THE CORRELATION OF PHARMACEUTICAL SERVICES TO THE LEVEL OF SATISFACTION WITH COVID-19 VACCINATION PARTICIPANTS IN RS TINGKAT II UDAYANA

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ABSTRACT

Background: The obligation to vaccinate against Covid-19 in an effort to prevent national COVID transmission is contained in Presidential Regulation No.99 of 2020. Healthy, safe and quality COVID-19 vaccination services can be realized with pharmaceutical services. **Objective:** This research aims to study the correlation of pharmaceutical services to the level of satisfaction after the covid-19 vaccination at RS Tingkat II Udayana. **Methods:** The research design was a Cross-Sectional study which used an analytical survey. The population in the study was all participants of the COVID-19 vaccine in June at RS Tingkat II Udayana, which consisted of 500 participants. The sample in this study was obtained by using the total sampling method. Data collection in this study used primary data. Data analysis is carried out univariately and bivariate. **Results:** The results of the study found that vaccination participants were satisfied with pharmaceutical services, as shown from the comparison of services received and patient expectations. There is a relationship between pharmaceutical services, variables of guarantee, empathy, and physical evidence to the satisfaction of COVID vaccination participants at RS Tingkat II Udayana. **Conclusions:** variables of guarantee, empathy, and physical evidence have a significant correlation with the satisfaction of vaccination participants.

Keywords*:* Pharmaceutical Services; Satisfaction; Vaccination

INTRODUCTION

Corona Virus Disease 19 or better known as COVID-19, is an outbreak that has swept the world. COVID-19 caused health emergencies in various countries, one of which was Indonesia. President Ir. Joko Widodo, through Presidential Decree no. 11 of 2020, settled an emergency against the COVID-19 outbreak[1]. The best way to prevent the spread of the COVID-19 virus, for now, is through vaccination measures. COVID-19 vaccination not only provides protection to people who have been vaccinated but also helps reduce the spread of the disease in the wider community[2]. Vaccine Procurement and Vaccination Implementation in Overcoming the COVID-19 Pandemic, as stated in presidential regulation Number 99 of 2020, targets vaccines to meet the minimum coverage (70%) of the Indonesian population to avoid the severity of COVID-19[3].

Health institutions that provide plenary individual health services that provide inpatient, outpatient, and emergency services and vaccinations are the main duties of the hospital[4]. Health facilities in Denpasar city are appointed to provide COVID-19 vaccination services, one of which is RS Tingkat II Udayana. The quality of services that can reach the entire community is the main task of the hospital. The provision of good COVID-19 vaccination services cannot be separated from pharmaceutical services[5].

Pharmaceutical Services is a direct and responsible service to patients related

to Pharmaceutical Preparations with the intention of achieving definite results to improve the quality of patient life[6]. One of the objectives of the pharmaceutical standard is to improve the quality of pharmaceutical services in pharmacies and provide satisfactory services to consumers[7]. Patient satisfaction in assessing the quality of good service is one of the important indicators that are fundamental to the quality of service. This will certainly provide information on the success of quality service providers with the values and expectations of patients who have their own authority to set the desired service quality standards[8]. Satisfaction is an important part of pharmaceutical services because patient satisfaction is the goal of pharmaceutical services that are useful for improving medical health service outcomes, such as increasing vaccination coverage[9].

Research conducted in 2015 proves that there is a relationship between pharmaceutical services and consumer satisfaction[10]. Research conducted in 2017 shows that the level of patient satisfaction with pharmaceutical services has a positive influence on patient loyalty, so the higher the level of satisfaction, the more loyal the patient is[11]. The level of patient loyalty is very important increase compliance in carrying out vaccinations in the community Quality health services will give rise to patient satisfaction, while low satisfaction affects the profitability of the health facility itself[12].

The satisfaction felt by patients can also build perceptions for the transmission of good behavior in the community so as to help accelerate the achievement of the COVID-19 vaccination target[13]. There are five dimensions of service quality to see consumer satisfaction known as the SERVQUAL method, the first is the dimension of realibility, namely the dimension of service quality to see the accuracy and consistency of service[14].

METHODS

This design is an analytical survey research with a Cross-Sectional study approach. This study uses the total population, namely all COVID-19 vaccination participants who carry out COVID-19 vaccination at RS Tingkat II Udayana in May-June 2022. Data analysis is carried out univariately and bivariate. The satisfaction questionnaire consists of 5 dimensions, namely reliability, responsiveness, assurance, empathy, and tangible to the expectations of patients receiving COVID-19 vaccination services.

RESULT

Table 1. Characteristics of Respondents

Characteristics	Frequency	Percent
	f	%
Age		
17-25 years	105	21.0
26-35 years	175	35.0
36-45 years	145	29.0
46-55 years	75	15.0
Gender		
Male	210	42.0
Female	290	58.0
Education		
Uneducated	25	5.0
Elementary School	50	10.0
Junior High School	75	15.0
Senior High School	150	30.0
Collage	200	40.0
Profession		
PNS	85	17.0
Private	190	38.0
Police/TNI	145	29.0
unemployment	32	6.4
College Student	48	9.6
Total	500	100.00

In table 1. above obtained the results of a univariate analysis in this study, namely, almost half of the respondents aged 26-35 years, as many as 175 people (35%). Most of the respondents were female, as many as 290 people (58%). Almost half of the respondents have a college education of 200 people (40%).

Almost half of the respondents worked with as many as 190 people (38%). Bivariate Analysis Bivariate analysis is used to see the relationship between independent variables and dependent variables, namely pharmaceutical services with satisfaction levels, with the following results

Table 2. The relationship between pharmaceutical services on the dimension of reliability and patient satisfaction

Reliability Service	Expectations of patient satisfaction				Total	p-value
	Less Satisfied		Satisfied			
	f	%	f	%		
Less Satisfied	80	16.0	110	22.0	190	0.325
Satisfied	110	22.0	200	40.0	310	
Total	190	38.0	310	62.0	100.0	

Based on table 2. above shows the results of statistical tests that there is no relationship between pharmaceutical services on the dimension of reliability and patient satisfaction with a p-value of 0.325 (>0.05).

Table 3. The relationship between pharmaceutical services on the dimension of responsiveness and patient satisfaction

Responsiveness Service	Expectations of patient satisfaction				Total	p-value
	Less Satisfied		Satisfied			
	f	%	f	%		
Less Satisfied	70	14.0	120	24.0	190	0.172
Satisfied	80	16.0	230	46.0	310	
Total	150	30.0	350	70.0	100.0	

Based on table 3. above shows the results of statistical tests that there is no relationship between pharmaceutical services on the dimension of responsiveness and patient satisfaction with a p-value of 0.172 (>0.05).

Table 4. The relationship between pharmaceutical services on the dimension of guarantee and patient satisfaction

Assurance Service	Expectations of patient satisfaction				Total	p-value
	Less Satisfied		Satisfied			
	f	%	f	%		
Less Satisfied	95	19.0	125	25.0	220	0.044
Satisfied	70	14.0	210	42.0	280	
Total	165	33.0	335	67.0	100.0	

Based on table 4. above shows the results of statistical tests that there is a relationship between pharmaceutical services on the Assurance dimension and patient satisfaction with a p-value of 0.044 (<0.05).

Table 5. The relationship between pharmaceutical services on the dimension of Empathy and patient satisfaction

Empathy Service	Expectations of patient satisfaction				Total	p-value
	Less Satisfied		Satisfied			
	f	%	f	%		
Less Satisfied	90	18.0	110	22.0	200	0.001
Satisfied	5	1.0	295	59.0	300	
Total	95	19.0	405	81.0	100.0	

Based on table 5. above shows the results of statistical tests that there is a relationship between pharmaceutical services on the dimension of empathy and patient satisfaction with a p-value of 0.001 (<0.05)

Based on table 6. above shows the results of statistical tests that there is a relationship between pharmaceutical services on the dimension of physical evidence and patient satisfaction with a p-value of 0.001 (<0.05).

DISCUSSION

The characteristics of respondents in terms of education were dominated by respondents who had a higher education

level of 40% (200 people), followed by high school education of 30% (150 people). The results of the study, it can be concluded that the better the respondent's knowledge, the higher the probability of respondents' interest in participating in the COVID-19 vaccination, the less knowledge, the lower the possibility of interest in participating in the COVID-19 vaccination[15]. This research is in line with Iriana, 2016 that a person who is higher educated will have a broader knowledge compared to someone who has a lower level of education[16].

Table 6. The relationship between pharmaceutical services on the dimension of Physical Evidence and patient satisfaction

Tangible Service	Expectations of patient satisfaction				Total	p-value
	Less Satisfied		Satisfied			
	f	%	f	%		
Less Satisfied	85	17.0	100	20	185	0.001
Satisfied	10	2.0	305	61	315	
Total	95	19.0	405	81.0	100.0	

Vaccination work at RS Tingkat II Udayana is dominated by private workers at 38% (190 people), followed by the TNI / Polri with 29% (145 people). This result shows that private workers have more interest in participating in vaccinations because Balinese society is dominated by private workers engaged in tourism, especially Bali. This research is in line 2020, found that there is a relationship between work and a person's health status[17].

This study shows the relationship between the dimensions of pharmaceutical service reliability with outpatient satisfaction from the results of the study showing a probability value of (p = 0.325 > α = 0.05), indicating that there is a significant relationship between pharmaceutical reliability services and satisfaction with COVID-19 vaccination participants at RS Tingkat II Udayana.

Results in 2019 concerning Patient Satisfaction Factors for BPJS Kesehatan Participants in the Third Class Inpatient Unit of the Prabumulih Regional General Hospital result statistical test obtained p-value = 0.001, which means that it can be concluded that there is an influence of reliability with patient satisfaction of BPJS participants[18].

The study showed that the probability value of (p = 0.172 > α = 0.05) indicated that there was no significant relationship between pharmaceutical resilience services and the satisfaction of COVID-19 vaccination participants at RS Tingkat II Udayana. This study is contrary to Mg Catur Yuantari's research in 2022 on the Quality of Services for Providing COVID-19 Vaccination with Patient Satisfaction at Puskesmas showing a probability value of (p = 0.001 < α = 0.05), indicating that there is a significant relationship between the responsiveness of pharmaceutical services to the satisfaction of vaccine participants patients in puskesmas. This difference is because satisfaction with dissatisfaction still has a value that is not far from different[19].

The Correlation between the Dimensions of Pharmaceutical Service Guarantees with Satisfaction When the COVID-19 vaccination at RS Tingkat II Udayana shows a probability value of (p = 0.044 < α = 0.05), indicating that there is a significant relationship between pharmaceutical guarantee services and the satisfaction of COVID-19 vaccination participants at RS Tingkat II Udayana. The results of this study are in accordance with a research in 2013, which states that one of the indicators of service quality is a factor that has a positive and significant influence on patient satisfaction[20]. The relationship between the Dimensions of Pharmaceutical Service Concern with Outpatient Satisfaction From the results of the study, the probability value of (p = 0.000< α = 0.05) indicates that there is a significant relationship between pharmaceutical care

services and satisfaction with COVID-19 vaccination participants at RS Tingkat II Udayana.

The results of the study are in line with istiqna's research in 2015, which states that empathy from healthcare facility providers affects patient satisfaction and is willing to return to health facilities to obtain the next service [21]. The results showed that a probability value of (p = $0.000 < \alpha = 0.05$) indicated that there was a significant relationship between pharmaceutical direct evidence services and the satisfaction of COVID-19 vaccination participants at RS Tingkat II Udayana. This research is also in line with a study in 2016 entitled The Relationship between Health Service Quality and Patient Satisfaction at the Delangu Health Center, Klaten Regency 2016 which stated that the responsiveness of health service facility providers affects the satisfaction of patients visiting the Klaten health centre [13].

CONCLUSIONS

The results of this study can be concluded the variables of assurance, empathy, and physical evidence have a significant correlation with the satisfaction of vaccination participants. COVID-19 vaccine participants at RS Tingkat II Udayana

CONFLICT OF INTEREST

All authors state that no financial or personal relationships with other people or organizations could inappropriately influence this paper

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