

CHAPTER I

INTRODUCTION

1.1. Research Background

Indonesia has the largest Muslim population in the world, with more than 207 million Muslims as of today.¹ According to data from the Central Statistics Agency (BPS), Muslims constitute approximately 87.2% of the country's total population.² The rise of the halal lifestyle reflects the strong public demand for halal products and services. The implementation of Islamic values and Sharia law in service delivery correlates with the quality of care provided and embodies the duty of every Muslim to adhere to Islamic principles in all aspects of life.³ Sharia-compliant products and services have gradually expanded into the realm of public services, particularly in the healthcare sector.⁴

With the increasing demand for Sharia-based healthcare services, the number of Sharia-certified hospitals in Indonesia continues to grow. A Sharia-compliant hospital is one whose operations and activities are based on the principles of Maqashid Shariah.⁵ According to data from the Indonesian Islamic Health Business Council (MUKISI), as of 2024, there are 79 hospitals in Indonesia that have received Sharia certification,⁶ indicating a rising demand for healthcare services aligned with Islamic principles.

Although Sharia principles have been applied in various aspects of healthcare services, the implementation of Sharia pharmaceutical services still faces several challenges. One of the main issues is ensuring that all pharmaceutical products, especially medications, meet halal standards. A study by Palupi et al. (2022) found that many Sharia hospitals in Indonesia have not fully implemented the use of halal-

¹ Badan Pusat Statistik, "Agama di Indonesia 2024," diakses 24 Juli 2024.

² Laman Resmi Republik Indonesia, "Portal Informasi Indonesia," diakses 24 Juli 2024.

³ Reazul et.al, *Applicability of Mudarabah and Musharakah as Islamic Micro-Equity Finance to Underprivileged Women in Malaysia*, The European Journal of Development Research 32, no. 1 (Januari 2020): 176–97.

⁴ Muhammad et.al, *Manajemen Pelayanan Publik Dalam Perspektif Islam (Studi di Rumah Sakit Ibnu Sina Kota Pekanbaru)*, JURIS (Jurnal Ilmiah Syariah) 14, no. 2 (18 Oktober 2016): 151.

⁵ Rochana, *Persepsi Masyarakat Terhadap Kebutuhan Pelayanan Rumah Sakit Syariah di Kota Yogyakarta*, Afiasi: Jurnal Kesehatan Masyarakat 5, no. 3 (25 Desember 2020).

⁶ admin-mukisi, "Makin Diminati, Tak Hanya Rumah Sakit, Klinik dan Laboratorium Juga Laksanakan Sertifikasi Syariah, Ini Jumlahnya," diakses 18 Juli 2024.

certified drugs. For example, the drug selection process at Nur Hidayah Hospital in Yogyakarta shows a limited number of halal-labeled medicines, even though Sharia principles have already been applied in the selection process.⁷ This indicates the need for further efforts to ensure the availability of halal medicines in Sharia hospitals. In addition, Santosa and Wulandari (2023) found that one of the major obstacles in implementing Sharia-based services at dr. Soerojo Hospital in Magelang is the lack of pharmaceutical personnel who deeply understand Sharia principles. As a result, Sharia-based education provided to patients is often not optimal.⁸

In Sharia pharmaceutical services, not only are the medical aspects considered, but also the spiritual well-being of the patient. Therefore, pharmaceutical staff are not only responsible for delivering high-quality services, but are also expected to help maintain worship practices, faith (aqidah), and Islamic human relations (muamalah) in accordance with Sharia guidelines. From the perspective of Sharia, healthcare services should aim to support the well-being of every individual by prioritizing both physical and spiritual health.⁹

Pharmaceutical services based on Sharia principles face greater challenges, as they require healthcare providers to deliver professional services while simultaneously adhering to Islamic values—an obligation that carries greater responsibility. According to the Sharia hospital certification standards developed by the National Sharia Council of the Indonesian Ulama Council (DSN-MUI) and the Indonesian Islamic Health Business Council (MUKISI), there are Sharia Standards for Drug Services (SSPO), which are divided into three key components. First, hospitals must ensure that the Drug Formulary does not contain any prohibited (haram) substances. Second, hospitals are required to provide supporting

⁷ Palupi et.al, *Halal Medicine Selection Process in Sharia-Certified Hospital*, Indonesian Journal of Halal Research 4, no. 2 (31 Agustus 2022): 85–96.

⁸ Arifin et.al, *Patient Satisfaction with Waiting Time for Outpatient Prescription Services Based on Sharia Characteristics in the Pharmacy Installation Prof. Dr. Soerojo Hospital Magelang*, *Farmasains: Jurnal Farmasi Dan Ilmu Kesehatan* 8 (2023).

⁹ Prodi Profesi Apoteker Universitas Islam Sultan Agung, *Pengaruh Kualitas Pelayanan Berbasis Syariah Terhadap Loyalitas Pasien Di Apotek Karunia Sehat Baru Ungaran*, *Jurnal Farmamedika (Pharmamedica Journal)* 8, no. 2 (1 Desember 2023).

documents for drug administration that incorporate Islamic values. Third, pharmaceutical personnel must provide medication counseling to patient while incorporating religion values or messages.¹⁰

Previous studies have shown that the application of Sharia principles in healthcare services can improve patient satisfaction. Several studies conducted in various Sharia-compliant hospitals in Indonesia have reported positive outcomes in this regard. However, this study specifically focuses on the implementation of Sharia principles in pharmaceutical services at PKU Muhammadiyah Temanggung.

1.2. Research Problem

The research questions addressed in this study are as follows:

1. How is the implementation of Sharia pharmaceutical services carried out at PKU Muhammadiyah Temanggung?
2. How is the quality of Sharia pharmaceutical service implementation at PKU Muhammadiyah Temanggung?

1.3. Research Objectives

This study aims to:

1. Analyze the implementation of Sharia pharmaceutical services at PKU Muhammadiyah Temanggung.
2. Identify the quality of Sharia pharmaceutical service implementation at PKU Muhammadiyah Temanggung.

1.4. Research Benefits

1. Theoretical Benefits

The findings of this study are expected to serve as a reference for future research, particularly studies related to the application of Sharia principles in hospital pharmaceutical services.

¹⁰ Majelis Upaya Kesehatan Islam Seluruh Indonesia (MUKISI), *Kode Etik Rumah Sakit Syariah* (Jakarta: MUKISI, 2019).

2. Practical Benefits

The results of this study are expected to provide practical guidance for hospitals in improving pharmaceutical services in accordance with Sharia principles. It is also anticipated to contribute to enhancing the quality of services aligned with the Sharia needs of patients, as well as to broaden the scientific knowledge and understanding of the application of Sharia-compliant pharmaceutical services in hospital settings.

1.5. Authenticity Research

Several previous studies have examined the implementation of pharmaceutical services, as presented in Table 1 below.

Table 1. Authenticity Research

Research Title	Research Methods	Variable	Result	Research Differences
Halal Medicine Selection Proses in Sharia-Certified Hospital ¹¹	Qualitative research with a case study approach	Depend on: The selection process of halal drugs based on sharia principles Independent: The implementation of drug screening, restrictions on halal-labeled drugs, the use of haram drugs based on agreements and statements of producers	The drug selection process at Nur Hidayah Hospital has applied sharia principles, but the number of drugs labeled halal is still limited	Focus on halal drug selection aspects with a case study approach
The Effect of Sharia-Based Service Quality on Patient Loyalty at Karunia Sehat Pharmacy ¹²	observational	Depend on: The effect of sharia services on patient loyalty Independent: Services based on Rabbaniyyah, Akhlaqiyyah, Waqi'iyah and Insaniyaah	The influence of sharia-based services on patient loyalty at Karunia Sehat Batu Pharmacy has an effect on patient loyalty by 62%	Focus on patient loyalty in pharmacies based on Islamic values
Evaluation of the Implementatio	observational	Depend on: Patient satisfaction with	The evaluation of the implementation of sharia-based counseling	Limited to aspects of sharia counseling and

¹¹ Palupi et.al, *Halal Medicine Selection Process in Sharia-Certified Hospital*, 85–96.

¹² Prodi Profesi Apoteker Universitas Islam Sultan Agung, *Pengaruh Kualitas Pelayanan Berbasis Syariah Terhadap Loyalitas Pasien Di Apotek Karunia Sehat Baru Ungaran*, hlm. 185-191.

n of Sharia-Based Counseling Services on Patient Satisfaction at the Sronol Semarang Health Center ¹³		sharia-based counseling services Independent: Variables of sharia counseling services with questionnaires	services for patients at the Sronol Semarang Health Center has been based on Islamic sharia	patient satisfaction at health center facilities
Patient Satisfaction with Waiting Time for Outpatient Prescription Services Based On Sharia Characteristics In The Pharmacy Installation Prof. Dr. Soerojo Hospital Magelang ¹⁴	observational	Depend on: Assessing the satisfaction of the length of waiting time for outpatient prescription services based on sharia characteristics Independent: Satisfaction based on five criteria, namely reliability, responsiveness, assurance, dependency and empathy	Based on the characteristics of sharia from the five dimensions of satisfaction, the results are very satisfied and satisfied. Inpatient prescription waiting time services meet the minimum standards of hospital services	Focus on patient satisfaction regarding wait times at Pharmaceutical Installations

¹³ Yuyun et.al, *Evaluasi Penerapan Pelayanan Konseling Berbasis Syariah terhadap Kepuasan Pasien di Puskesmas Sronol Semarang: Evaluation of the Implementation of Syariah-Based Counseling Services on Patient Satisfaction at the Sronol Semarang Community Health Center*, hlm. 126-132.

¹⁴ Arifin et.al, *Patient Satisfaction with Waiting Time for Outpatient Prescription Services Based on Sharia Characteristics in the Pharmacy Installation Prof. Dr. Soerojo Hospital Magelang*, *Farmasains: Jurnal Farmasi Dan Ilmu Kesehatan* 8 (2023).