

ABSTRACT

Patients Satisfaction of Pharmaceutical Services in Primary Health Care Center in East Surabaya (study is patient with *BPJS Kesehatan*)

Fina Agustin Nur Fajariya

Primary health care center is one of the first-level health care facility for BPJS Kesehatan patients which is provided by the government. Primary health care center is the first line of health care services which have the function of improving the health of individuals and communities one of health services that provided by primary health care center was pharmaceutical services. The modification of the orientation of pharmaceutical care from drug oriented to patient oriented also requires pharmacist to be able to provide quality services. Measurement of quality of pharmaceutical services could be done by measuring patient satisfaction. The purpose of this study was to determine BPJS Kesehatan patient satisfaction toward the pharmaceutical quality services at the Primary health care center in east Surabaya.

Accidental sampling method was conducted by collecting the data based on 108 BPJS Kesehatan patients and fulfilled the inclusion criteria. Data were analyzed by customer window and servqual method.

There were some result of this study. In servqual method, the result showed that the patients were not satisfied with the pharmaceutical services. Customer window method shown that there is no indicator of pharmaceutical service performance needs to be improved because healthcare and social security Agency patients already get pharmaceutical service properly, the services need to be maintained as shown at indicators 9, 10, 11, 12, 18, 20, 21, 22, 23, dan 24, the low priority as shown at indicators 1, 2, 3, 5, 6, 7, 8, 13, 14, 15, 16, 17, dan 25, the excessive performance as shown at indicators 4

Keywords : Patient satisfaction, Pharmaceutical services, an Primary Health Care Center.