

# THE PATIENT SATISFACTION ON DRUG INFORMATION SERVICES IN PHARMACY INSTALLATION OF ANDI MAKKASAU HOSPITAL IN PAREPARE, SOUTH SULAWESI

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## ABSTRACT

Pharmacists should always provide drug information to each patient on how they should use the drug, take medication, drug side effects, and information about the rules for using the drug. The purpose of this study was to determine the level of patient satisfaction with drug information services at the Pharmacy Installation of Andi Makkasau Hospital, Parepare. The type of research used was descriptive research. The technique of collecting data conducted by distributing questionnaires to respondents. Data was analyzed based on data in the field, namely by bringing together the results of the answers to the questionnaire and then presented. The results of the study stated that 88.4% patients were satisfied. Patients who came for treatment at Andi Makkasau Parepare Hospital could be categorized as satisfied with the service of drug information given at the time of redeeming the drug.

**Keywords:** satisfaction, drug information

## INTRODUCTION

In the era of intense competition, the main thing that needs to be considered by hospitals and other health services is customer satisfaction in order to survive, compete, maintain quality. For that reason, the hospital must be able to maintain its quality by providing services that are in accordance with patient expectations so that consumers feel satisfied. Patient satisfaction is one of the important indicators that must be considered in health services. Patient satisfaction is the result of evaluations from patients to health care workers by comparing what is expected in accordance with the reality of health services received in a hospital health setting (Kotler, 2012). Drug information services are activities to provide information, drug recommendations that are independent, accurate, comprehensive, up-to-date, by pharmacists to patients, the community, other health professionals, and those who need it (Kurniawan W.D and Chabib.L, 2010).

In health services, the drug is an important component because it is needed in most health efforts to eliminate symptoms of an illness, prevent disease, and can cure disease. Therefore, providing correct, objective and complete drug information will be very supportive in providing the best health services to the community so that it can improve the use and safety of drug use (Depkes, 2014).

Hospital is one of the health facilities where organizing health efforts. Hospitals also have an important role to improve public health. Health efforts are every activity to maintain and improve health. Health efforts

are carried out with a maintenance approach, health promotion (promotive), disease prevention (preventive), disease healing (curative), and health recovery (rehabilitative), which are carried out as a whole, integrated and sustainable. Pharmacist assistants as pharmaceutical personnel are required to increase their knowledge, skills, behavior in order to interact directly with patients. These forms of interaction include carrying out drug information, monitoring drug use to find out the final destination as expected and well-documented (Depkes, 2014).

Andi Makkasau Parepare Hospital is one of the Hospitals belonging to the Parepare City Government in the form of a General Hospital, managed by the Parepare City Government and classified into a Class B Hospital and has been registered from the South Sulawesi Provincial Health Office. After holding an accreditation process for the entire Indonesian hospital with the phasing process II (12 services) finally, the status of hospital accreditation was finally determined. Based on preliminary observations that have been made in the Pharmacy Installation of Andi Makkasau Parepare Hospital there were still many patients who were not given Drug Information Services for various classic reasons, for example, patients do not ask, too many patients, busy officers and so on. So that patients do not get complete drug information which was the right for every consumer who buys the drug. The purpose of this study was to determine the level of patient satisfaction with Drug Information Services in the Pharmacy Installation of Andi Makkasau Hospital Parepare.

## MATERIAL AND METHOD

This type of research was a descriptive study using a questionnaire as an instrument for collecting data in the Pharmacy Installation of Andi Makkasau Hospital, Parepare. The study was conducted on 1 - 30 April 2019 in the Pharmacy Installation of Andi Makkasau Hospital, Parepare.

In this study, the population was patients who came for treatment in April 2019 at the Pharmacy Installation at the Andi Makkasau Hospital in Parepare. The sample of this research was taken by the Quota sampling method that was sampling technique by setting a certain amount as a target that must be met in taking samples from the population (especially those that were infinite or unclear), then by benchmarking the number of researchers taking arbitrary samples as long as they meet the requirements as a sample of the population. Quota sampling is a technique for determining samples from populations that have certain characteristics to the desired number (quota) (Sugiyono, 2008).

In this case, the size of samples taken is as many as 100 respondents with characteristics including:

1. Have been treated at the Pharmacy Installation at Andi Makkasau Hospital in Parepare
2. Age > 17 years and above
3. Can communicate well
4. Ready to fill out questionnaires
5. Have moderate to normal physical and mental health

Data was collected by distributing questionnaires to respondents containing 19 questions about the problems to be studied regarding the study of the level of patient satisfaction with drug information services at the Pharmacy Installation of Andi Makkasau Hospital, Parepare.

The items contained in the questionnaire such below:

1. Provided information about drug's name
2. Provided information about the dosage of the drug
3. Provided information about how to use the drug
4. Provided information about how to deliver the drug
5. Provided information about the actions that must be taken against the remaining drugs.

6. Provided information about the side effects that may arise after taking the drug.
7. The use of easy language
8. Quickly respond of officers
9. Written drug information availability as an alternative
10. Demonstration of using the drug
11. Officers wear neat clothes
12. Officers wear a clear identity
13. Drug information is given without patient's request
14. Friendly and polite officers
15. The same attention to all patients
16. The availability of special room for drug information services
17. The comfortable of room for drug Information services
18. Written rules of use that easy to understand
19. Availability of drug information brochures

The technique used in processing data is based on the data obtained in the field by combining the results of the answers from the questionnaire.

The results of the questionnaire respondents were then rated:

1. For satisfied answers = 3
2. For answers that are quite satisfied = 2
3. For dissatisfied answers = 1

The data from the questionnaire are then made in table form, determined by the patient's satisfaction level as follows:

1. Dissatisfied: If % of respondents answer 33.3% - 55.5%
2. quite satisfied: If % of respondents' answers are 55.6% - 77.8%
3. Satisfied: If % of respondents' answers are 77.9% - 100%

Then the presentation of respondents' answers is then calculated by using the formula:  $\% = (\text{number of acquisition points}) / (\text{number of respondents}) \times 100\%$  (Sangadji, et al., 2010).

## RESULTS

Based on the results of research conducted on 1 - 30 April 2019 in the Pharmacy Installation of Andi Makkasau Hospital Parepare against 100 respondents who were selected based on Quota Sampling, data were obtained regarding the study of patient satisfaction with drug information services at the Andi Makkasau Hospital in Parepare.

Table 1  
Respondent distribution based on gender

Sex	Frequency	%
Female	61	61
Male	39	39
Total	100	100

Table 2  
Respondent distribution based on age

Age (years)	Frequency	%
18 – 30	43	43
31 – 40	14	14
41 – 50	21	21
51 – 60	22	22
Total	100	100

Table 3  
Respondent distribution based on education level

Education Level	Frequency	%
Primary School	6	2
Junior High School	19	12
Senior High School	48	62
Diploma	7	7
Bachelor	20	20
Total	100	100

Table 4  
Respondent distribution based on job

Job	Frequency	%
Entrepreneur	29	29
Civil servants	17	17
Others	54	54
Total	100	100

Table 5  
Respondent satisfaction against the dimension of reliability

Items	Satisfied	quite satisfied	Dissatisfied
1	75	25	0
2	70	28	2
3	62	38	0
4	70	30	0
5	53	38	9
6	60	32	8
7	78	22	0

Table 6  
Respondent satisfaction against the dimension of responsibility

Items	Satisfied	quite satisfied	Dissatisfied
8	68	30	2
9	55	36	9
10	48	49	3

Table 7  
Respondent satisfaction against the dimension of empathy

Items	Satisfied	quite satisfied	Dissatisfied
11	80	20	0
12	73	25	2
13	77	23	0
14	82	18	0
15	76	24	0

Table 8  
Respondent satisfaction against dimension of tangibility

Items	Satisfied	quite satisfied	Dissatisfied
16	69	31	0
17	75	25	2
18	82	18	0
19	48	45	7

## DISCUSSION

Drug Information Services are defined as activities to provide and provide information, drug recommendations that are independent, accurate, comprehensive, up-to-date, by pharmacists to patients, the community, other health professionals, and those who need them. Drug Information Services include the provision, management, presentation and supervision of the quality of data/drug information and professional decisions. The provision of drug information includes the purpose, method of supplying, managing, and supervising drug/data quality (Kurniawan W.D and Chabib.L, 2010).

Based on the results of research that has been done in the Pharmacy Installation of Andi Makkasau Hospital Parepare in South Sulawesi Province, then in this section, a discussion will be carried out in stages based on the item questions accompanied by explanations. This study was conducted to determine the Patient

Satisfaction Level Study of Drug Information at the Pharmacy Installation of Andi Makkasau Hospital Parepare in South Sulawesi Province, by giving questionnaires to patients who were willing to be respondents and willing to answer the questionnaire. Judging from the characteristics of the most respondents the research conducted at the Pharmacy Installation of Andi Makkasau Hospital Parepare, South Sulawesi Province, Based on Gender from 100 respondents who were examined by male respondents with 39 people (39%) and female respondents with 61 people (61%) and it can be seen that more female respondents than male respondents.

Based on 100 respondents who have been investigated with the characteristics of respondents by age, have results namely, 18-30 years with 43 people (43%), 31-40 years with a total of 14 people (14%), 41-50 years with a total of 21 people (21%), 51-60 years with a total of 22 people (22%), from these results it could be seen that the highest respondents range in age from 18-30 years, namely 43 people (43%). Characteristics of respondents based on education showed respondents with primary school level with the number of respondents as many as 6 people (6%), junior high school as many as 19 people (19%), senior high school with a number of respondents namely 48 people (48%), Diploma with a number of respondents 7 people (7 %) and bachelor with a total of 20 people (20%), and it can be seen that the respondents with the highest level of education are 48 people (48%). Characteristics of respondents based on work show respondents with entrepreneurial with the number of respondents as many as 29 people (29%), civil servants with the number of respondents 17 people (17%), and others with the number of respondents 54 people (54%).

Based on the results of questions made in the form of questionnaires on research conducted at the Pharmacy Installation of Andi Makkasau Hospital Parepare, South Sulawesi Province Results were obtained in the form of several tables based on the dimensions with the following description:

Based on the results of the questions regarding the dimensions of reliability, in question 1 about the provided information about drug's name, as many as 75 people expressed satisfaction, 25 people stated that

they were quite satisfied, and there were no respondents who expressed dissatisfaction, question 2 regarding the provided information about the dosage of drug, as many as 70 people who expressed satisfaction, 28 people who stated they were satisfied, and 2 people who expressed dissatisfaction, question 3 regarding provided information about how to use the drug, as many as 62 people who expressed satisfaction, 38 people who stated they were satisfied, and there were no respondents who stated they were dissatisfied, question 4 regarding provided information about how to deliver the drug, as many as 70 people who expressed satisfaction, 30 people who stated they were satisfied, and no respondents stated dissatisfied, question 5 regarding provided information about the actions that must be taken against the remaining drugs, as many as 53 people who expressed satisfaction, 38 people who stated they were satisfied, and 9 people who expressed dissatisfaction, question 6 regarding provided information about the side effects that may arise after taking the drug, as many as 60 people who expressed satisfaction, 32 people who stated they were quite satisfied, and 8 people stated dissatisfied, question 7 regarding the use of easy language, as many as 78 people who expressed satisfaction, 22 people who stated they were quite satisfied, and there were no respondents who stated they were dissatisfied, the results could be known that more respondents expressed satisfaction with questions about the reliability dimension.

Based on the dimensions of responsiveness in question 8 about the quickly respond of officers, as many as 68 people expressed satisfaction, 30 people who stated they were satisfied, and 2 people who expressed dissatisfaction, question 9 about written drug information availability as an alternative, as many as 55 people who expressed satisfaction, 36 people who stated they were quite satisfied, and 9 people who were satisfied. expressed dissatisfaction, question 10 about demonstration of using the drug, as many as 48 people who expressed satisfaction, 49 people who stated they were satisfied, and 3 people who expressed dissatisfaction, from these results it can be seen that in the question about the dimension of responsiveness more respondents expressed satisfaction.

Based on the Empathy dimension on question 11 about officers wear neat clothes, there were 80 people who expressed satisfaction, 20 people who stated they were satisfied, and there were no respondents who said they were dissatisfied, question 12 regarding officers wear a clear identity, as many as 73 people who were satisfied, 25 people who said they were satisfied, and 2 people who expressed dissatisfaction, question 13 regarding drug information is given without patient's request, as many as 77 people who expressed satisfaction, 23 people who stated they were satisfied, and there were no respondents who stated they were dissatisfied, question 14 regarding friendly and polite officers, as many as 82 people who expressed satisfaction, 18 people who stated they were quite satisfied, and not satisfied there were respondents who expressed dissatisfaction, question 15 regarding giving the same attention to all patients, as many as 76 people who expressed satisfaction, 24 people who stated they were quite satisfied, and there were no respondents who stated they were dissatisfied, from these results it was known that the respondents expressed satisfaction.

Based on Tangible dimensions on question 16 regarding the availability of special room for drug information services, there were 69 people who expressed satisfaction, 31 people who stated they were satisfied, and there were no respondents who stated they were dissatisfied, in question 17 regarding the comfortable of room for drug information services, as many as 75 people expressed satisfaction, 25 people stated that they were satisfied, and 2 people who expressed dissatisfaction, on question 18 about written rules of use that easy to understand, as many as 82 people who expressed satisfaction, 18 people who stated they were satisfied, and there were no respondents who said they were dissatisfied, in question 19 regarding availability of drug information brochures, as many as 48 people expressed satisfaction, 45 people stated that they were satisfied and 7 people who stated they were dissatisfied, it can be seen that more respondents expressed satisfaction with the tangible dimension. Based on the data obtained, it can be seen that the Study of Patient Satisfaction Levels on Drug Information Services in the Pharmacy Installation of Andi Makkasau Hospital Parepare shows the results, namely, 88.4% of respondents

stated Satisfied with Drug Information Services in Pharmacy Installation at Andi Makkasau Hospital Parepare

## CONCLUSION

Based on the results of the research and discussion that has been described previously, it can be concluded that the level of satisfaction of patients who come for treatment at the Pharmacy Installation of Andi Makkasau Parepare Hospital is satisfied with the drug information service provided with a percentage of 88.4%. This shows that officers are very good and right in the service of drug information so that patients are satisfied with their services.

Pharmacist officers further improve the method of service of drug information at the Andi Makkasau Hospital Parepare Installation Pharmacy so that they can better understand the indications, rules of use, drug side effects and how to store drugs well and need to provide drug information in the form of brochures.

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