurately reflect patient satisfaction and service compliance [7][9].

Data Analysis

The collected data were processed using descriptive statistical analysis. This involved calculating percentages and mean scores to describe the characteristics of the pharmaceutical services and the level of patient satisfaction. This methodological choice aligns with recent evidence-based models that utilize indicator-based assessments to evaluate pharmacy service competencies and infrastructure compliance in tertiary care hospitals [10][11].

RESEARCH RESULT

Respondent Characteristics

The demographic profile of the 96 respondents is categorized by gender, age, education, and occupation, as presented in Tables 1 to 4.

Table 1. Distribution of Respondents by Gender

Gender	Frequency	Persentase
Male	38	39.6%
Female	58	60.4%
Amount	96	100%

(Primary Data Source 2025)

Based on Table 1, the majority of respondents were female (60.4%). This trend aligns with sociological perspectives suggesting that caregiving roles and health-seeking behaviors are often more predominant among women, who frequently bear a higher burden in managing family health affairs

Table 2 Distribution of Respondents by Age

Age	Frequency	Persentase
17-25	53	53.1%
26-35	8	8.3%
36-45	19	19.8%
46-55	15	15.6%
55-65	3	3.1%
Amount	96	100%

(Primary Data Source 2025)

The age distribution shows that the 17–25 years old group constitutes the largest segment (53.1%). This indicates that the majority of pharmacy service users at RSUD Prof. Dr. H. Aloei Saboe are within the productive age range. Younger populations often have higher expectations for service speed and efficiency, yet they may also be more vulnerable to certain acute health conditions during high-activity periods

Table 3 Distribution of Respondents by Education

Study	Frequency	Persentase
Elementary School (SD)	8	8.3%
Junior High School (SMP)	9	9.4%
Senior High School (SMA)	59	61.5%
College/University	20	20.8%
Amount	96	100%

(Primary Data Source 2025)

Based on Table 4.3, the majority of respondents possess a Senior High School (SMA) education level, accounting for 61.5% of the total sample (n=59). This is followed by college graduates at 20.8%. These results indicate that the majority of pharmacy service users at Prof. Dr. H. Aloei Saboe Hospital have a relatively high level of formal education.

From a service perspective, a higher educational background suggests that the respondents possess the cognitive capacity to comprehend medical instructions, follow pharmaceutical counseling, and communicate effectively with health officers. This characteristic is crucial for the implementation of patient-oriented care, as patients with better literacy are generally more proactive in seeking information regarding their medication regimens and therapy outcomes.

Table 4. Distribution of Respondents by Occupation

Work	Frequency	Persentase
Government Employees	3	3.1%
Private Employees	8	8.3%
Businessman/Entrepreneur	14	14.6%
Housewife (IRT)	36	37.5%
Others (Students, etc.)	35	36.5%
Amount	96	100%

(Primary Data Source 2025)

Table 4. illustrates the diverse occupational backgrounds of the respondents at the Pharmacy Installation of Prof. Dr. H. Aloei Saboe Hospital. The data reveals that Housewives (IRT) constitute the largest specific occupational category, representing 37.5% of the total sample (n=36), closely followed by other miscellaneous occupations (including students and non-formal workers) at 36.5%. Conversely, government employees represent the smallest segment at only 3.1%.

The high proportion of housewives among the respondents suggests a significant sociological trend in healthcare utilization. Housewives often serve as the primary "health managers" within the family unit, possessing more flexible time to navigate hospital procedures and accompany patients compared to those tied to formal, rigid working hours (e.g., government or private employees).

Furthermore, the substantial presence of the "Others" category, which includes students and job seekers, correlates with the earlier findings in Table 2 regarding the dominance of the 17–25 age group. This demographic profile implies that the pharmacy must be prepared to provide services to a population that is likely more tech-savvy and possesses higher expectations for efficient, time-saving service delivery.

Table 5. Patient Satisfaction Results Based on Reliability Dimension

Scoring	Frequency	Persentase
Satisfied	23	24%
Very Satisfied	73	76%
Amount	96	100%

(Primary Data Source 2025)

Table 5. presents the evaluation of the Reliability dimension, which measures the pharmacy installation's ability to provide services accurately, dependably, and in accordance with promised standards. The data reveals a very high level of perceived quality, with 76% of respondents (n=73) stating they were "Very Satisfied" and the remaining 24% (n=23) feeling "Satisfied".

The dominance of the "Very Satisfied" category indicates that the pharmaceutical staff at Prof. Dr. H. Aloei Saboe Hospital is largely successful in delivering consistent services, particularly in terms of administrative accuracy and adherence to service protocols. In the context of the SERVQUAL model, reliability is often the most critical factor for patients, as it directly impacts their trust in the medication dispensing process. However, a more granular analysis of the raw data suggests that while the overall aggregate is high, there remains a minor gap in medication availability. A small segment of respondents expressed that while the service process was reliable,

the outcome specifically the completeness of the prescribed drugs still requires optimization to reach a absolute excellence. Addressing these minor inventory gaps is essential to sustaining the high reliability scores observed in this study.

Table 4.6 Patient Satisfaction Results Based on Responsiveness

Scoring	Frequency	Persentase
Satisfied	31	32.3%
Very Satisfied	65	67.7%
Amount	96	100%

(Sumber Data Primer 2025)

Table 6. delineates the assessment of the Responsiveness dimension at the Pharmacy Installation of Prof. Dr. H. Aloe Saboe Hospital. This dimension evaluates the willingness of pharmaceutical staff to assist patients and provide prompt service, particularly in handling prescriptions and addressing patient inquiries. The results indicate a strong positive perception, with 67.7% of respondents (n=65) expressing they were "Very Satisfied," while 32.3% (n=31) reported being "Satisfied."

The high percentage of "Very Satisfied" responses suggests that the pharmacy staff is effectively managing the workflow to minimize perceived delays. In the SERVQUAL framework, responsiveness is a critical indicator of service agility; it reflects the staff's ability to communicate the service timeline clearly and react swiftly to patient needs. However, maintaining this high level of satisfaction requires continuous monitoring of peak-hour traffic. While the majority of patients found the staff to be responsive and quick to act, even a single instance of perceived slowness can negatively impact the overall service quality score. Therefore, the hospital management should continue to prioritize staff training in time-management and proactive communication to ensure that the

"Satisfied" segment can be transitioned into the "Very Satisfied" category in future evaluations.

Table 7. Patient Satisfaction Results Based on Assurance

Scoring	Frekuensi	Persentase
Satisfied	31	32.3%
Very Satisfied	65	67.7%
Amount	96	100%

(Primary Data Source 2025)

Table 7. presents the assessment of the Assurance dimension at the Pharmacy Installation of Prof. Dr. H. Aloe Saboe Hospital. This dimension encompasses the knowledge, professional competence, and courtesy of the pharmaceutical staff, as well as their ability to inspire trust and confidence in the patients. The empirical data reveals a highly favorable evaluation, with 67.7% of respondents (n=65) being "Very Satisfied" and 32.3% (n=31) being "Satisfied."

In the SERVQUAL framework, assurance is a vital determinant of patient satisfaction, particularly in clinical settings where patients rely on the expertise of pharmacists to ensure medication safety and therapeutic efficacy. The absence of any negative feedback in this dimension indicates that the pharmaceutical personnel possess high professional integrity and interpersonal skills, successfully fostering a sense of security and reliability among service users.

Furthermore, the high level of trust reflected in these results suggests that the hospital has successfully implemented standardized professional behaviors. Maintaining this "Very Satisfied" majority is essential, as the assurance dimension often serves as a primary driver for patient loyalty and the overall clinical reputation of the institution. Continuous professional development and regular ethics training for staff remain recommended to sustain these commendable outcomes.

Table 8. Patient Satisfaction Results Based on Empathy

Scoring	Frequency	Persentase
Not Satisfied	1	1%
Satisfied	25	25%
Very Satisfied	71	74%
Amount	96	100%

(Primary Data Source 2025)

Table 8. illustrates the respondents' perceptions regarding the Empathy dimension at the Pharmacy Installation of Prof. Dr. H. Aloei Saboe Hospital. This dimension evaluates the degree to which pharmaceutical staff provide individualized attention, demonstrate an understanding of patient needs, and maintain a caring and approachable demeanor. The results indicate that a significant majority of 74% (n=71) were "Very Satisfied," while 25% (n=25) felt "Satisfied."

However, notably, 1% (n=1) of the respondents reported being "Not Satisfied." While this represents a minimal outlier, in a high-stakes clinical environment, it suggests that there may be occasional lapses in personalized patient communication or perceived indifference during peak service hours. In the SERVQUAL model, empathy is a qualitative pillar that deeply influences the patient's psychological experience; a high score here reflects the success of the staff in treating patients as individuals rather than mere clinical cases.

To further elevate these results, the hospital management should focus on strengthening communication skills and cultural competency among pharmacy staff. Transitioning the remaining 25% of "Satisfied" respondents to the "Very Satisfied" category will require a sustained commitment to patient-centered care, ensuring that every interaction is characterized by genuine concern and clear, empathetic guidance.

Table 9 Patient Satisfaction Results Based on Tangible

Dimensions		
Scoring	Frequency	Persentase
Satisfied	16	16.7%
Very Satisfied	80	83.3%
Amount	96	100%

(Primary Data Source 2025)

Table 9. highlights the evaluation of the Tangibles dimension at the Pharmacy Installation of Prof. Dr. H. Aloei Saboe Hospital. This dimension assesses the physical evidence of the service, including the cleanliness of the facility, the appearance of the staff, the comfort of the waiting area, and the clarity of the provided informational materials. The data reveals a highly positive reception, with 83.3% of respondents (n=80) stating they were "Very Satisfied" and 16.7% (n=16) reporting they were "Satisfied."

In the SERVQUAL framework, tangibles provide the physical cues that patients use to evaluate the quality of intangible services. The high percentage of "Very Satisfied" responses suggests that the hospital has successfully maintained a professional and welcoming physical environment. A well-organized and clean pharmacy installation not only enhances the institution's professional image but also significantly contributes to the patient's overall comfort and sense of safety while waiting for medication.

However, a qualitative review of the feedback indicated that a small segment of respondents emphasized the need for consistent maintenance of hospital cleanliness. While the aggregate scores are commendable, ensuring that the physical environment remains pristine at all times is essential to sustaining this high level of satisfaction. Continued investment in modernizing facilities and ensuring clear, accessible signage will further

reinforce the hospital's commitment to high-quality pharmaceutical care.

Tabel 10 Statistical Analysis of Patient Satisfaction

Category	Group	Classification	N	Observed Prop.	Test Prop.	Exact Sig. (2-tailed)
Patient Satisfaction	Group 1	Satisfied	95	0.99	0.50	0
	Group 2	Not Satisfied	1	0.01		
Total			96	1.00		

(Primary Data Source 2025)

To empirically validate the level of patient satisfaction at the Pharmacy Installation of Prof. Dr. H. Aloe Saboe Hospital, a non-parametric Binomial Test was conducted. This analysis compares the observed proportion of satisfied respondents against a test proportion of 0.50 to determine if the satisfaction rate is statistically significant rather than a result of random chance.

As illustrated in Table 4.10, out of 96 total respondents, 99% (n=95) are classified within the "Satisfied" group, while only 1% (n=1) falls into the "Not Satisfied" group. The statistical computation yielded an Exact Significance (2-tailed) value of 0.000. Since this p-value is significantly lower than the standard significance threshold ($\alpha = 0.05$), the null hypothesis (H_0) is rejected.

The acceptance of the alternative hypothesis (H_1) confirms that there is a statistically significant high level of patient satisfaction regarding the pharmaceutical services at RSUD Prof. Dr. H. Aloe Saboe. This result indicates that the integration of the five SERVQUAL dimensions Reliability, Responsiveness, Assurance, Empathy, and Tangibles has been effectively executed, meeting the clinical and service expectations of the vast majority of the patient population.

DISCUSSION

The Pharmacy Installation at Prof. Dr. H. Aloe Saboe Regional General Hospital organizes services through several departments with different functions and targets. The outpatient department serves as a drug dispenser for outpatients, while the internal department and G3 department are responsible for serving inpatients according to the care management system, the OK department provides drug and medical equipment services for post operative patient care (Post op), while VIP depo provides special services for VIP patients and isolation patients in addition to that, depo IGD role in providing drugs and pharmaceutical supplies for patients who receive emergency services so that drug needs can be met quickly and accurately.

This study was conducted at the internal medicine and G3 medicine at the Prof. Dr. H. Aloe Saboe Regional General Hospital, Gorontalo City on August 25 – September 8, 2025, involving 96 respondents. This research was conducted descriptively by collecting primary data obtained from research.

Based on the results of this study, the pharmaceutical installation of Prof. Dr. H. Aloe Saboe General Hospital is dominated by female patients, namely 58 respondents and 38 male respondents. This is due to the culture of the community where women more often play the role of companions, caregivers, and the main responsible person in caring for sick family members. Women, such as mothers, wives, and daughters, are usually considered to be more patient and meticulous and have more flexible time than men, who generally focus more on work outside the home.

Gender inequality in the distribution of care tasks often involves a heavier care burden among women in general, with women bearing more care responsibilities and a higher emotional burden. This findings align with recent research highlighting that women remain the primary navigators of healthcare services for the family unit, which necessitates more empathetic and accessible pharmaceutical services [3]. All family members are responsible for the process of caring for sick people, but usually the primary caregiver is adult women, which underscores the importance of patient-oriented care that considers the caregiver's perspective [4].

Based on the results of the research on the characteristics of age at Prof. Dr. H. Aloe Saboe Hospital, the dominance of patients in the 17–25 year old group obtained 51 respondents with a percentage of 53.1%. This is caused by being in a productive age so that they more often accompany family members. The 17–25 year old age group still has a strong physical condition and higher mobility compared to the elderly, so the accompanying patients are usually children or younger family members. The smallest age group is the 56–65 year old group which obtained 3 respondents with a percentage of 3.1%. The reason for this is that patients with this age range are included in the productive age group who have a high risk of contracting diseases from work and weak body immunity [1].

The characteristic results based on the highest percentage of education are high school which obtained 59 respondents with a percentage of 61.5% while the lowest level of education is elementary

school with the fewest number of respondents who obtained 8 respondents with a percentage of 8.3%. This research is in line with recent evidence suggesting that a person's level of education significantly influences their ability to utilize pharmaceutical services and their trust in the professional staff [6]. A person's level of education influences whether or not the person will use the service, as well as considering the knowledge, attitude of the staff, and the patient's trust in the service provided.

The characteristic results based on the highest percentage of work are housewives who get 36 respondents with a percentage of 37.5% and the lowest is civil servants who only get 3 respondents with a percentage of 3.1%. This research is consistent with studies conducted in similar regional hospitals, where housewives generally have a major role in caring for and accompanying family members [1]. Housewives are usually more emotionally attached to family members so they are more often trusted to look after patients. Housewives also have more time available because they are not tied to formal jobs, housewives have more time to accompany patients in the hospital. Compared to other jobs that have ties with time, it is difficult to make time to accompany patients. According to recent literature, a mother in a family plays a major role in determining the quality of health of her family members and has an important role in choosing the right medicine to be used when a family member is sick [3].

Based on the results of the calculation of the patient satisfaction level questionnaire which consists of five

dimensions, namely reliability, responsiveness, assurance, empathy, and tangibles.

Reliability or reliability is the appearance and ability of the hospital's physical facilities and infrastructure to provide tangible evidence of the services provided by the service provider. The results of the research on the level of satisfaction of the pharmacy installation service at the Prof. Dr. H. Aloe Saboe General Hospital from 96 respondents who gave very satisfied answers were 73 respondents with a percentage of 76%, while 23 respondents stated that they were satisfied with a percentage of 24%. Patients already felt very satisfied with the services they received. "Patients feel satisfied with the service provided that the pharmacists are friendly and always ready to help." This research is in line with findings by Utami et al. (2020) [12] regarding the high impact of reliability on patient satisfaction. However, some patients still expressed dissatisfaction with the service regarding the speed in receiving medication that was not fully in line with expectations and the limited availability of medication that was not always complete [1]. Therefore, dissatisfaction can be used as evaluation material to improve consistency in drug inventory management.

Responsiveness or responsiveness is the ability to assist customers by providing services quickly and responsively. Based on the results of the research, the response of the respondents showed that out of 96 respondents, 65 people answered very satisfied with a percentage of 67.7% and there were 31 people who chose the answer satisfied with a percentage of

32.3%. This was caused by the officers at the pharmacy installation of Prof. Dr. Hospital. H. Aloe Saboe has been "able to provide solutions to the problems faced and communicate well with patients". However, there are still patients who say they are not satisfied with the responsiveness to patient concerns. The responsive attitude of pharmacists is really needed when patients ask for help when they have problems, as responsiveness is essential for reducing waiting times and building patient trust [13][3].

Assurance or assurance is the knowledge, politeness and ability of the officers to increase the feeling of trust in patients, such as communication, security and politeness from the officers or staff. Based on the results of the assurance research of 96 respondents, 65 people answered very satisfied with the percentage of 67.7% and 31 people answered satisfied with the percentage of 32.3% on the dimension of assurance at Prof. Dr. H. Aloe Saboe Hospital. Patients believe the staff have good knowledge and skills and the quality of the drugs in the hospital is guaranteed. It is very important for pharmacy installation officers to have good skills in serving patients so that they feel comfortable when being treated, which aligns with modern auditable pharmaceutical transactions and service standards [4].

Empathy or empathy is the ability of the officer to show concern for what the patient needs and be able to establish a good relationship with the patient. Based on the results of the empathy research of 96 respondents, 65 people answered very satisfied with the percentage of 67.7% and 31 people answered satisfied with the

percentage of 32.3%, which means that the officers “give attention to patient care and serve patients without looking at their status”. Even though there was 1 respondent who answered less than satisfied, the overall sentiment reflects high empathy. The dimension of empathy is the ability of pharmacists to provide individualized and caring advice to patients, which is a cornerstone of patient-oriented care [3].

Tangible dimensions or physical evidence are the appearance and ability of the hospital's physical facilities and infrastructure to provide tangible evidence. Based on the results of the tangible research from 96 respondents, 80 people answered very satisfied (83.3%) and 16 people answered satisfied (16.7%). The results show that respondents gave a very good assessment of the officers' appearance but still some patients are less satisfied with the condition of the hospital cleanliness. This indicates that while tangibles often emerge as a key driver of satisfaction, hygiene maintenance must not be overlooked [3][12].

Based on an assessment of 96 respondents at the Regional General Hospital Prof. Dr. H. Aloe Saboe on the five dimensions of service quality, the category was very satisfied. The highest percentage was in the tangibility dimension and the lowest was in the reliability dimension. This shows that pharmacists provide services according to procedures, but there is a lack of reliability due to drug limitations. For this reason, institutions need to be more comprehensive in providing drugs in hospitals and improving maintenance

systems to transition from drug-oriented to a more patient-centered model [4][1].

CONCLUSION

Based on the empirical findings of this study, it can be concluded that there is a high level of patient satisfaction regarding the pharmaceutical installation services at Prof. Dr. H. Aloe Saboe Regional General Hospital. The statistical analysis using the binomial test yielded a significance value of 0.000 ($p < 0.05$), leading to the rejection of the null hypothesis (H_0) and the acceptance of the alternative hypothesis (H_1). This result confirms that the service quality provided significantly meets the expectations of the inpatients.

The evaluation across the five SERVQUAL dimensions further illustrates the hospital's performance:

1. Reliability: 76% of respondents were very satisfied, while 24% were satisfied, indicating strong dependability in service delivery.
2. Responsiveness: 67.7% were very satisfied and 32.3% were satisfied, reflecting the staff's agility in addressing patient needs.
3. Assurance: 67.7% reported being very satisfied and 32.3% satisfied, demonstrating high confidence in the staff's competence and integrity.
4. Empathy: 74% were very satisfied and 25% were satisfied, though a marginal 1% expressed dissatisfaction, highlighting the importance of individualized patient care.
5. Tangibles: This dimension achieved the highest score, with 83.3% very satisfied and 16.7% satisfied, confirming the quality of the hospital's physical facilities and environment.

In summary, while the overall satisfaction level is remarkably high, the findings suggest that continuous improvements in reliability—particularly regarding drug availability—and

personalized empathetic communication are essential to eliminate the minor gaps in patient dissatisfaction and sustain the institutional reputation for excellence in pharmaceutical care.

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