

CHAPTER I

INTRODUCTION

1.1 Research Background

Health is a right for every community because health is a basic human need to live a decent and productive life. In other words, health is a right for every citizen¹. The state's efforts to maintain public health include developing health insurance programs. Health insurance guarantees that patients will receive medical care and protection for their basic needs. Indonesia has designated BPJS as the sole health insurance provider of the Indonesian government².

Jaminan Kesehatan Nasional (JKN) is administered by Badan Penyelenggara Jaminan Sosial (BPJS) for Health. Jaminan Kesehatan Nasional (JKN) is insurance in the form of health protection that allows everyone who has paid contributions or whose contributions are paid by the government to receive health maintenance benefits and protection to meet their basic health needs. In improving health services for BPJS Health participants, health services must be provided in stages and no longer be centralized in hospitals or advanced health care facilities³.

PKU Bantul General Hospital offers services for BPJS referral patients. Pharmaceutical services are one of the services that affect patient satisfaction and comfort during their visit⁴. Therefore, the quality of pharmaceutical services needs to be measured and analysed. The method used to measure and analyse the quality of pharmaceutical services is the SERVQUAL (service quality) method. SERVQUAL is a method that measures service quality based on five key dimensions, namely facilities and infrastructure (tangible), staff reliability (reliability), staff responsiveness (responsiveness), staff skills (assurance), and empathy of pharmacy staff (empathy). One important aspect of patient satisfaction

¹ Meyske Manapode, "Evaluasi Kepuasan Pelayanan Kefarmasian Di Instalasi Farmasi R S J Prof V L Ratumbuang" *Jurnal Biofarmasetikal Tropis* 4, no. 1 (2021): 109–17.

² Maya Arfania, Tri Wahyunitas Pardede, And Maulana Yusuf Alkandahri, "Analisis Tingkat Kepuasan Pasien BPJS Terhadap Pelayanan Di Instalasi Farmasi Rawat Jalan Rumah Sakit Swasta," *Jurnal Farmasetis* 11, No. 1 (2022): 1–6.

³ Nurul Amalina R Et Al., "Analisis Kepuasan Pasien Peserta BPJS Kesehatan Terhadap Pelayanan Rawat Jalan Di Rumah Sakit Umum Daerah Kota Bogor Tahun 2021" *Journal of Hospital Management* 4, No. 02 (2021).

⁴ Amirul Mustofa, Arlina Dewi, and Universitas Muhamadiyah Yogyakarta, "Peserta Jkn Di Faskes Rujukan Tingkat Lanjutan," *Journal of Health Studies* 1, no. 2 (2017): 186–93.

with pharmaceutical services is the performance of the staff. Patient satisfaction issues are often associated with staff services, such in the provision of information about medication⁵. Patients sometimes feel dissatisfied because the information provided by pharmacy staff about the use of medication is unclear and unfriendly, which affects patients' understanding and compliance with drug therapy.

A preliminary study conducted in 2023, in the form of an outpatient satisfaction survey with 50 respondents, found that the majority (75.2%) considered the level of patient care at PKU Muhammadiyah Bantul Hospital in Yogyakarta to be very important for the quality of service provided to patients⁶. Based on a quote from the head of the outpatient pharmacy department at PKU Muhammadiyah Bantul Hospital, compounded drugs take 1 hour and 23 minutes to prepare, while non-compounded drugs take 39 minutes. The hospital itself has established SOPs regarding waiting times for non-compounded drugs (<30 minutes) and compounded drugs (<60 minutes)⁷. Additionally, staff often have to handle multiple tasks (Double Job), resulting in suboptimal performance. Therefore, the outpatient pharmacy services at PKU Muhammadiyah Bantul General Hospital do not yet meet the standards set by the hospital and the Ministry of Health (KEMENKES).

This study is a satisfaction level analysis survey aimed at increasing insight and knowledge in the field of pharmaceutical services, particularly related to BPJS patient satisfaction. This is especially important since the previous survey revealed that satisfaction at PKU Bantul Hospital was relatively low. This research is important because if patient satisfaction is low, the number of visits will decrease⁸. Therefore, research analysing the level of satisfaction of BPJS outpatients with pharmaceutical services at PKU Muhammadiyah Bantul General Hospital needs to be this research is important because if patient satisfaction is low, the number of

⁵ Muhammad Anzar, Sudirman Sudirman, And Ananda Dwi Saputra, "Hubungan Mutu Pelayanan Dengan Tingkat Kepuasan Pasien BPJS Kesehatan Di Puskesmas Mabelopura Kota Palu," *Jurnal Kolaboratif Sains* 5, No. 6 (2022): 297–303, <https://doi.org/10.56338/Jks.V5i6.2497>.

⁶ Andriyani Widiyastuti And Toto Sudarto, "Analisis Tingkat Kepuasan Pasien Pada," *Ibse Sharia Economic Journal* X, No. X (2022): 1–10.

⁷ Menteri and Kesehatan Republik Indonesia, "Standar Pelayanan Minimal Rumah Sakit," (2008) Nomor: 129/Menkes/SK/II/2008.

⁸ Selvy Afrioza and Ibnu Baidillah, "Hubungan Tingkat Kepuasan Pasien Terhadap Pelayanan Kesehatan Di Puskesmas Sepatan," *Journal of Nursing Practice and Education* 1, no. 2 (2021): 169–80, <https://doi.org/10.34305/jnpe.v1i2.305>.

visits is likely to decrease. Therefore, research analysing the level of satisfaction of BPJS outpatients with pharmaceutical services at PKU Muhammadiyah Bantul General Hospital is needed to inform policy formulation aimed at improving the quality of pharmaceutical services at this hospital.

1.2 Research Problems

The research questions in this study are as follows:

1. How do BPJS outpatients assess the level of pharmaceutical services at PKU Bantul General Hospital?
2. How can waiting times for patients collecting medication at the hospital be reduced from the perspective of pharmacists and pharmaceutical staff?
3. How reliable is the dispensing of medication to patients based on doctors' prescriptions?

1.3 Research Objectives

The objectives of this study are as follows:

1. To determine the assessment of BPJS outpatients regarding the level of pharmaceutical services at PKU Bantul General Hospital..
2. To determine ways to reduce patient waiting time in the process of obtaining medication at the hospital based on the perspectives of pharmacists and health workers.
3. To ensure the reliability of medication administration to patients based on doctors' prescriptions.

1.4 Research Benefits

The benefits of this research are as follows:

1. Theoretical Benefits

This study is expected to contribute to insight and knowledge in the field of pharmaceutical services, particularly in relation to BPJS patient satisfaction. The results of this study can serve as a reference for future research. PKU Muhammadiyah Bantul General Hospital can evaluate and improve the quality of its services.

2. Practical Benefits

PKU Muhammadiyah Bantul General Hospital obtained information about BPJS patient satisfaction with outpatient services as input for policy-making to improve service quality and as an opportunity to apply the theory learned in lectures and to directly expand insight and knowledge through field research.

1.5 Previous Research

Table 1. Research Authenticity

Judul Penelitian	Metode Penelitian	Variable	Hasil	Perbedaan Penelitian
Analysis of BPJS Patient Satisfaction Levels with Services at Private Hospital Outpatient Pharmacy Facilities ⁹	Observation	Patient satisfaction levels with outpatient pharmacy services were measured using the SERVQUAL model, which assesses service dimensions such as tangibility, reliability, responsiveness, assurance, and empathy.	Satisfaction results based on the dimensions of tangible, reliability, responsiveness, assurance (satisfied category) and empathy (very satisfied category)	Number of questions given
Analysis of BPJS Outpatient Patient Satisfaction with Pharmacy Services at UNS Hospital ¹⁰	Survey and interview methods	The level of BPJS patient satisfaction with pharmaceutical services at UNS Hospital uses service quality dimensions such as speed, accuracy of prescription services, and information provided to patients	Showing the satisfaction level of BPJS outpatients in the satisfied category with a percentage of 73.5%.	The method used in the research

⁹ Arfania, Pardede, And Alkandahri, "Analisis Tingkat Kepuasan Pasien BPJS Terhadap Pelayanan Di Instalasi Farmasi Rawat Jalan Rumah Sakit Swasta." *Journal Farmasetis* 11, No. 1 (2022)

¹⁰ Kusuma And Kundarto, "Analisis Kepuasan Pasien BPJS Rawat Jalan Terhadap Pelayanan Instalasi Farmasi Rumah Sakit Uns." *Journal of Pharmaceutical Science and Clinical Research* (2018)

Analysis of Patient Satisfaction Levels with Pharmaceutical Services at the Pracimantoro I Wonogiri Community Health Center Outpatient Pharmacy ¹¹	Prospective Observation	Patient satisfaction levels with pharmaceutical services using service quality dimensions measured using the service quality model	Indicating the level of patient satisfaction with outpatient pharmacy services is very high, with a percentage of 92.23%.	The respondent population used
Analysis of BPJS Health Participants' Satisfaction with Outpatient Services at Bogor City Regional General Hospital in 2021 ¹²	Cross Sectional	Overall patient satisfaction and satisfaction based on service dimensions, namely reliability, assurance, tangibility, empathy, and responsiveness. Service dimensions that influence patient satisfaction	Showing the level of satisfaction of BPJS outpatients at the Bogor City Regional General Hospital, which is satisfied with a percentage of 70%.	Respondent population used
Patient Satisfaction with BPJS Inpatient Care in Terms of Health Service Quality ¹³	Literature Riview	Satisfaction of BPJS inpatients The dimensions of health service quality used consist of reliability, assurance, tangibles, empathy, and responsiveness.	It was concluded that the factors that made patients more satisfied were education and knowledge.	The method used in the research.

¹¹ Unggul Joko Mahendro, Dwi Ningsih, And Sri Rejeki Handayani, "Analisis Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian Di Instalasi Farmasi Rawat Jalan Puskesmas Pracimantoro I Wonogiri" 7, No. 2 (2022): 86–93, <https://doi.org/10.18860/Jip.V7i2.17455>.

¹² Amalina Et Al., "Analisis Kepuasan Pasien Peserta BPJS Kesehatan Terhadap Pelayanan Rawat Jalan Di Rumah Sakit Umum Daerah Kota Bogor Tahun 2021." *Journal of Hospital Management* 4, No.2 (2021)

¹³ Ida Nurmawati Et Al., "Literature Review : Kepuasan Pasien BPJS Rawat Inap Ditinjau Dari Dimensi Mutu Pelayanan Kesehatan Literature Review : Satisfaction Of Inpatient BPJS Patient Viewed From Health Service Quality Dimension" 7, No. 4 (2022): 213–22.