ABSTRACT

Patient Satisfaction Towards Pharmaceutical Services at Primary Health Care Centers in Central Surabaya (A study with patients of BPJS Kesehatan)

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Background: Indonesian Universal Coverage System of insurance named BPJS Kesehatan is a legal entity established since 2014. Primary health care center is the first level of health care facilities in BPJS Kesehatan. Patient satisfaction is one of the indicator to evaluate the process of care.

Objectives: This research aimed to investigate the BPJS Kesehatan’s patient satisfaction towards pharmaceutical services provided at primary health care center in central Surabaya.

Method: Accidental sampling was used to collect data, and a likert scale was applied in the questionnaire. There were 103 patients from 7 primary health care center in central Surabaya participated in this research. Patient satisfaction was evaluated based on service and quality model (Servqual) and importance performance matrix analysis.

Results: Overall, patient’s perceptions towards pharmaceutical services received was lower than their expectations. It means patients were not satisfied with the pharmaceutical services in primary health care centers in Central Surabaya. According to the importance-performance matrix, pharmaceutical services that need to be improved were a proper place for patients to receive medicine and the pharmacist’s staff give information about drug side effects in primary health care center.

Conclusions: Pharmaceutical services provided in primary health care centers were need to be improved. Pharmacist also need to be more proactive in order to improved the quality of pharmaceutical services in primary helath care centers in central Surabaya.

Keywords: Pharmaceutical services, patient satisfaction, primary health care center, importance-performance matrix.