Research Article

Patient satisfaction with waiting time for outpatient prescription services based on sharia characteristics in the pharmacy installation Prof. Dr. Soerojo Hospital Magelang

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ABSTRACT

Including pharmaceutical services, service quality improvement must be carried out appropriately, quickly, and with a sense of security. Hospital pharmacy services can be evaluated based on five criteria, namely reliability, responsiveness, assurance, dependability, and empathy. One of the pharmaceutical service factors that must meet the minimum requirements for hospital services is the waiting time for prescription filling. 1) Objective: to assess satisfaction of the duration of the outpatient prescription service wait based on sharia characteristics in RSJ. Prof. Dr. Soerojo Magelang; 2) Methods: descriptively with a cross-sectional design using accidental sampling techniques on questionnaires that were analyzed univariately and bivariately using SPSS; 3) Results: a questionnaire with a total of 30 respondents showed that the patient satisfaction category was very satisfied from the five measurement dimensions (77%, 57%, 73%, 67%, 54%) and satisfied (23%, 43%, 27%, 33% , 46%) with a prescription service wait time not more than 30 minutes for non-concoction and less than 60 minutes for concoction; 4) Conclusion: based on sharia characteristics of the five dimensions of satisfaction, the results are very satisfied and satisfied and the

outpatient prescription waiting time service meets the minimum standards of hospital services.

1. Introduction

Mental hospital is a public health service facility with the main mission of providing healing and recovery services in an organized, integrated manner to prevent disease and improve health (Sabrina and Taher, 2018). Hospital Pharmacy Installation Services are part of the hospital health service system focusing on patient care, such as the provision of affordable and quality pharmaceutical preparations, consumable medical materials and medical devices for patients. The waiting time for prescription completion is one of the parameters for the quality of pharmaceutical services which is calculated from submitting a prescription to an IFRS officer to obtaining the drug accompanied by the provision of drug information from the pharmacist. The waiting time for drugs as described in the Republic of Indonesia's Decree No. 129 of 2008 establishing minimum service requirements for hospitals' pharmacy < 30 minutes for non-concoctions and < for concoction 60 minutes (Robiyanto and Lestari, 2018). Waiting time is synonymous with boredom, stress, suffering, anxiety which can reduce quality and life expectancy. Good waiting time can affect patient satisfaction, In order to ensure patient satisfaction hospitals must be able to control service time (Wahyuni et al., 2019).

Islam always teaches to provide quality service like what Allah SWT said in Q.S. Al-Maidah Verse 2 "*Cooperate with one another in goodness and righteousness, and do not cooperate in sin and transgression.*", this verse teaches us to provide services with the intention of helping others because in addition to getting rewards we can also feel sincerity in providing services so that it can affect a service's level of quality. Service quality can be assessed from patient satisfaction. Patient satisfaction is a feeling of pleasure experienced by someone after receiving direct service. The standard of pharmaceutical care in hospitals can be measured based on five main dimensions including facilities and infrastructure (tangible); reliability; responsiveness of service quality; provide a sense of trust and confidence (assurance); as well as good service and understanding of patient needs (empathy). On the other hand, M. Jamaluddin Ahmad (2007) and Jusuf Saleh Bazed explain that there are 4 main concepts in Islamic service, namely insaniyyah, akhlaqiyyah¸ rabbaniyyah¸ and waqi'iyyah (Astuti and Kundarto, 2018; Nurhasan, 2020).

According to research conducted (Adriansyah and Nadatien, 2019) the results obtained were that most of the respondents declared they were quite satisfied with the service at Depo 1 Pharmacy with the service waiting time not according to the specified minimum service standards. From the background above, it's interesting to conuct research on Patient Satisfaction with Waiting time for outpatient prescription services on sharia characteristics in the pharmacy installation of RSJ.Prof. Dr. Soerojo Magelang.

2. Materials and Methods

This research is descriptive type through a cross sectional approach to 30 respondents using an accidental sampling technique adapted to inclusion and exclusion criteria. Data collection uses a questionnaire that has been tested for validity and reliability with a Likert scale in terms of five dimensions, namely assurance tangible, empathy, reliability, responsiveness and record patient waiting time using a stopwatch. The research results were analyzed descriptively/univariately to determine the distribution of

satisfaction and waiting time. Bivariate analysis to see whether there is a significant relationship with the cross table Chi-Square test (Sugiyono, 2015; Ekadipta et al., 2022; Auliafendri and Tanjung, 2021; Sirajuddin, 2021)

3. Results and Discussions

This study was carried out at the Outpatient Pharmacy Installation of the RSJ. Prof. Dr. Soerojo Magelang to find out patient satisfaction use a questionnaire that has undergone validity and reliability test. Based on the 14 statement items that have been tested for validity, the r calculated value is greater than the value (df -2) 0.361, the item is declared valid. While the reliability test using SPSS obtained a cornbach alpha value = 0.657 or > 0.05 so that the questionnaire was said to be reliable (Ekadipta et al., 2022).

Table 1. Distribution based on Respondent Characteristics

Respondent Characteristics	Amount	Percentage (%)
Age (Years)		
< 20	2	7
21-40	5	17
41-60	13	43
61-80	9	30
81-100	1	3
Gender		
Male	17	57
Female	13	43
Job		
Farmer	6	20
Enterpriser	8	27
Housewives	9	30
Retirees	3	10
Students	3	10
Kindergarten teachers	1	3
Education		
primary school	14	47
middle school	8	27
high school	3	10
bachelor degree	5	17

Source: Primary data, 2023

Table 1 shows that of the 30 respondents who bought prescriptions at the Outpatient Pharmacy Installation of Prof. Dr. Soerojo Magelang Mental Hospital, most were aged 41-60 years (43%) as many as 13 respondents. The observation that individuals aged 41-60 years are the most frequent purchasers of prescriptions at outpatient pharmacies can be attributed to several factors related to the prevalence of chronic diseases, healthcare utilization patterns, and socioeconomic determinants. This age group often experiences a higher incidence of chronic conditions such as hypertension, diabetes, and musculoskeletal disorders, necessitating regular medication management (Poorwa et al., 2015). Additionally, the presence of

comorbidities and the need for polypharmacy, which is the concurrent use of multiple medications, is prevalent in this demographic, further increasing their prescription needs (Yue et al., 2023). In terms of gender characteristics, the majority were male as many as 17 respondents (57%), while female respondents were 13 respondents (43%). In terms of employment characteristics, the most are housewives as many as 9 respondents (30%), followed by self-employed as many as 8 respondents (27%). Meanwhile, from the last education history, respondents with the last education of elementary school were the most numerous, namely 14 respondents (47%).

Patient satisfaction is seen from five dimensions including reliability (statements 1-3), responsiveness (statements 4-5), empathy (statements 6-8), tangibles (statements 9-11), and assurance (statements 12-14) the following results are obtained:

Table 2. Patient Satisfaction Questionnaire

	Pernyataan	SP	%	$\bar{x}$	P	%	$\bar{x}$
1.	Providing information on how to store medicines	18	60%	77%	12	40%	23%
2.	Drug prescriptions served quickly and precisely	24	80%		6	20%	
3.	Pharmacy staff can answer patients clearly	27	90%		3	10%	
4.	The speed at which pharmacists serve patients	23	77%	57%	7	23%	43%
5.	Pharmacy officers are able to resolve patient complaints in a timely manner and with a mandate (QS.Al-Insyirah verse 7)	11	37%		19	63%	
6.	Pharmacy officers serve patients wholeheartedly and with humanity (QS. Al-Qashash (28): 77)	23	77%	73%	7	23%	27%
7.	Pharmacy staff say "Salam" when patients come and say "thank you, hope you are always healthy" when patients have finished receiving services (QS. Al-Qashash (28): 77)						
8.	The pharmacist immediately apologizes to the patient when a service error occurs (QS. Al- Qashash (28): 77)	25	83%		5	17%	
9.	Clean and spacious toilets and parking area (HR. Tirmizi)	18	60%	67%	12	40%	33%
10.	The waiting area is cozy, tidy, and clean.	25	83%		5	17%	
11.	The condition of drug delivery counters is Adequate	17	57%		13	43%	
12.	Pharmacists provide information using language that is easy to understand	16	53%	54%	14	47%	46%
13.	Giving details on the drug's name, effectiveness, and usage guidelines	21	70%		9	30%	

| 14. | Pharmacists are friendly and polite when serving patients (QS. Al-Imran verse 159) | 12 | 40% | 18 | 60% |

Source: Primary data, 2023

The first dimension of satisfaction is reliability (reliability) with a very satisfied response of 77% and 23% satisfied, namely the ability to be accurate and reliable (trustworthy) where in providing services there must be timeliness, not discriminating between services provided between consumers without any errors, there is sympathy, honesty and high accuracy. As the word of Allah SWT in QS. An-Nahl verse 91 which means: " And keep your promise to Allah and never break your oath after it has been made, even if you have made Allah your witness to it. Allah undoubtedly knows what you do." (Kemenag, 2023; Fathnin et al., 2023).

The second is responsiveness, namely the desire to help patients and provide services swiftly and quickly. Information provided to patients must be fast, precise and clear, customers should not let them wait long. Islam recommends that work must be carried out quickly and responsively so that the mandate given is not wasted the QS.Al-Insyirah verse 7 means version of Allah SWT's message: "So when you have finished (from one business), do it seriously (business) others." In this dimension, 57% of patients gave very satisfied responses and 43% of patients were satisfied (Kemenag, 2023; Fathnin et al., 2023).

The empathy dimension is the effort of health workers in health care facilities to give genuine attention to individual patients by trying to understand their wants and needs. As the word of Allah in QS. Al-Qashash (28): 77 which means: "With what Allah has given you, seek (reward) the Hereafter, but do not forget your responsibility in this life. Treat others well, just as Allah has treated you, and avoid causing trouble on the world. Indeed, Allah detests those who harm others." The results of the empathy dimension get a very satisfied response of 73% and 27% satisfied. Empathy is important for health workers because by having a sense of concern and being more responsive to patients, it will speed up the patient's recovery time (Engkus, 2019; Akbari et al., 2022; Kemenag, 2023).

The tangible is a form of hospital equipment and officers in providing services because they can't be touched, seen or heard and make tangible aspects very important as a measure of service delivery. In this case, it provides concrete manifestations in the form of spacious and clean toilets and parking areas, comfortable, clean and neat waiting rooms and adequate condition of drug delivery counters. As the hadith of Rasulullah SAW (HR. Tirmizi) regarding a clean physical appearance. Meaning: "According to Rasulullah Shallallahu 'alaihi wa sallam, Allah SWT is most holy because He enjoys holy things, most clean because He enjoys cleanliness, most noble because He enjoys grandeur, and most beautiful because He enjoys beauty". The satisfaction results from the tangible dimensions are 67% very satisfied and 33% satisfied (Kemenag, 2023; Handayani, 2016).

The dimensions of assurance (assurance) are knowledge, polite behavior, and the ability of health workers to foster patient trust in health care facilities. This can be judged from credibility, communication, behavior, competence, safety, and courtesy taught in Islam according to Al-Qur'an Surah Al-Imran verse 159(4), "So it is by Allah's grace that you Be gentle with them. They would have withdrawn from your vicinity if you had been cold and heartless. As a result, pardon them, beg pardon for them, and seek their advice. After you've made up your decision, put your trust in Allah. Undoubtedly, Allah cherishes those who place their faith in Him." The results of this dimension show that 54% are very satisfied and 46% are satisfied (Kemenag, 2023; Effendi and Junita, 2020).

Table 3. Waiting Time for Outpatient Prescriptions

No	Waiting Time	Amount	x̄ Waiting Time	Percentage (%)
1	non-concoction (< 30 minutes)	23	23	77
2	concoction (< 60 minutes)	7	33	23

Source: Primary data, 2023

The length of time customers wait for prescription service shows how quickly and effectively pharmacy staff continuously process IFRS prescriptions. The distribution of waiting time for outpatient prescription services showed an average of 23 minutes (77%) for non-concoction prescriptions from 23 patients, while concoction prescriptions averaged 33 minutes (23%) from 7 patients. These findings show that the waiting times for prescription services are within the minimum hospital service standard established by the Ministry of Health the Republic of Indonesia No.0129/ Menkes/ SK/ II/ 2008 for non-concoction prescriptions 30 minutes, and 60 minutes for concoction drug prescriptions (Fatkhiya and Rahmawati, 2023).

The chi-square test showed a significance of 0.003, which means that there is a significant relationship between patient satisfaction and waiting time for prescription services because the result is <0.05. From the results, most respondents gave very satisfied responses to the questionnaire, so that the waiting time for the right prescription could give satisfaction to patients in terms of service. Longer prescription services can reduce patient satisfaction responses in terms of waiting time and vice versa if fast prescription services will increase patient satisfaction. With these results it's hoped that the Outpatient Pharmacy installation of the Prof. Dr. Soerojo Hospital Magelang always maintains and continues to improve optimal service (Wahyuni et al., 2019).

4. Conclusions

According to research that has been done by distributing questionnaires, it can be concluded that patient satisfaction with waiting time for outpatient prescription services is based on sharia characteristics in the RSJ Pharmacy Installation. Prof. Dr. Soerojo Magelang obtained satisfaction with very satisfied and satisfied categories, patient waiting time was in accordance with hospital minimum service standards, and had a significant relationship between patient satisfaction and waiting time for drug prescription services.

5. Acknowledgment

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