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EVALUATION OF BPJS PATIENT SATISFACTION LEVEL TOWARDS THE QUALITY OF DRUG INFORMATION SERVICES AT THE HAJIMENA COMMUNITY HEALTH CENTER, SOUTH LAMPUNG REGENCY

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Abstract

Research on Evaluation of BPJS Patient Satisfaction Levels in the Pharmacy Installation of the Hajimena Health Center, South Lampung, aims to determine the satisfaction of BPJS patients and determine the completeness of providing drug information at the pharmacy installation of the Hajimena Health Center. This research was conducted with a non-experimental descriptive method. Data were collected by survey using the Cross-Sectional method. Assessment of satisfaction was obtained from the results of distributing questionnaires containing 5 dimensions of pharmaceutical services. The data analysis used the gap value of the average expectation and average performance, the percentage of patient satisfaction compliance, and Importance Performance Analysis. The number of samples in this study were 98 respondents. The results showed that the largest gap value in the reliability dimension was -1.36; the dimensions of form/display are -0.68; confidence dimension -0.34; the responsiveness dimension is -0.19 and the empathy dimension is -0.06 for the average percentage value of 88.12%. This shows that outpatients are satisfied with the services that have been provided by pharmacy officers, but the puskesmas needs to improve what the patient's expectations have not been achieved to improve the quality of pharmaceutical services.

Keywords: Satisfaction evaluation, Quality of drug information services

INTRODUCTION

Implementation of Medicine Information Services

The implementation of services in the form of medicine information is an obligation based on the importance of patients' rights. Such services must be provided appropriately, especially those related to the proper use of medicine by patients (Anief, 2007). There are five main factors in determining the quality of service, namely: tangibles**,** reliability**,** responsiveness**,** assurance**, and** empathy**.** Based on these five dimensions, it can be assessed whether or not they have an influence on patient satisfaction and how the quality of service affects patient perceptions.

Research conducted by Devianti (2018) regarding *Pelayanan Informasi Obat (PIO)* in Puskesmas Source Cipta, Bandar Lampung, shows that 100% of the information provided includes medication name, usage, indications, and instructions for use. However, information related to contraindications, stability, and drug interactions was only given in 5.3% of cases. This indicates that the provision of drug information is still limited and needs improvement.

Based on the above description, this study aims to analyze patient satisfaction with drug information services at Puskesmas Hajimena, South Lampung Regency. The results of this

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study are expected to provide input for improving the quality of drug information services in primary healthcare facilities.

Research Method

This research is a non-experimental study with a cross-sectional design. Data collection was conducted using an online questionnaire in March 2021. The sample consisted of 98 patients, obtained through simple random sampling**.**

The instrument used was a structured questionnaire developed based on the Importance Performance Analysis (IPA**)** method. This method is used to measure the level of importance and performance of services as perceived by patients. The stages in the IPA method include calculating the level of performance and expectations, followed by gap analysis to identify priority areas for service improvement.

Information :

1. TK1 = *Level* of Respective Compliance
2. X1 = Total Performance / Implementation (*Satisfaction/Performance*)
3. Y1 = Expected Level (*Importance*)

The explanation of what is happening in the character is divided into 4 quadratics .

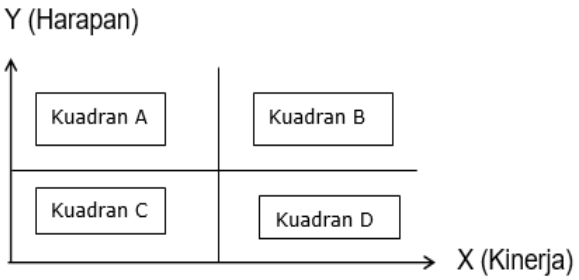

Figure 1. Cartesian Diagram (Source: Supranto , 2006)

RESEARCH RESULT

Respondent Characteristics

In this research, a total of 98 patients were included as respondents. Based on gender distribution, the majority were female (67.34%), while male respondents were 32.65%. Regarding age, the largest group was respondents aged >50 years (32.65%). In terms of education, the majority of respondents had completed senior high school (SMA/Equivalent) with 40.81%. Meanwhile, based on occupation, most respondents were housewives (69.38%).

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Table 1. Characteristics of Research Respondents

Characteristic	Category	n	%
Gender	Male	32	32.65 %
	Female	66	67.34 %
Age	≤ 30 years	–	–
	31–50 years	–	–
	> 50 years	32	32.65 %
Education	Primary School	–	–
	Junior High School	–	–
	Senior High School	40	40.81 %
	Higher Education	–	–
Occupation	Housewife	68	69.38 %
	Others	–	–

The highest percentage of satisfaction can be found in statement number 1 , so it is 11.09 % and the lowest is 31.11 % in statement number 4 .

1. Pharmacy staff provide information on how to use drugs correctly, especially for the drug preparations given 4.47 4.06 0.41 110.09%.
2. The officer provides information about the types of drugs in the form of capsules, tablets, etc.
3. The officer provides information about the strength of a drug such as: (50 mg, 100 mg)
4. The officer provides information about warnings regarding the impacts or effects that will arise after consuming the drug.
5. The officer provides information regarding the identity or name of a drug.
6. The pharmacist explains the rules used for storing drugs.
7. The officer provides information about the properties/uses of a drug.
8. The officer explains about the circumstances in which the drug cannot be given, as it is not recommended for pregnant women).
9. Pharmacists explain how the drug works when it is administered at the same time as other drugs or foods.

Percentage of Work Performance Based on IPA Analysis

No	Work Performance Indicator	Performance (X)	Expectation (Y)	Gap (X–Y)	Suitability (%)
1	–	3.73	4.22	-0.49	88.38 %
2	–	2.36	3.88	-1.52	60.82 %
3	–	1.45	4.66	-3.21	31.11 %
4	–	4.71	4.12	+0.59	114.32 %
5	–	2.31	4.73	-2.42	48.83 %
6	–	4.63	4.22	+0.41	109.71 %
7	–	2.24	4.31	-2.07	51.97 %
8	–	1.52	4.41	-2.89	34.46 %

10 . Pharmacy Service Delivery

DISCUSSION

Respondent Criteria

Patient satisfaction with the services provided is strongly influenced by their perception and opinion, which in turn becomes an important factor in determining overall assessment (Kotler & Keller, 2019). A higher level of education is expected to influence knowledge, responsiveness, and decision-making ability, so that individuals with higher education can provide a more objective and effective assessment of health services (Ekadipta, 2019). In addition, occupation is also considered to play a role in shaping patient perceptions. Different types of work may affect how patients assess the performance of healthcare services, particularly in relation to satisfaction with outpatient care.

Evaluation Questionnaire

1. Dimensi Keandalan (Reliability)

The lowest level of compliance was found in indicator number 4, which relates to efforts to minimize the risk of accidents and prevent medication errors. This is in line with the provisions stated in Permenkes RI No. 72 Tahun 2016 concerning pharmaceutical service standards, which emphasize that inappropriate actions in drug administration must be strictly avoided.

2. Dimensi Ketanggapan (Responsiveness)

The lowest percentage was found in item number 12. This item relates to efforts to improve the community's health level, where medicines are considered rational if their use does not cause harm to the community. Irrational use of medicines may lead to errors or pose threats to public health, particularly women's health (Ministry of Health, 2018).

3. Assurance Dimension

The lowest percentage was found in statement number 15, which was **90.02%**, indicating that patients expect reassurance regarding the accuracy of the medication provided.

4. Dimension of Empathy

The statement number 19 indicates that the information network is an essential part of the community's access to health information and technology. Limited access to such networks can affect the proper use of medication and may increase the risk of medication errors (Muharni et al., 2015).

5. Dimension of Form/Appearance (Tangible)

On the other hand, item number 22 shows the importance of providing patients with clear information regarding their treatment. Such information will influence patients' behavior in

taking medication correctly, reducing the risk of errors, and improving the effectiveness of drug therapy. By receiving proper explanations, patients can better understand treatment goals and adhere to medication rules (Oscar & Jaur, 2016).

6. Importance Performance Analysis (IPA)

The results of this study highlight four key characteristics that are more influential compared to other factors. These characteristics represent the main aspects that significantly affect patient responsibility and satisfaction. On the other hand, some items that may not be considered highly important by patients still need to be implemented, as they contribute to achieving the right therapeutic effect for the patient. This finding emphasizes that not only priority factors but also supporting elements must be managed properly to ensure optimal patient outcomes.

CONCLUSION

Patient satisfaction with the delivery of drug information services was assessed across five service quality dimensions. The highest satisfaction was found in the empathy dimension (98.05%), followed by reliability (95.71%), assurance (91.91%), and tangibles (84.80%). The overall average level of patient satisfaction was 88.12%.

These results indicate that, although patients generally express high satisfaction, certain aspects—particularly those related to the tangible dimension—still require improvement. This suggests that while interpersonal aspects such as empathy and reliability are well-perceived, patients still expect better performance in terms of facilities, physical appearance, and other visible aspects of service delivery. Therefore, continuous efforts are needed to enhance the quality of service in areas where deficiencies are still felt by patients.

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