

Overview of Outpatient JKN Patient Satisfaction with Pharmaceutical Services at the Pharmacy Installation of Rumah Sakit Islam Karawang

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Abstract: Pharmaceutical services are an essential part of hospital healthcare because they are related to medication safety, rational drug use, service efficiency, and patient satisfaction. In the context of the National Health Insurance program (*Jaminan Kesehatan Nasional*/JKN), outpatient pharmacy services are required to provide accurate, timely, informative, and equitable services. **Objective:** This study aimed to describe the characteristics of JKN outpatients and their satisfaction level with pharmaceutical services at the Pharmacy Installation of Rumah Sakit Islam Karawang. **Methodology:** This study used a descriptive quantitative design with a cross-sectional approach. A total of 358 respondents were selected using accidental sampling. Data were collected using a structured questionnaire based on five SERVQUAL dimensions: reliability, responsiveness, assurance, empathy, and tangibles. The data were analyzed descriptively using frequency distributions and satisfaction percentages. **Findings:** Most respondents were female, aged 36–45 years, employed, and had a senior high school educational background. The overall patient satisfaction score was 78.95%, categorized as satisfied. The highest scores were found in the tangibles dimension at 83.02% and empathy at 82.83%, both categorized as very satisfied. Responsiveness and reliability obtained scores of 77.37% and 76.12%, respectively. The assurance dimension had the lowest score at 74.62%, although it remained in the satisfied category. **Implications:** The findings indicate that pharmaceutical services for JKN outpatients were generally satisfactory. However, improvements are needed in assurance, particularly medication availability, medication accuracy, prescription suitability, and patient confidence. **Originality:** This study provides empirical evidence on JKN outpatient satisfaction with pharmaceutical services at Rumah Sakit Islam Karawang and identifies priority dimensions for service quality improvement.

Keywords: JKN; patient satisfaction; pharmaceutical services; outpatient pharmacy; SERVQUAL.

INTRODUCTION

Pharmaceutical services in hospitals are an essential component of healthcare delivery because they are directly related to medication safety, rational drug use, service efficiency, and patient satisfaction. In Indonesia, the implementation of the National Health Insurance program, known as *Jaminan Kesehatan Nasional* (JKN), has expanded public access to healthcare services and increased the demand for quality hospital services, including outpatient pharmaceutical services. As of 31 July 2025, JKN membership had reached

280.7 million people, or 98.7% of the Indonesian population, indicating that JKN has become the dominant healthcare financing system in Indonesia ([Republik, 2011](#)). This situation requires hospital pharmacy installations to provide services that are accurate, timely, safe, informative, and responsive to patient needs. In addition, the Regulation of the Minister of Health of the Republic of Indonesia No. 72 of 2016 states that hospital pharmaceutical services include the management of pharmaceutical supplies, medical devices, consumable medical materials, and clinical pharmacy services, all of which are intended to improve service quality and patient safety ([Kementerian Kesehatan Republik, 2016](#)), evaluating JKN patient satisfaction with pharmaceutical services is important as a basis for improving the quality of hospital pharmacy services.

Previous studies on patient satisfaction and pharmaceutical service quality can be classified into three main categories. The first category consists of studies on general healthcare service quality. These studies emphasize that patient satisfaction is influenced by several dimensions of service quality, including reliability, responsiveness, assurance, empathy, and tangibles. These dimensions are commonly used to evaluate whether healthcare services meet patient expectations and service standards ([Kholik et al., 2022](#); [Pohan, 2007](#); [Prawiyogi et al., 2021](#)). The second category focuses specifically on pharmaceutical services. Studies in this category show that patient satisfaction with pharmacy services is strongly influenced by waiting time, clarity of drug information, accuracy of drug dispensing, staff communication, and availability of medicines. These aspects are important because pharmaceutical services are not only related to drug distribution but also to patient safety, medication understanding, and confidence in the treatment process ([Indahsari et al., 2024](#); [Khotimah & Ningsih, 2024](#); [Pontoon et al., 2020](#); [Sumanto, 2021](#)).

The third category involves studies on JKN or BPJS patients. These studies indicate that satisfaction among insured patients is influenced by specific service conditions, such as high patient volume, administrative procedures, referral systems, formulary limitations, and patient perceptions of equal treatment. In the context of JKN services, patients may experience different expectations and challenges compared with general patients because the service process is closely related to insurance regulations, medicine availability, and hospital service capacity ([Amanda, 2021](#); [Pisagau, 2022](#)).

Although previous studies have contributed to understanding patient satisfaction in healthcare and pharmaceutical service settings, several gaps remain. Most studies were conducted in different hospitals, regions, or service contexts. Limited evidence is available regarding outpatient JKN patient satisfaction with pharmaceutical services at the Pharmacy Installation of Rumah Sakit Islam Karawang. In addition, local service issues such as drug stock-outs, waiting time, prescription copy limitations, and perceived differences in treatment between JKN and non-JKN patients have not been adequately examined in this specific setting. Based on this research gap, this study aims to describe the level of satisfaction among outpatient JKN patients with pharmaceutical services at the Pharmacy Installation of Rumah Sakit Islam Karawang. Patient satisfaction is assessed using the SERVQUAL dimensions, namely reliability, responsiveness, assurance, empathy, and tangibles. Through these dimensions, this study seeks to identify which aspects of pharmaceutical services have met patient expectations and which aspects still require improvement. The findings are expected to provide empirical information for hospital pharmacy management in improving service quality, especially in terms of drug availability, waiting time, accuracy of service, staff communication, and patient trust in the pharmaceutical services provided.

The main argument of this study is that outpatient JKN patient satisfaction is closely related to the quality of pharmaceutical services received at the hospital pharmacy installation. Services that are reliable, responsive, reassuring, empathetic, and supported by adequate physical facilities are expected to produce higher levels of patient satisfaction. Conversely, problems such as incomplete drug availability, limited medication information, long waiting times, and perceived unequal treatment may reduce patient confidence and satisfaction. Therefore, this study assumes that although outpatient JKN patients at Rumah Sakit Islam Karawang may generally be satisfied with pharmaceutical services, certain dimensions, particularly assurance, responsiveness, and reliability, may still require further improvement.

RESEARCH METHOD

Research Design

This study employed a descriptive quantitative research design with a cross-sectional approach. The study aimed to describe the level of patient satisfaction with pharmaceutical

services among JKN outpatients by assessing service quality based on the SERVQUAL dimensions, namely tangibles, reliability, responsiveness, assurance, and empathy.

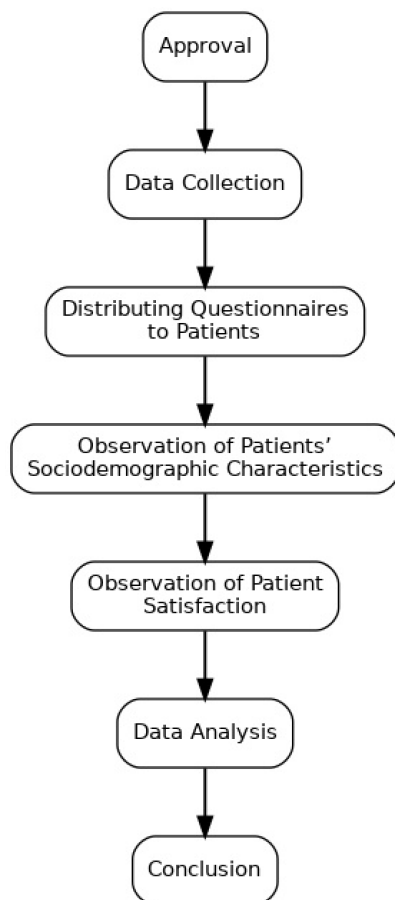


Figure 1. Research Framework

Setting and Period

The study was conducted at the Pharmacy Installation of Rumah Sakit Islam Karawang, located at Jl. Pangkal Perjuangan KM 2, ByPass Tanjung Pura, Karawang, Indonesia. The study period was from June to July 2025.

Sampling

Sampling was conducted using the accidental sampling technique, in which individuals who happened to be present during data collection and met the inclusion criteria were recruited as respondents. The inclusion criteria were: (1) Outpatients or their family members who are participants of the National Health Insurance (Jaminan Kesehatan Nasional, JKN) and have received pharmaceutical services at the Pharmacy Installation of

Rumah Sakit Islam Karawang at least twice, (2) aged 17 years or older, (3) willing to participate by completing the questionnaire and signing informed consent, and (4) able to communicate effectively. The exclusion criteria included: (1) Patients who were unwilling or unable to provide consent to participate in the study. (2) JKN outpatients who had received pharmaceutical services only once (new patients). (3) Inpatients. (4) Patients who delayed the collection of their prescribed medications.

Research Instrument

The research instruments used in this study included a structured questionnaire designed to assess outpatient JKN patient satisfaction with pharmaceutical services, demographic data forms, and statistical analysis tools for data processing. The questionnaire was developed based on the SERVQUAL model, covering five dimensions: reliability, responsiveness, assurance, empathy, and tangibles. Responses were measured using a Likert scale.

Prior to data collection, the questionnaire underwent validity and reliability testing to ensure its accuracy and consistency. In addition, direct observation and face-to-face interviews were conducted to obtain more comprehensive and in-depth information regarding patient experiences and perceptions of pharmaceutical services.

Data Collection Procedure

Data were collected using a validated and reliable questionnaire distributed to respondents who met the inclusion criteria. Respondents were recruited using accidental sampling. JKN outpatients or their family members who had received pharmaceutical services at the outpatient pharmacy installation were approached after the medication dispensing process had been completed. The researcher explained the purpose, procedures, benefits, and voluntary nature of the study before asking respondents to participate. Respondents who agreed to participate were asked to sign the informed consent form and complete the questionnaire. The questionnaire consisted of respondent demographic data and items measuring patient satisfaction based on the SERVQUAL dimensions. Supporting data were also obtained through direct observation and face-to-face interviews. All completed questionnaires were checked for completeness before being processed for data analysis.

Data Processing and Analysis

Data processing in this study was carried out through several stages, including editing, coding, data entry, and tabulation. The editing process was conducted to check the completeness and consistency of the respondents' answers. Coding was performed by assigning numerical values to each response category based on a Likert scale, ranging from 1 (strongly dissatisfied) to 5 (strongly satisfied). The results were presented in tables and percentage distributions to provide a comprehensive picture of patient satisfaction across each dimension of service.

Ethical Considerations

This study adhered to ethical standards for research involving human subjects. Institutional permission was obtained prior to data collection. All participants were provided with clear information regarding the study objectives and procedures, and written informed consent was obtained. Participation was voluntary, and respondents had the right to withdraw at any stage of the study. Confidentiality and anonymity of participants were strictly maintained, and all data were used exclusively for research purposes.

RESULT

This study involved respondents who were JKN outpatients receiving pharmaceutical services at the Pharmacy Installation of Rumah Sakit Islam Karawang during the period of June–July 2025. Data were collected using a structured questionnaire covering respondent characteristics and five dimensions of patient satisfaction based.

Sociodemographic Characteristics of Respondents

Table 1. Sociodemographic Characteristics of Respondents

Characteristic Category		Frequency (n)	Percentage (%)
Gender	Male	167	46,6
	Female	191	53,4
Age	15–25 years	35	9,8
	26–35 years	101	28,2
	36–45 years	109	30,4
	46–55 years	79	22,1
	56–65 years	24	6,7
	> 65 years	10	2,8

Characteristic Category		Frequency (n)	Percentage (%)
Occupation	Employed	237	66,2
	Unemployed	121	33,8
Education	Elementary school	45	12,6
	Junior high school	36	10,1
	Senior high school	211	58,9
	Diploma/Bachelor	66	18,4

From this distribution, the majority of respondents were female (53,4%), aged 36–45 years (30,4%), Employed (66,2 %), and had **senior high school** or higher education (58,9%).

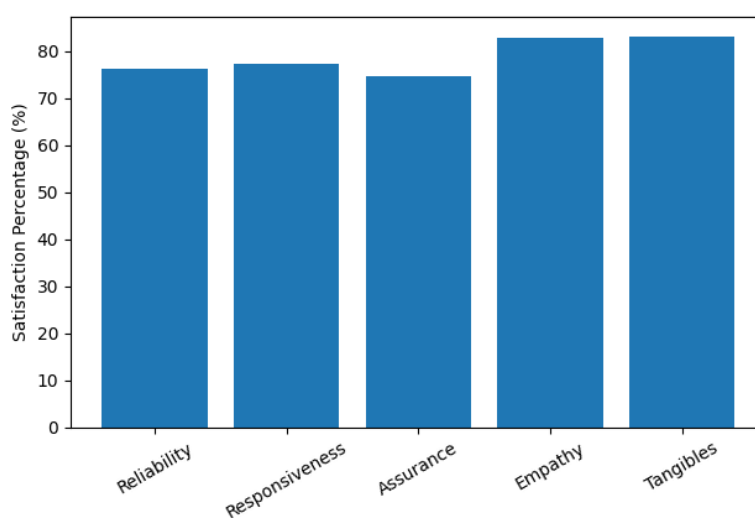


Figure 2. Illustrates the percentage satisfaction across the five dimensions.

The overall average percentage of 78.95% indicates that the level of satisfaction among JKN outpatients toward pharmaceutical services at Rumah Sakit Islam Karawang falls into the satisfied category. This suggests that pharmaceutical services provided have generally met patient expectations.

DISCUSSION

The Result of this study indicate that pharmaceutical services at the Pharmacy Installation of Rumah Sakit Islam Karawang have achieved a satisfactory level of patient satisfaction across all dimensions. These results are consistent with previous studies, which suggest that service quality significantly influences patient satisfaction in healthcare settings.

Reliability (76.12%)

The reliability dimension in this study obtained a satisfaction score of 76.12%, categorized as satisfied. This indicates that pharmaceutical services were generally delivered accurately and consistently, particularly in providing drug information and ensuring proper dispensing procedures. However, lower scores were observed in aspects such as information on drug names (70.16%), which may be influenced by time constraints and high patient volume, limiting detailed communication between staff and patients.

This finding is consistent with a previous study conducted by Raju Sumanto, which reported that patient satisfaction in pharmaceutical services falls within the *satisfied* category (Sumanto, 2021). The study emphasized that pharmacy staff should enhance communication with patients by providing clear and comprehensive information regarding medication use, including what should be done and avoided during treatment. Effective communication is essential to improve patients' understanding and ultimately enhance their perception of service quality and satisfaction.

Responsiveness (77.37%)

The responsiveness dimension achieved a score of 77.37%, indicating that patients perceived pharmacy staff as responsive and relatively prompt in delivering services. The highest score in this dimension was found in the verification process (83.12%), reflecting good patient safety practices. However, lower scores were identified in waiting time for medication services, particularly for non-compounded drugs (72.96%), which indicates that service speed remains an area for improvement.

This result aligns with previous research by Raju Sumanto, which also categorized responsiveness as satisfactory. The similarity suggests that delays due to prescription screening, limited staffing, and high patient volume are common factors affecting responsiveness in hospital pharmacy services.

Assurance (74.62%)

The assurance dimension recorded the lowest score of 74.62%, although still categorized as satisfied. This indicates that patient confidence in pharmaceutical services, including trust in drug accuracy and safety, requires further improvement. The lowest score

was observed in the suitability of medications with prescriptions (68.54%), which may be associated with drug stock-outs, leading to incomplete dispensing.

This finding is consistent with a previous study conducted by Raju Sumanto at the Pharmacy Installation of a private hospital in Bekasi, which reported that patient satisfaction falls within the *satisfied* category. The study indicated that pharmaceutical services were delivered in accordance with standard operating procedures (SOPs), aligning with the Regulation of the Minister of Health of the Republic of Indonesia No. 72 of 2016 concerning standards for pharmaceutical services in hospitals.

The assurance dimension obtained the lowest score among the five SERVQUAL dimensions. This finding indicates that patient confidence in pharmaceutical services still requires improvement. Several factors may contribute to the lower assurance score, including the availability of prescribed medicines, the suitability of medicines dispensed with the physician's prescription, clarity of information provided by pharmacy staff, accuracy in medication dispensing, and patients' trust in the safety of pharmaceutical services. In the context of JKN outpatient services, drug stock-outs or incomplete medication dispensing may reduce patients' confidence, particularly when patients perceive that the medicines received do not fully match their prescriptions. Therefore, improving inventory control, strengthening prescription verification, ensuring clear communication, and providing adequate medication counseling are important strategies to enhance patient trust and safety in pharmaceutical services.

Empathy (82.83%)

The empathy dimension showed a high satisfaction level of 82.83%, categorized as very satisfied. This indicates that patients highly appreciated the friendliness, politeness, and attention provided by pharmacy staff. The highest score was observed in staff politeness (85.41%), reflecting positive interpersonal interactions. However, slightly lower scores were found in equal attention to all patients (76.92%), suggesting perceived differences in service delivery.

This result is supported by previous research conducted by Rosi Nur Indah Sari, which also found that empathy significantly contributes to high patient satisfaction. Good communication and personalized attention are key factors that enhance patient comfort and trust in healthcare services.

Tangibles (83.02%)

The tangibles dimension achieved the highest score of 83.02%, categorized as very satisfied. This reflects positive patient perceptions of the physical environment, including cleanliness, facilities, and the appearance of pharmacy staff. High scores in aspects such as waiting room comfort and strategic location of the pharmacy indicate that the physical environment supports patient satisfaction.

This finding is consistent with previous research conducted by Rosi Nur Indah Sari at the Pharmacy Installation of Universitas Sebelas Maret (UNS) Hospital, which reported a very satisfied category for the tangibles dimension. Supporting facilities play an important role in pharmaceutical service delivery, particularly the waiting area. Patient satisfaction is influenced by the adequacy and comfort of the waiting room; insufficient space may lead to discomfort while waiting for medication, thereby negatively affecting overall satisfaction

Implications

The findings indicate that improvements are needed in the assurance, responsiveness, and reliability dimensions to enhance the quality of pharmaceutical services at the Pharmacy Installation of Rumah Sakit Islam Karawang. Strengthening patient communication, improving service efficiency, and ensuring drug availability are essential. Meanwhile, the empathy and tangibles dimensions should be maintained to sustain patient satisfaction. Continuous evaluation using standardized tools is recommended to support service quality improvement.

CONCLUSION

This study found that outpatient JKN patients at the Pharmacy Installation of Rumah Sakit Islam Karawang were generally satisfied with the pharmaceutical services provided, with an overall satisfaction score of 78.95%. The highest satisfaction levels were found in the tangibles and empathy dimensions, indicating that patients had positive perceptions of the physical facilities, service environment, staff appearance, politeness, and attention given by pharmacy personnel. Meanwhile, the assurance dimension obtained the lowest score, although it remained within the satisfied category. This finding indicates that aspects

related to patient confidence, drug availability, medication suitability, and service accuracy still require further improvement.

The scientific contribution of this study lies in providing empirical data on outpatient JKN patient satisfaction with pharmaceutical services in a hospital pharmacy setting, particularly at Rumah Sakit Islam Karawang. By using the SERVQUAL dimensions, this study identifies specific service aspects that have performed well and those that need improvement. The findings may serve as a practical reference for hospital pharmacy management in improving service quality, especially through better inventory control, reduced waiting time, clearer medication information, and stronger communication between pharmacy staff and patients.

However, this study has several limitations. The research used a descriptive quantitative design with accidental sampling, so the findings cannot be generalized to all JKN patients or other hospital settings. This study also focused only on patient satisfaction scores and did not examine the statistical relationship between respondent characteristics and satisfaction levels. Therefore, further studies are recommended using a larger and more representative sample, analytical statistical methods, and additional variables such as waiting time, drug availability, prescription accuracy, and patient expectations to obtain a more comprehensive understanding of pharmaceutical service quality.

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