

## ABSTRACT

### **Patient Satisfaction toward Pharmaceutical Services at Primary Health Care in Southern Surabaya (Study in patient with BPJS Health Insurance)**

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Primary health care is the first line health care services which function was to improve individuals and communities health. One of health services that provided by primary health care was pharmaceutical services. The quality of health care services can be evaluated by patient satisfaction.

The purpose of this research was to identify patient satisfaction of pharmaceutical services at Primary Health Care in Southern Surabaya. The research was conducted by cross sectional method with accidental sampling to collecting data from 120 patients. Data was analyzed by servqual and customer window methods.

The result of this research in servqual method showed that patients were not satisfied with the performance of pharmaceutical services. Customer window method showed that indicator of pharmaceutical services that had inadequate performance and should be enhanced were “ensure that the acceptance of drugs is the patient/patient’s family and not others”, “confirmation about patient’s history of allergies”, and “confirmation about patient’s history of drug”. Indicators considered as excessive by the patients were friendly services and use the language that is easily to understood with patients.

Keywords : Pharmaceutical services, patient satisfaction, Primary Health Care, BPJS Health Insurance.