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Analysis of Outpatient Satisfaction Levels Among BPJS Health Participants Regarding Pharmaceutical Services at the Pharmacy of Gatot Soebroto Central Army Hospital (RSPAD) in 2023

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Pharmaceutical services are one of the health services that have an important role for hospitals in realizing quality health. The quality of pharmaceutical services in hospitals can be assessed by looking at the level of patient satisfaction. This research aims to determine the characteristics of BPJS Health participant outpatients, analyze the level of satisfaction of BPJS Health participant outpatients with pharmaceutical services in pharmacy installations, evaluate the gap between expectations and reality received by BPJS Health participant patients with pharmaceutical services at the RSPAD Gatot Soebroto pharmacy installation. This research is a type of non-experimental research with plan observational which is descriptive with a quantitative research type and a prospective approach, the number of respondents there in research is 398 people. The highest percentage results obtained from patient characteristics were women 64,32%, adults 69,35%, secondary education (SMA/SMK) 47,49%, and private employees 27,89%. Based on the level of patient satisfaction in reliability got 82,084% (very satisfied), responsiveness got 73,907% (satisfied), assurance got 79,598% (satisfied), tangibles got 78,860% (satisfied), empathy got 78,620% (satisfied), and the average value for the five dimensions of satisfaction obtained was 78,104% (satisfied). The overall GAP calculation received a negative value, meaning there is still a gap between expectations and the reality received by patient in pharmaceutical services at the RSPAD Gatot Soebroto pharmaceutical installation.

1. Introduction

The term "service" originates from the word "serve," which means to help, to provide everything needed by others for the act of serving, and essentially, every human being needs service. It can even be said that service is inseparable from human life (Sinambela et al., 2011). One of the services required by humans is healthcare services, which are a primary necessity in every human's life and a right to obtain. Therefore, everyone needs a healthy body condition to carry out daily activities to achieve a prosperous life (Muzayanah, 2020).

There are several types of healthcare services in Indonesia, including primary healthcare services such as clinics, community health centers (puskesmas), and advanced healthcare services like hospitals.

The purpose of healthcare services is to treat patients' illnesses, requiring adequate facilities and infrastructure. Sometimes the facilities and infrastructure at primary healthcare centers are inadequate, leading to many patients being referred to hospitals with better facilities and infrastructure (Rikomah, 2017).

To improve the health status of the Indonesian population, the government implemented a health program starting on January 1, 2014. Indonesia will undergo a change in the health financing system (Tikirik & Hariyanto, 2022). Health insurance is a guarantee in the form of health protection so that participants receive health care benefits and protection in meeting basic health needs, provided to everyone who has paid premiums or whose premiums are paid by the government (Kemenkumham RI, 2013).

The Hospital Pharmacy Installation (IFRS) can be defined as a place or facility responsible for all pharmaceutical work and services that meet the requirements of applicable regulations. The main task of the hospital pharmacy installation is to provide and fulfill the supply of medicines, especially drugs and medical supplies, from planning, procurement, storage, preparation, compounding, direct service to patients, to controlling all medical supplies circulating and used in the hospital (Rikomah, 2017). The existence of a hospital pharmacy installation is crucial for the sustainability of the hospital due to its functional nature (Ihsan et al., 2018).

The quality of pharmaceutical services in hospitals affects the speed of service time, which in turn affects patient satisfaction. Patient satisfaction is expressed in how quickly or slowly the prescription processing time is at the pharmacy until the medication and usage information are received by the patient (Rikomah, 2017). According to the Decree of the Minister of Health of the Republic of Indonesia Number:129/Menkes/SK/II/2008 concerning Minimum Service

Standards for Hospitals in pharmaceutical services, the waiting time for non-compounded medicines is <30 minutes, and for compounded medicines <60 minutes (Kemenkes RI, 2008).

Patient satisfaction holds a significant place and is crucial for the sustainability of a hospital. Satisfaction occurs when the patient's expectations of the services provided by the hospital are met adequately. Therefore, it must be continuously evaluated based on patient satisfaction and expectations, followed by improvements or enhancements in service and management that are effective and efficient. Effective and efficient service and management make the hospital highly resilient and competitive, ensuring the long-term operational sustainability of the hospital (Anfal, 2020).

Previous research by (Yudanisa et al., 2019) on the satisfaction level of BPJS (Social Insurance Administration Organization) patients with the quality of pharmaceutical services in the outpatient pharmacy installation at a private hospital in Bandung from March to May 2018 showed that patient satisfaction with the tangibles dimension was 69.90% (satisfied), reliability 76.15% (satisfied), responsiveness 55.78% (dissatisfied), assurance 73.61% (satisfied), and empathy 77.43% (satisfied). Therefore, patient satisfaction with the responsiveness dimension needs to be improved.

This study was conducted at Gatot Soebroto Army Central Hospital (RSPAD Gatot Soebroto). RSPAD Gatot Soebroto is a type A hospital and the highest referral hospital for TNI (Indonesian National Armed Forces) hospitals located in Central Jakarta. This study aims to determine the level of outpatient BPJS patient satisfaction with pharmaceutical services at the pharmacy installation of RSPAD Gatot Soebroto, as no previous evaluation related to outpatient BPJS patient satisfaction with pharmaceutical services at the hospital's pharmacy installation has been conducted.

2. Method

Type and Research Design

The study conducted is a non-experimental research type with a descriptive observational design, employing quantitative research and a prospective approach. The data used in this study are primary data, obtained from the results of questionnaires distributed to respondents.

Research Location and Time

The research was conducted at the outpatient pharmacy installation for BPJS Health at RSPAD Gatot Soebroto, Central Jakarta. Data collection took place from May to June 2023.

Population and Sample

The population in this study includes all BPJS outpatient patients who received pharmaceutical services at RSPAD Gatot Soebroto during May-June 2022, totaling 67,806 patients. The sample for this study consists of BPJS outpatient patients who received pharmaceutical services at RSPAD Gatot Soebroto during May-June 2023. The sampling technique used in this study is incidental sampling, meeting the inclusion and exclusion criteria. The sample size was calculated using the Slovin formula, resulting in a total sample of 398 individuals.

Inclusion and Exclusion Criteria

The inclusion criteria for this study are male and female patients aged 15-65 years, BPJS Health outpatients who visited the pharmacy installation at RSPAD Gatot Soebroto and received pharmaceutical services in May-June 2023, patients who agreed to fill out informed consent, and patients who completed the questionnaire. The exclusion criteria are patients with visual, hearing, or speech impairments, patients who are unable to read and write well, patients who did not agree to fill out informed consent, and patients who did not complete the questionnaire.

Data Processing and Analysis

The data obtained from the questionnaire responses were processed according to (Notoadmojo, 2012) which includes data examination (editing), coding, entry, scoring, tabulating, and cleaning. The data analysis conducted includes descriptive analysis, the Customer Satisfaction Index (CSI) method, GAP analysis, Importance and Performance Analysis (IPA), and Spearman rank correlation.

Research Questionnaire

The questionnaire for this study can be seen in the table below as follows

No.	Five Dimensions of Patient Satisfaction	Expected Service					Perceived Service				
		5	4	3	2	1	5	4	3	2	1
Reliability											
1.	The method of drug use is clearly written on the packaging										
2.	Pharmacy staff can answer questions when patients have difficulty understanding information on drug side effects and usage										
Responsiveness											
3.	Pharmacy staff serve quickly and responsivel										
4.	Pharmacy staff provide compounded medications in less than 60 minutes and non-compounded medications in less than 30 minutes										
5.	Service hours are punctual										
6.	Medications are easily accessible										
Assurance											
7.	Medications are packaged neatly to maintain quality										
8.	Pharmacy staff provide medications according to the prescription										
9.	Expiry date is listed on the medication										
Tangibles											
10.	The waiting area around the pharmacy is clean and tidy										
11.	Seats in the waiting area are comfortable										
12.	Pharmacy staff are dressed neatly and cleanly										
Empathy											
13.	Pharmacy staff provide service with a smile and are friendly										
14.	Pharmacy staff serve with full attention										
15.	Pharmacy staff listen patiently to questions and complaints from patients or their families										
16.	Patients gain confidence in the recovery that will be achieved through treatment										

(Yudanisa et al., 2019) (Eff et al., 2020)

Table 1. Research Questionnaire

3. Result and Discussion

Validity Test

The results of the validity test on the 16 questionnaire items distributed to 30 respondents are shown in Table 2.

No.	Correlation Coefficient	r table	Description
1	0.477	0.361	Valid
2	0.803		Valid
3	0.686		Valid
4	0.632		Valid
5	0.762		Valid
6	0.690		Valid
7	0.776		Valid
8	0.760		Valid
9	0.823		Valid
10	0.848		Valid
11	0.732		Valid
12	0.761		Valid
13	0.765		Valid
14	0.568		Valid
15	0.644		Valid
16	0.399		Valid

Table 2. Validity Test Results

The validity test was conducted by correlating each item score with the total score using SPSS version 27. A questionnaire is considered valid if the calculated r-value (r Pearson) is greater than or equal to the critical r-value (Riyanto, 2011). The test was conducted at a 5% significance level, with a critical r-value of 0.361 for a sample of 30 respondents. According to Table 2, all tested questionnaire items are declared valid as the calculated r-value is greater than or equal to the critical r-value.

Reliability Test

The results of the reliability test on the 16 questionnaire items distributed to 30 respondents are shown in table 3.

N of items	Cronbach's Alpha	Description
16	0.927	Reliable

A questionnaire is considered reliable if the Cronbach's Alpha value is greater than or equal to the constant (0.6) (Riyanto, 2011). Table 3 shows the reliability test results using SPSS version 27, with a Cronbach's Alpha value of 0.927, which is greater than the constant (0.6), indicating that the questionnaire is reliable and can be used for further research.

Characteristics of Respondents

Table 4 shows the characteristics of the respondents obtained from distributing questionnaires to 398 individuals at the outpatient pharmacy installation of BPJS Health, RSPAD Gatot Soebroto, during May - June 2023.

No.	Charact eristics		Respondents	
			Number	Percentage (%)
1	Gender	Male	142	35,68%
		Female	256	64,32%
		Total	398	100%
2	Age	Adolescent (15 - 19 years)	12	3,02%
		Adult (>19 - 44 years)	276	69,35%
		Pre-elderly (>44 - 59 years)	76	19,09%
		Elderly (>59 - 65 years)	34	8,54%
		Total	398	100%

Table 4 indicates that out of 398 respondents, the percentage of female respondents is higher than that of male respondents. This is because women typically have more time at home compared to men who work outside, and women tend to be more concerned about their health, prompting them to seek healthcare services when ill (Ramli, 2022).

The study also reveals that the majority of respondents are adults, as this age group can access healthcare services more independently than other age groups. Different age groups exhibit different behaviors; adults have optimal and independent decision-making abilities, and age significantly influences an individual's biographical characteristics (Ruditya & Chalidyanto, 2015).

Customer Satisfaction Index (CSI) Method

The CSI method is necessary as the measurement results can serve as a reference for future recommendations (Khurniyah et al., 2016). The CSI can be calculated by first determining the Mean Importance Score (MIS), Mean Satisfaction Score (MSS), Weighting Factors (WF), and Weighted Score (WS).

Reliability	MIS	MSS	WF	WS
	4,952	4,151	49,937	207,275
	4,965	4,058	50,063	203,146
Total	9,917	8,209	100,000	410,421
CSI	82,084%			

Table 5 presents the results of the CSI calculation for patient satisfaction in the reliability dimension. The result is 82.084%, indicating a very satisfied criterion, as this score falls within the 81%-100% range.

This result aligns with the study by (Akbar et al., 2020) on BPJS outpatient satisfaction with pharmaceutical services at the RSD Idaman Banjarbaru pharmacy installation in 2019, which reported a satisfaction percentage of 86.30% in the reliability dimension, categorizing it as very satisfied.

Responsiveness	MIS	MSS	WF	WS
	4,975	3,915	25,092	98,224
	4,940	3,216	24,914	80,127
	4,957	3,990	25,003	99,761
	4,955	3,658	24,990	91,423
Total	19,827	14,779	100,000	369,535
CSI	73,907%			

In Table 6, the results of calculation using the Customer Satisfaction Index (CSI) method for patient satisfaction level on the responsiveness dimension are presented. The obtained result of 73.907% indicates that it falls within the criteria for satisfaction, as the result is within the range of 66% to 80.99%.

These findings are not consistent with the study conducted by (Astuti & Kundarto, 2018) on outpatient BPJS patient satisfaction with the hospital pharmacy services at UNS, where the responsiveness dimension yielded a satisfaction percentage of 95.7%, indicating that patients were highly satisfied.

	PUT	MSS	WF	WS
Insurance	4,962	3,995	33,311	133,076
	4,967	4,005	33,345	133,546
	4,967	3,940	33,345	131,368
Total	14,897	11,940	100,000	397,989
CSI	79,598 %			

Table 7 displays the results of calculation using the CSI method for patient satisfaction level on the assurance dimension. The result of 79.598% indicates that the patient satisfaction level on the assurance dimension is satisfied. The perception of patients regarding pharmaceutical services at the pharmacy installation of RSPAD Gatot Soebroto is approaching the desired expectations. However, improving to a highly satisfied level, indicated by a CSI value exceeding 81%, would be better, where patients would truly feel highly satisfied with the services received.

These results align with the study by (Yudanisa et al., 2019) on the satisfaction of social security organization participants regarding the quality of pharmaceutical services in outpatient installations on the assurance dimension, achieving a satisfaction percentage of 73.61%, which categorizes patient satisfaction as satisfied

	MIS	MSS	WF	WS
Tangibles	4,960	4,008	33,339	133,607
	4,965	3,854	33,373	128,628
	4,952	3,967	33,288	132,066
Total	14,877	11,829	100,000	394,301
CSI	78,860%			

Table 8 presents the calculation results using the CSI method for patient satisfaction with the tangibles dimension. The result is 78.860%, indicating a satisfied category, as it falls within the range of 66% - 80.99%. Patient perception of pharmaceutical services at the RSPAD Gatot Soebroto pharmacy installation is approaching the desired expectations. However, improving this to the very satisfied level, indicated by a CSI value of over 81%, would be better, ensuring patients feel very satisfied with the service received.

This result aligns with the study conducted by (Yudanisa et al., 2019), where the satisfaction of social security agency patients regarding the quality of pharmaceutical services in the outpatient installation for the tangibles dimension received a percentage of 69.90%, also falling within the satisfied category.

	MIS	MSS	WF	WS
Empathy	4,947	3,915	24,968	97,740
	4,947	3,827	24,968	95,545
	4,950	3,955	24,981	98,794
	4,970	4,028	25,082	101,023
Total	19,814	15,724	100,000	393,102
CSI	78,620%			

Table 9 presents the calculation results using the CSI method for patient satisfaction with the empathy dimension. The result is 78.620%, indicating a satisfied category, as it falls within the range of 66% - 80.99%. Patient perception of pharmaceutical services at the RSPAD Gatot Soebroto pharmacy installation is approaching the desired expectations. However, improving this to the very satisfied level, indicated by a CSI value of over 81%, would be better, ensuring patients feel very satisfied with the service received.

This result aligns with the study conducted by (Yudanisa et al., 2019), where the satisfaction of social security agency patients regarding the quality of pharmaceutical services in the outpatient installation for the empathy dimension received a percentage of 77.43%, indicating satisfaction.

No.	MIS	MSS	WF	WS
1	4,952	4,151	6,242	25,911
2	4,965	4,058	6,258	25,395
3	4,975	3,915	6,271	24,548
4	4,940	3,216	6,227	20,025
5	4,957	3,990	6,249	24,932
6	4,955	3,658	6,246	22,848
7	4,962	3,995	6,255	24,989
8	4,967	4,005	6,261	25,077
9	4,967	3,940	6,261	24,668
10	4,960	4,008	6,252	25,055
11	4,965	3,854	6,258	24,121
12	4,952	3,967	6,242	24,766
13	4,947	3,915	6,236	24,412
14	4,947	3,827	6,236	23,863

15	4,950	3,955	6,239	24,675
16	4,970	4,028	6,265	25,232
Total	79,332	62,480	100,000	390,520
CSI	78,104%			

Table 10 presents the calculation results using the CSI method for patient satisfaction with 16 questionnaire items for 5 dimensions (reliability, responsiveness, assurance, tangibles, empathy). The result is 78.104%, indicating a satisfied category, as it falls within the range of 66% - 80.99%. Patient perception of pharmaceutical services at the RSPAD Gatot Soebroto pharmacy installation is approaching the desired expectations. However, improving this to the very satisfied level, indicated by a CSI value of over 81%, would be better, ensuring patients feel very satisfied with the service received.

This result aligns with the study conducted by (Ofa et al., 2020) on the satisfaction of BPJS patients with the quality of pharmaceutical services, which resulted in 70.78%, indicating that BPJS patient satisfaction falls within the satisfied category.

GAP Analysis

The results of the GAP analysis with 16 questionnaire items are presented in the following table:

No.	Statement	Hope	GAP	Total
1	4,151	4,952	-0,802	-1709
2	4,058	4,965	-0,907	
3	3,915	4,975	-1,060	-5,048
4	3,216	4,940	-1,724	
5	3,990	4,957	-0,967	
6	3,658	4,955	-1,296	
7	3,995	4,962	-0,967	-2,957
8	4,005	4,967	-0,962	
9	3,940	4,967	-1,028	
10	4,008	4,960	-0,952	-3,048
11	3,854	4,965	-1,111	
12	3,967	4,952	-0,985	
13	3,915	4,947	-1,033	-4,090
14	3,827	4,947	-1,121	
15	3,955	4,950	-0,995	
16	4,028	4,970	-0,942	
Average			-1,061	-1,061

GAP analysis is used as an evaluation tool to emphasize the discrepancy between the current performance of the company and the necessary actions to reduce the gap or achieve the desired performance in the future. Service quality can be considered to meet customer expectations if the performance value equals the expectation value. If the performance value is greater than the expectation value, resulting in a positive GAP value, the service quality can be considered reliable as it exceeds customer expectations. If the performance value is less than the expectation value, the current service quality is considered inadequate and does not meet customer expectations (Wijaya & Rizani, 2022).

Based on the calculation of the GAP score in Table 11, all items show a negative (-) value, indicating that the performance value of the service has not met patient expectations. Therefore, the pharmaceutical installation of RSPAD Gatot Soebroto must improve its pharmaceutical services, especially in the outpatient pharmacy installation for BPJS Health participants.

Importance Performance Analysis (IPA)

The results of the importance performance analysis (IPA) test are presented in the following figure:

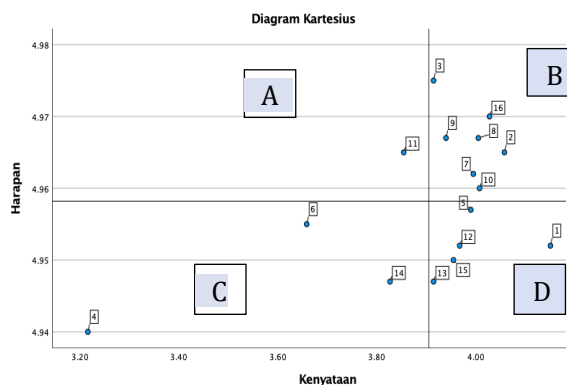


Figure 1. Cartesian Diagram of Pharmaceutical Services at RSPAD Gatot Soebroto Pharmacy Installation in 2023

The importance and performance analysis in this study was conducted on 16 questionnaires completed by 398 respondents. Using SPSS version 27, the Cartesian diagram in Figure 1 was generated. The diagram shows the indicators located in the importance and performance

analysis (IPA) diagram. From the description in Figure 1, it is shown that one attribute is in quadrant A, seven attributes are in quadrant B, three attributes are in quadrant C, and five attributes are in quadrant D. Quadrant A is the top priority, where patients as respondents consider the attribute very important with high expectations, but the hospital cannot fulfill it. Quadrant A is the position of attributes with high importance but low performance, causing disappointment and dissatisfaction among patients (Oktaria et al., 2021). The attribute in quadrant A corresponds to question 11 in the questionnaire.

Attributes in quadrant B indicate the main service elements that have been successfully provided by the hospital and need to be maintained in delivering the services needed by patients (Oktaria et al., 2021). Quadrant B shows the presence of service attributes that are also considered important by patients and whose performance is already considered good. Hence, the outpatient pharmacy installation of BPJS Health RSPAD Gatot Soebroto should maintain the performance of these attributes to continue improving and meeting patient expectations, which could also become a strength of the outpatient pharmacy installation. The analysis shows seven attributes in quadrant B, corresponding to questions 2, 3, 7, 8, 9, and 10 in the questionnaire.

Attributes in quadrant C indicate that patients do not have high expectations, so it is not a top priority for improvement. Their performance is also considered average and less important and satisfactory (Oktaria et al., 2021). However, patient satisfaction can be enhanced if the services at the outpatient pharmacy installation of BPJS Health RSPAD Gatot Soebroto are further improved. Quadrant C represents attributes that need improvement but have a lower priority than those in quadrant A. The analysis shows three attributes in quadrant C, corresponding to questions 4, 6, and 14 in the questionnaire. Quadrant D shows factors that are less important but overly performed and considered less important and satisfactory (Oktaria et al., 2021).

Quadrant D shows the presence of service attributes that patients consider already well-performed, even exceeding what patients want, as patients do not need to have expectations for these service attributes. Therefore, there is no need to focus or improve on attributes in quadrant D and just maintain them. The analysis shows five attributes in quadrant D, corresponding to questions 1, 5, 12, 13, and 15 in the questionnaire.

4. Conclusion

The majority of BPJS Health outpatient participants at the pharmacy installation of RSPAD Gatot Soebroto are female, accounting for 64.32%. The most common age group is adults (aged 19 to 44 years), making up 69.35% of the respondents. Regarding educational background, secondary education (SMA/SMK) is the most represented, with 47.49%. In terms of occupation, the most frequent category among respondents is private employees, who constitute 27.89% of the total participants.

In evaluating patient satisfaction, BPJS Health outpatient participants rated the pharmacy services at RSPAD Gatot Soebroto highly. The reliability dimension received a "very satisfied" rating, while responsiveness, assurance, tangibles, and empathy were rated as "satisfied." On average, the overall score suggests that patients are generally satisfied with the pharmaceutical services provided by the pharmacy installation.

However, the GAP score calculation for the 16 questionnaire items reveals that all items have negative values, indicating a discrepancy between patient expectations and the services received. Although patients' expectations are high, the hospital has yet to meet them, particularly in terms of seating comfort in the waiting area. While other service quality attributes are also significant, hospital management should prioritize improving seating comfort as part of their resource allocation efforts.

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