



The Relationship of Pharmaceutical Service Quality with Outpatient Satisfaction in Internal Medicine Polyclinic

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Abstract

*It is a direct and responsible service to patients in the pharmaceutical field, which aims to enhance the quality of life of patients by attaining certain goals. Satisfaction is a result of how people perceive their own and others' performances. The performance of the health services received by new patients will be pleased if it meets or surpasses their expectations, and patient disappointment or discontent will develop if the performance of the health services received does not meet their expectations. The purpose of this research was to find out whether there was a link between patient satisfaction at H. Adam Malik Hospital and the quality of the pharmaceutical services provided. Researchers at Medan's Haji Adam Malik Hospital used cross-sectional survey analysis to examine the link between the independent and dependent variables, namely, the quality of pharmaceutical services provided and patient satisfaction. Aromatherapy wind oil preparations using small white ginger essential oil (*Zingiber officinale* Roscoe) concentrations of 4%, 5%, and 6% meet the criteria, the organoleptic test is a light yellow, clear liquid, had a distinctive smell and felt warm, homogeneity, the wind oil pH test is 6, the irritation test was non-existent, and the hedonic test was successful. Outpatient satisfaction with pharmaceutical services at H. Adam Malik Hospital Medan was shown to be associated with the quality of pharmaceutical services, according to the study's findings.*

Introduction

It is the direct and responsible provision of pharmacological preparations to patients with the goal of attaining definitive outcomes and improving the quality of life of those who receive them. Pharmaceutical services provided by hospitals are an integral part of the hospital health care system, which is oriented toward patient care and focuses on providing high-quality and reasonably priced pharmaceutical preparations, medical devices, and medical materials for use by people at all levels of society, including clinical pharmacy services. Pharmaceutical services in hospitals are comprised of two (two) activities, namely managerial activities in the form of managing Pharmaceutical Preparations, Medical Devices, and Medical Consumables, and clinical pharmacy service activities. Management activities in the form of managing Pharmaceutical Preparations, Medical Devices, and Medical Consumables are also included. Patient satisfaction is a crucial factor in determining the quality of a good service, and it is a measurement that is vital to the overall quality of the service. This will undoubtedly offer

information on the effectiveness of quality service providers in aligning their values and expectations with the values and expectations of patients who have the power to determine the desired service quality standards in their local communities (Supriyanto & Ernawati, 2010). Patient satisfaction has its own position in the hospital's hierarchy of priorities and is very crucial for the sustainability of the institution. Satisfaction will occur if the expectations of the patient can be satisfied by the services given by the hospital; thus, the satisfaction and expectations of the patient must be taken into consideration and reviewed on a continual basis by the hospital (Setiawan, 2011).

A person's level of satisfaction is a result of their perception of their own performance and their expectations. The performance of health services received by new patients will be the same as or better than their expectations, and vice versa, dissatisfaction or feelings of disappointment will arise for patients if the performance of health services received by them is not in line with or exceeds their expectations (Aruru et al., 2021; Sutrisna et al., 2008). Pharmaceutical services, being one of the primary services provided in hospitals, are an integral aspect of the overall service delivery system in hospitals. Pharmacy services at hospitals provide a convenient way for the general public to access medication preparations (Bond et al., 2002). There has been a shift in the pharmaceutical services industry recently, with services that were previously focused on the product now being more focused on the patient experience. Its mission is to give patients with services, such as economical clinical pharmacy services, to assist them in getting and utilizing medications properly (Depkes RI, 2004).

Based on the results of an initial survey done at H. Adam Malik Hospital Medan, which included interviews with ten outpatients at outpatient facilities, this report was written. Seven patients reported that they were unsatisfied with the services they got as outpatients because of a lack of drug availability in the hospital and a lengthy waiting period for medications, resulting in patients being dissatisfied with pharmaceutical services. Three patients reported that they were happy with the service since the staff explained the usage of medications

Methods

The research design employed an analytic survey with a Cross Sectional design in order to analyze the relationship between the independent variables (independent variables) and the dependent variable, namely, analyzing the relationship between the quality of pharmaceutical services and patient satisfaction at the Haji Adam Malik General Hospital in Medan (independent variables) (Kawahe, 2015). The research sample consisted of 1,005 outpatients who visited the H. Adam Malik Central General Hospital in Medan between October and December of this year. The sample in this research satisfied the inclusion requirements and was calculated using the slovin formula, resulting in a total of 91 participants

Results and Discussion

Respondent's Characteristics

Table 1. Frequency Distribution of Respondents' Characteristics at H. Adam Malik Hospital Medan

No	Characteristics of respondents	Sum	
		n	(%)
Umur			
1	25-32	36	39,6
2	33-40	55	60,4
	Total	91	100
Gender			
1	Woman	91	100
	Total	91	100

The last education			
1	Elementary School	9	9,9
2	Junior School	29	31,9
3	High School	43	47,3
4	College/Academic	10	11,0
	Total	91	100

Among the 91 patients that came to H. Adam Malik Hospital Medan, it is known that the majority (55 individuals or 60.4 percent) were aged 33-40 years, with the minority (36 people or 25-32 years) falling between the ages of 25 and 32 years (39.6 percent). According to educational level, the majority of senior high school students (43 individuals, or 47.3 percent) and the minority primary school students (nine people, or 9.5 percent) are in the same age group (9.9 percent).

Pharmaceutical Services

Table 2. Distribution of Respondents Based on Pharmaceutical Services at H. Adam Malik Hospital Medan

No.	Pharmaceutical Services	f	%
1.	Bad	52	57,1
2.	Good	39	42,9
	Sum	91	100

According to the data in Table 2, of the 91 patients who came to H. Adam Malik Hospital Medan, the majority stated that they were not good, with as many as 52 people (57.1 percent) stating that they were not good, and the minority stated that they were good, with as many as 39 people stating that they were good (42.9 percent).

Assuming the aspects of the officer's reaction have not fulfilled the patient's demands, the researcher looks at the patient's lengthy waiting time, the seamless communication of the officer with the patient, the empathy and friendliness of the officer in servicing the disease that the patient is suffering from. Patient satisfaction is influenced by a variety of variables, one of which is how officers respond to patient concerns.

Patient Satisfaction

Table 3. Distribution of Respondents Based on Pharmaceutical Services at H. Adam Malik Hospital Medan

No.	Patient Satisfaction	f	%
1.	Not satisfied	50	54,9
2.	Satisfied	41	45,1
	Sum	91	100

According to the data in Table 3 above, of the 91 patients who visited H. Adam Malik General Hospital Medan, the majority stated that they were dissatisfied, with as many as 50 people (54.9 percent) stating that they were dissatisfied, and the minority stated that they were satisfied with as many as 41 people (54.9 percent) (45.1 percent).

Patient satisfaction is a state of mind experienced by a customer when he or she receives a performance (or a result) that meets or exceeds his or her expectations. When a customer's sentiments are compared to the perceived performance or outcomes (services received and perceived), satisfaction is defined as the difference between what they anticipate and what they get (Nissa & Mardiyarningsih, 2013).

Table 4. The Relationship between Pharmaceutical Services and Patient Satisfaction in Outpatients at the Internal Medicine Polyclinic at H. Adam Malik Hospital Medan

Service Pharmaceuticals		Patient Satisfaction				Total		Sig-p
		Not satisfied		Satisfied				
		f	%	f	%	f	%	
1	Bad	38	41,8	14	15,4	52	57,1	0,000
2	Good	12	13,2	27	29,7	39	42,9	
	Total	50	54,9	41	45,1	91	100	

According to Table 4, there are 51 individuals (57.1 percent) who believe that pharmaceutical services are not excellent, with as many as 38 people (41.8 percent) stating that they are dissatisfied and as many as 14 people (15.4 percent) stating that they are dissatisfied with pharmaceutical services. There were a total of 39 individuals (42.9 percent) who thought it was good, 12 people (13.2 percent) who thought it was okay, and 27 people (29.7 percent) who thought it was excellent.

According to the findings of the chi-square test, the value of $p = 0.000$ (0.05) has been determined. That there is a link between pharmaceutical services and patient happiness is shown by this finding.

Conclusion

It was discovered that there is a link between the quality of pharmaceutical services and the satisfaction of outpatients at the H. Adam Malik Hospital in Medan's internal medicine polyclinic. It is intended that more qualitative and quantitative research will be carried out by other researchers

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