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Analysis of the Relationship between Tangible and Reliability with Patient Satisfaction in Level III Hospital Pharmacy Installations in Southeast Sulawesi

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ABSTRACT

Introduction: Hospital Pharmaceutical Services are an inseparable part of the Hospital health service system which is oriented towards patient service, providing quality and affordable Pharmaceutical Preparations, Medical Devices and Consumable Medical Materials for all levels of society, including clinical pharmacy services. The results of the survey conducted in June 2021, the average tangible value was (6.70%), while the reliability value was (46.83%). The aim of this research is to analyze the relationship between Tangible and Reliability and Patient Satisfaction in Level III Hospital Pharmacy Installations in Southeast Sulawesi.

Method: This research is a quantitative study with a cross sectional study design. The population in this study was 314 people. The sample size was 206 people. Data was processed using the SPSS program.

Result: Test results using the chi-square test show significance figures for two variables. Tangible variables show a value of X^2count = 2.560<X^2table = 3,841. The reliability variable shows a significance value chi-square X^2count = 8.040>X^2table = 3,841.

Conclusion: There is no relationship between the service quality variable (tangible) and patient satisfaction in hospital pharmacy installations. There is a relationship between the service quality variable (Reliability) and patient satisfaction in the hospital pharmacy installation. It is necessary to improve the quality of service in order to maintain a satisfactory level of service, where the Hospital should continue to maintain conditions such as Tangible and Reliability dimensions.

Introduction

A hospital is a health service institution that provides complete individual health services, providing inpatient, outpatient and emergency services.[1] Patient satisfaction is one indicator to determine whether the service is quality or not. The more patients who are satisfied with the services provided, the better the quality of

service.[2]Therefore, patient satisfaction always receives special attention when developing service quality strategies.

Pharmaceutical Services in Hospitals are an inseparable part of the Hospital health service system which is oriented towards patient service, providing quality and affordable Pharmaceutical Preparations, Medical Devices and Consumable Medical Materials for all levels of society, including clinical pharmacy services.[3]One of the health facilities is a pharmaceutical installation in a hospital which can provide medical services so that sick people can recover after consuming these medicines.

The development of pharmaceutical services from drug oriented to patient oriented is driven by the demands of patients and society for the quality of pharmaceutical services.[4]This was triggered by an increase in the need for drugs, the development of large-scale production as well as innovation in the discovery of new drugs and the emergence of various new diseases. So it is hoped that hospital pharmacy services can guarantee the availability of safe and quality medicines and can provide complete information about medicines.[5]

The results of the survey conducted in June 2021 through interviews were based on questionnaire scores that had been distributed from 20 questions with a maximum score of 20 for 30 respondents. The total percentage of results with an average tangible score was (6.70%), while the reliability score was for 20 questions and the maximum score was 80 for The total percentage average value is (46.83%), meaning that patient satisfaction with pharmaceutical services at Level III Hospitals in Southeast Sulawesi is still lacking. This occurs because there are several inadequate facilities and infrastructure, thereby reducing the level of patient satisfaction.

Apart from that, pharmacy officers are still less responsive in providing services. In this way, patient demands for satisfaction can be similar and the aspects of satisfaction that are of interest can be influential.[6]This is influenced by several factors, so that the Level III Hospital in Southeast Sulawesi will certainly not be separated from its service to patients as explained above.

Based on the problems above, researchers are interested in conducting researchregarding the relationship between service quality and patient satisfaction in the pharmacy installation of Level III Hospital, Southeast Sulawesi.

Method

This type of research is quantitative with a Cross Sectional Study research design,[7] at the time the research was carried out in the pharmacy installation of Level III Hospital, Southeast Sulawesi in August 2022. The population was 314 patients and 206 samples, using bivariate analysis to determine the relationship between dependent and independent variables.

Result

Table 1 shows that among 206 respondents based on quality of service (tangible) 5 people (3.5%) disagree, 22 people (20.4%) agree and 15 people (15.1%) agree with patient satisfaction in pharmaceutical installations. In the sufficient service quality category, 5 people (7.4%) disagreed with the satisfaction of the pharmacy installation, 43 people (43.7%) agreed, 42 people (38.9%) agreed. Meanwhile, 7 people (6.1%) agree with the quality of service (tangible) and 35 people (35.9%) disagree with satisfaction with hospital pharmacy installations, and 32 people (32.0%) agree with satisfaction with home pharmacy installations. The statistical test results show that the value X^2count = 2.560 < X^2table = 3,841, which means there is no relationship between the service quality variable and patient satisfaction in the hospital pharmacy installation.

Table 2 shows that among 206 respondents based on service quality (Reliability), 3 people (2.8%) disagree, 11 people (16.5%) agree and 20 people (14.7%) agree with patient satisfaction in pharmaceutical installations.In the category of adequate service quality, 11 people (7.8%) disagreed with the satisfaction of the pharmacy installation, 46 people (46.1%) agreed, 38 people (41.0%) agreed. Meanwhile, 3 people (6.4%) agree with the quality of service (Reliability), 43 people (37.4%) disagree with satisfaction with hospital pharmacy installations, and 31 people (33.3%) agree with satisfaction with home pharmacy installations. The statistical test results show that

the value X^2count =8,040> X^2table =3.841, so H0 is rejected and Ha is accepted, meaning that there is a relationship between service quality (Reliability) and patient satisfaction at the hospital pharmacy installation.

Table 1.
Analysis of the Relationship between Service Quality (Tangible) and Patient Satisfaction at the Kendari Level III Hospital Pharmacy Installation, Southeast Sulawesi

Service Quality (Tangible)	Patient Satisfaction in Pharmacy Installations						Amount		Statistic Test
	Don't agree		Enough		Agree				
	n	%	n	%	n	%	n	%	
Don't agree	5	3.5	22	20.4	15	18.1	42	100	X^2count = 2.560 X^2 table = 3.841
Enough	5	7.4	43	43.7	42	38.9	90	100	
Agree	7	6.1	35	35.9	32	32.0	74	100	
Total	17	17.0	100	100.0	89	89.0	206	100	

Table 2.
Analysis of the Relationship between Service Quality (Reliability) and Patient Satisfaction in the Kendari Level III Hospital Pharmacy Installation, Southeast Sulawesi

Service Quality (Reliability)	Patient Satisfaction in Pharmacy Installations						Amount		Statistic Test
	Don't agree		Enough		Agree				
	n	%	n	%	n	%	n	%	
Don't agree	3	2.8	11	16.5	20	14.7	34	100	X^2count = 8.040 X^2table = 3.841 *phi* =0.198
Enough	11	7.8	46	46.1	38	41.0	95	100	
Agree	3	6.4	43	37.4	31	33.0	77	100	
Total	17	17.0	100	100.0	89	89.0	206	100	

Discussion

The Relationship between Tangible Service Quality and Patient Satisfaction

The statistical test results show that the value X^2count = 2.560 < X^2table = 3,841, which means there is no relationship between the service quality variable and patient satisfaction in the hospital pharmacy installation.This result is caused by the patient's perception between the quality of pharmaceutical services and satisfaction. According to Ulinuha's research at Permata Medika Hospital Semarang in 2014, as many as 58.58% of patients were satisfied with the cleanliness and neatness and comfort of the waiting room (tangibles).[8] In this research, medical personnel indirectly provided education to patients who came to visit to always maintain cleanliness in order to avoid bacteria. The statement that received attention to this variable was the availability of a special room for drug information services and a comfortable information service room from 206 respondents, 89 respondents agreed and 100 respondents said yes. In this sense, the hospital is a good source of input for this research, and it is very important for the hospital to be able to re-evaluate the patient's complaints. Direct evidence in this research relates to external appearance, namely: equipment, medical equipment, physical facilities and number of personnel. This turned out to get a positive assessment from respondents so it can be said that direct evidence can influence the number of patients who visit.

Direct evidence can include the appearance of the promised physical facilities, equipment, people and communication tools. In an

increasingly modern era, a modern-looking appearance is needed to "satisfy" customers.[9]

The Relationship between Reliability Service Quality and Patient Satisfaction

The statistical test results show that the value X^2count =8,040> X^2table =3.841, so H0 is rejected and Ha is accepted, meaning that there is a relationship between service quality (Reliability) and patient satisfaction at the hospital pharmacy installation. The higher the reliability, the higher the level of satisfaction. The respondent apparently needed health services based on the complaints he suffered and his desire to recover. This is because medical personnel have fulfilled some of the patient's wishes in explaining or telling about the disease the patient is suffering from. Reliability in this case is related to the precision and accuracy of actions as well as the time required for service and punctuality. Most of the respondents who visited hoped that their complaints or illnesses could be cured.

Several statements that should receive attention are the first statement, the medical staff explained the side effects of using drugs very clearly because of the 206 respondents, 3 respondents ticked that they did not agree and 11 respondents said that it was sufficient. The second statement, pharmacists tell you how to store medicines. Therefore, it is important to pay attention to hospital pharmacy installation officers. The services delivered in this variable are an interpretation of the ability of medical personnel to provide satisfactory health services for patients.

According to[10] a fair assessment is an assessment of health services that are of moderate quality and are felt to be only partially in line with the patient's wishes. Meanwhile, the statement expressed by Robert and Prevost, quoted by Samsi Jacobalis, states that the satisfaction factor for patients is not only related to the dimensions of satisfaction but is also related to the recovery of the disease suffered by the patient.

Conclusion

In the Tangible dimension, it is hoped that hospitals will have comfort in service rooms and waiting rooms. It is hoped that the quality of these rooms will be further improved, such as completeness, tidiness and cleanliness of the rooms so that patients feel happy. Meanwhile, in the Responsiveness dimension, it is hoped that hospitals will provide services starting on time, it is hoped that medical personnel and employees will have good preparation before starting health service activities.

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