

THE CORRELATION BETWEEN QUALITY OF PHARMACY SERVICES AND PATIENT SATISFACTION AT NGANTRU PUBLIC HEALTH CENTER, TULUNGAGUNG REGENCY IN 2025

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ABSTRACT

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Background: High-quality, optimal health services are essential for community well-being. Pharmaceutical service standards guide pharmacy staff in delivering these services, minimizing the risk of medication errors. **Objective:** A 2025 study aimed to explore the correlation between the quality of pharmaceutical services and patient satisfaction at the Ngantru Regency Tulungagung Public Health Center. **Methods:** The study employed an analytical observational method with a cross-sectional design. Ninety-seven patients from the health center, meeting specific inclusion and exclusion criteria, were selected using purposive sampling. Data were collected via questionnaires, with the quality of pharmaceutical services as the independent variable and patient satisfaction as the dependent variable. Chi-square tests were used for data analysis. **Result:** The results indicated that 80.4% of respondents rated the pharmaceutical services as very good, while 19.6% rated them as good. Additionally, 69.1% of respondents reported being very satisfied with the services, and 30.9% reported being satisfied. The chi-square test revealed a statistically significant relationship ($p < 0.05$) between the quality of pharmaceutical services and patient satisfaction at the Ngantru Health Center. **Conclusions:** The results of this study can be described that maximum efforts in pharmaceutical services at Ngantru Health Center provide support for community satisfaction in health services. This effort is to provide assurance that pharmaceutical services are carried out optimally so that patients get the best service in the health sector.

ABSTRAK

Latar Belakang: Pelayanan kesehatan yang diberikan kepada masyarakat harus optimal dan bermutu baik. Standar pelayanan kefarmasian adalah tolak ukur yang dipergunakan sebagai pedoman bagi tenaga kefarmasian dalam menyelenggarakan pelayanan kefarmasian guna menghindari kemungkinan terjadinya kesalahan pengobatan dalam proses pelayanan. **Tujuan** penelitian mengetahui hubungan kualitas pelayanan kefarmasian terhadap kepuasan pasien di Puskesmas Ngantru Kabupaten Tulungagung tahun 2025. **Metode:** Penelitian ini menggunakan metode observasional analitik dengan pendekatan cross-sectional. Sampel penelitian sebagian pasien di Puskesmas Ngantru Tulungagung yang memenuhi kriteria inklusi dan eksklusi sebanyak 97 responden yang diambil dengan teknik purposive sampling. Variabel independent kualitas pelayanan kefarmasian, sedangkan variabel dependen tingkat kepuasan.

Instrument penelitian kuesioner. Analisis data menggunakan uji chi square. **Hasil** penelitian menunjukkan bahwa sebanyak 78 responden (80,4%) menyatakan pelayanan kefarmasian di Puskesmas Ngantru sangat baik, sedangkan sebanyak 19 responden (19,6%) menyatakan kualitas pelayanan kefarmasian di Puskesmas Ngantru baik, sebanyak 67 responden (69,1%) menyatakan sangat puas dengan pelayanan di Puskesmas Ngantru, sedangkan sebanyak 30 responden (30,9%) menyatakan puas dengan pelayanan di Puskesmas Ngantru. Berdasarkan hasil uji statistik chi square rank didapatkan p value $0,000 < 0,05$, sehingga H_0 ditolak dan H_1 diterima, artinya ada hubungan kualitas pelayanan kefarmasian terhadap kepuasan pasien di Puskesmas Ngantru tahun 2025. **Kesimpulan:** Hasil penelitian ini dapat dideksripsikan bahwa Upaya yang maksimal dalam pelayanan kefarmasian Puskesmas Ngantru memberikan dukungan terhadap kepuasan masyarakat dalam pelayanan kesehatan. Upaya ini untuk memberikan jaminan bahwa pelayanan kefarmasian dilaksanakan dengan maksimal agar pasien mendapatkan pelayanan terbaik dalam bidang kesehatan.

INTRODUCTION

Health service is any effort, whether individual or collective within an organization, intended to maintain and improve health, prevent and treat illnesses, and restore the health of individuals, families, groups, or communities. To ensure community well-being, these health services must be both optimal and of high quality. Patient satisfaction, as assessed by those who use health institutions, is a key indicator for measuring the quality of health services (Manurung, 2018).

Quality of service refers to the level of perfection of health services in meeting the needs of each patient. The quality of health services is the level of perfection of health services organized in accordance with the code of ethics and service standards set, so as to create satisfaction for each patient (Parinduri & Khalid, 2022). The quality of service can be evaluated using five key dimensions: reliability, responsiveness, assurance, empathy, and tangibles (Raising, 2019).

According to the Ministry of Health Regulation No. 43 of 2019, a Public Health Center (Puskesmas) is a health facility that provides both public health services and primary individual healthcare, with a focus on health promotion and disease prevention within its service area (Kemenkes RI, 2019). The Pharmaceutical service standards are guidelines for pharmacy staff to ensure pharmaceutical services are delivered correctly and to prevent medication errors. Furthermore, to determine the success of pharmaceutical services in pharmacies is by assessing customer satisfaction, because the assessment of customer satisfaction is considered as the main indicator of the quality of pharmaceutical services received by customers and will be an indication of whether the service meets the standards or expectations of customers (Saputri *et al.*, 2023).

Puskesmas Ngantru is one of the puskesmas located in Tulungagung Regency, located in Ngantru District. Puskesmas Ngantru has a working area division of 8 villages in the Ngantru District area. Puskesmas Ngantru has direct and indirect service

facilities and infrastructure. The planned activities are in the form of mandatory health efforts, namely efforts that are determined based on national, regional and global commitments and have a high level of power to improve the health status of the community.

Pharmaceutical services, which are the responsibility of a pharmacist, are an important part of the healthcare provided at public health centers (puskesmas). Pharmacists are tasked with delivering high-quality pharmaceutical services to improve patient health. To maintain this quality, pharmaceutical services are continuously evaluated and monitored to ensure they meet professional standards and ethical guidelines (Setiawan et al., 2023).

Previous research conducted by (Fasirah et al., 2024) at UPTD Puskesmas Samarinda indicated a significant correlation between the quality of pharmaceutical services and patient satisfaction. Statistical analysis using a chi-square test yielded a p-value of 0.000, which is less than 0.05, leading to the conclusion that there is a significant relationship between these two variables. The study found that pharmaceutical services at UPTD Puskesmas Remaja Samarinda adhered to established standards, and patients were satisfied with the service quality, meeting their expectations.

Annual evaluations have revealed a shortage of pharmaceutical staff at Puskesmas Ngantru Tulungagung, which may negatively impact service quality and patient satisfaction. Therefore, research is needed to investigate the relationship between the quality of pharmaceutical services and patient satisfaction at Puskesmas Ngantru Tulungagung. The results of the study are expected to be used as a basis in making policies, especially related to improving the quality of health services in Ngantru Tulungagung, especially in pharmaceutical services. By looking at the above background, we are interested in submitting a research proposal with the title: "The Relationship between the Quality of Pharmaceutical Services and Patient Satisfaction at Puskesmas Ngantru, Tulungagung Regency in 2025".

METHOD

This study employs an analytical observational design, utilizing a correlational approach with a cross-sectional method. The population under study consists of all patients at Puskesmas Ngantru in Tulungagung Regency, with an average of 138 daily visitors or 2760 monthly, according to medical records. A purposive sampling technique was used to select a sample of 97 participants who met specific inclusion criteria. The quality of pharmaceutical services is the independent variable, while the level of patient satisfaction serves as the dependent variable. Data were collected through questionnaires and processed by editing, coding, and tabulating the responses. The chi-square test was used for data analysis.

RESULT

The research was conducted from April 7 to May 16, 2025, with 97 respondents who were patients of the Ngantru Community Health Center in Tulungagung Regency. The research results are presented in tabular form and described.

Table 1. Respondent Characteristics

Respondent Characteristics	Amount	Percentage
Gender		
Male	27	27,8%
Female	70	72,2%
Age		
16-19 years	9	9,3%
20-40 years	51	52,6%
41-60 years	37	38,1%
Education		
Elementary school (SD)	1	1%
Junior high school (SMP)	22	22,7%
Senior high school (SMA)	52	53,6%
Bachelor (PT)	22	22,7%
Occupation		
Unemployed	28	28,9%
Farmer	12	12,4%
Non Civil Servant	13	13,4%
Entrepreneur	38	39,2%
Civil Servant	6	6,2%

Based on table 1 above, it is known that out of 97 respondents, 70 respondents (72.2%) were female and 27 respondents (27.8%) were male, 51 respondents (52.6%) were aged 20-40 years. In terms of age, 37 respondents (38.1%) were 41-60 years old and 9 respondents (9.3%) were 16-19 years old. In terms of educational background, 52 respondents (53.6%) had a high school education, 22 respondents (22.7%) had a junior high school education, and 1 respondent (1.0%) had an elementary school education. In terms of occupation, 38 respondents (39.2%) worked as self-employed. As many as 28 respondents (28.9%) were unemployed/housewives. It was found that 13 respondents (13.4%) worked in the private sector, while 12 respondents (12.4%) worked as farmers and 6 respondents (6.2%) worked as civil servants.

Table 2. Pharmaceutical Service Quality at Ngantru Community Health Center

Quality of Service	Amount	Percentage
Very Poor	0	0%
Poor	0	0%
Adequate	0	0%
Good	19	19,6%
Very Good	78	80,4%
Total	97	100%

Based on the table above, it is known that out of 97 respondents, 78 respondents (80.4%) stated that the pharmaceutical services at Ngantru Community Health Center were very good, while 19 respondents (19.6%) stated that the pharmaceutical services at Ngantru Community Health Center were good, and 0 respondents (0%) did not choose the very poor, poor, and adequate categories.

If viewed from each dimension of pharmaceutical service quality, the following results are obtained:

Table 3. Dimension of Pharmaceutical Service Quality
at Ngantru Community Health Center

Pharmaceutical Service Quality	Characteristics	Amount	Percentage
Reliability	Very Poor	0	0%
	Poor	0	0%
	Adequate	4	4,1%
	Good	24	24,8%
	Very Good	69	71,1%
	Total	97	100%
Responsiveness	Very Poor	0	0%
	Poor	0	0%
	Adequate	0	0%
	Good	29	29,9%
	Very Good	68	70,1%
	Total	97	100%
Assurance	Very Poor	0	0%
	Poor	0	0%
	Adequate	0	0%
	Good	36	37,1%
	Very Good	61	62,9%
	Total	97	100%
Empathy	Very Poor	0	0%
	Poor	0	0%
	Adequate	0	0%
	Good	29	29,9%
	Very Good	68	70,1%
	Total	97	100%
Tangibles	Very Poor	0	0%
	Poor	0	0%
	Adequate	0	0%
	Good	31	32,0%
	Very Good	66	68,0%
	Total	97	100%

Based on table 3 above, it is known that in the reliability dimension, 69 respondents (71.1%) stated that the pharmaceutical services at Ngantru Community Health Center were very good, while 24 respondents (24.8%) stated that the

pharmaceutical services at Ngantru Community Health Center were good. In the responsiveness dimension, 68 respondents (70.1%) stated that the pharmaceutical services at Ngantru Community Health Center were very good, while 29 respondents (29.9%) stated that the pharmaceutical services at Ngantru Community Health Center were good. In the assurance dimension, 61 respondents (62.9%) stated that the pharmaceutical services at Ngantru Community Health Center were very good, while 36 respondents (37.1%) stated that the pharmaceutical services at Ngantru Community Health Center were good. In the empathy dimension, 68 respondents (70.1%) stated that the pharmaceutical services at Ngantru Community Health Center were very good, while 29 respondents (29.9%) stated that the pharmaceutical services at Ngantru Community Health Center were good. In the physical evidence dimension, 66 respondents (68.0%) stated that the pharmaceutical services at Ngantru Community Health Center were very good, while 31 respondents (32.0%) stated that the pharmaceutical services at Ngantru Community Health Center were good.

Table 4. Patient Satisfaction at Ngantru Community Health Center

Patient Satisfaction	Amount	Percentage
Very Dissatisfied	0	0%
Dissatisfied	0	0%
Moderately Satisfied	0	0%
Satisfied	30	30,9%
Very Satisfied	67	69,1%
Total	97	100%

According to the data, among the 97 respondents, 69.1% (67 individuals) reported being very satisfied with the services at Ngantru Community Health Center. The remaining 30.9% (30 individuals) indicated they were satisfied. None of the respondents selected the categories of very dissatisfied, dissatisfied, or moderately satisfied.

Table 5. Cross-Tabulation of The Relationship Between The Quality of Pharmaceutical Services and Patient Satisfaction at Ngantru Community Health Center in 2025

Quality Service	Patient Satisfaction				Total	
	Satisfied		Very Satisfied			
	N	%	N	%	N	%
Good	17	89,5	2	10,5	19	100
Very Good	13	16,7	65	83,3	78	100
Total	30	30,9	67	69,1	97	100
Chi Square Test						
P value		0,000				
Person Chi Square		37,911				
α		0.05				

Bivariate analysis was conducted to test the study's hypothesis and determine if a relationship exists between the quality of pharmaceutical services and patient satisfaction at Ngantru Community Health Center in 2025. Based on table 5 above, it is known that out of 19 respondents who stated that the quality of service was good, 17 respondents (89.5%) stated that they were satisfied with the service at Ngantru Community Health Center. Meanwhile, out of 78 respondents who stated that the quality of pharmaceutical services was very good, 65 respondents (83.3%) stated that they were very satisfied with the service at Ngantru Community Health Center. Based on the results of the chi-square statistical test, a p-value of $0.000 < 0.05$ was obtained, so H_0 was rejected and H_1 was accepted, meaning that there is a relationship between the quality of pharmaceutical services and patient satisfaction at Ngantru Community Health Center in 2025.

DISCUSSION

A. Pharmaceutical Service Quality at Ngantru Community Health Center, Tulungagung Regency

Based on the research results, it is known that out of 97 respondents, 78 respondents (80.4%) stated that the pharmaceutical services at Ngantru Community Health Center were very good, while 19 respondents (19.6%) stated that the pharmaceutical services at Ngantru Community Health Center were good. The quality of health services refers to the degree to which those services are delivered in accordance with ethical guidelines and established standards, resulting in patient satisfaction. Providing high-quality service is crucial as it is a fundamental right of every patient and can create a competitive advantage among health service providers. According to Satrianegara (2018), health service quality is the extent to which services align with professional and service standards, utilizing available resources in hospitals or community health centers fairly, efficiently, and effectively. These services should be provided safely and satisfactorily, adhering to norms, ethics, laws, and socio-cultural considerations, while also taking into account the limitations and capabilities of both the government and the community (Satrianegara, 2018).

When viewed from the dimensions of service quality, it is found that the reliability dimension receives the best assessment with a total of 71.1% of respondents stating it is very good, then the responsiveness and empathy dimensions with a total of 70.1% of respondents stating it is very good, followed by the physical evidence dimension with a total of 68% of respondents stating it is very good, and finally the assurance dimension with a total of 62.9% of respondents stating it is very good. According to (Safariningsih *et al.*, 2023) the dimensions of service quality consist of five dimensions, namely: 1) Tangibles: This refers to the physical aspects of the service, such as the appearance and condition of facilities and supporting resources. 2) Reliability, This is the ability to deliver services accurately

and on time, as promised. 3) Responsiveness, This describes the willingness of staff to provide prompt service following established procedures and to meet customer expectations. 4) Assurance, This relates to patients' feelings of security and comfort, stemming from trust in the competence, credibility, and skills of the staff, as well as the guarantee of safe and comfortable service. 5) Empathy, This involves the caring and attentive behavior of staff towards each customer, including listening to concerns, understanding needs, and providing convenience in contacting staff.

The key to the success of health services is the speed of service, friendliness, effectiveness of actions, and comfort for patients and other visitors. The support and commitment of officers are very effective driving factors in the stages towards the progress of the community health center. The quality of health services is more focused on the responsiveness dimension of officers. Patients are more in need of the friendliness of officers and communication between officers and patients. In improving the quality of health services, empathy or attention from health workers is highly expected by service users or patients.

Patients at Ngantru Community Health Center, Tulungagung Regency, stating that the quality of pharmaceutical services at Ngantru Community Health Center is very good shows that the patient's assessment of pharmaceutical services is very good. Overall, the pharmaceutical services carried out by Ngantru Community Health Center have been maximized so that they are very good in the eyes of patients.

The characteristics of respondents based on gender show that most of the respondents who received pharmaceutical services at Ngantru Community Health Center were female, with 70 people and a percentage of 72.2%. Women are more vulnerable to disease compared to men. There are differences in biological conditions that cause health problems in women, such as after entering menopause. In this condition, women are at high risk of suffering from cardiovascular disease compared to men (Perangin-angin et al., 2023). Women tend to want to get health services when they feel sick. This is what causes more women to be found than men when in health service facilities (Ramli, 2022).

The characteristics of respondents based on age show that most of the respondents who received pharmaceutical services at Ngantru Community Health Center were between 20-40 years old, with 51 people and a percentage of 52.6%. People who are in productive age are much more aware of the importance of health because healthy body conditions can support work activities. A person's age can affect behavior in obtaining health services such as preventive and curative efforts. However, even though someone is in productive age, it does not necessarily mean they live a healthy life. The density of daily activities can result in someone not implementing a healthy diet because they do not have time. This is very dangerous because it can trigger the emergence of disease (Solikhah et al., 2021).

The characteristics of respondents based on education level show that most of the respondents who received pharmaceutical services at Ngantru Community Health Center had a high school education, with 52 people and a percentage of 53.6%. The education possessed by a person will affect the way of thinking and acting. The level of education possessed will affect the knowledge they have. People who have higher education tend to be easier to get information, especially about health problems. If they encounter or experience health problems, they will immediately take action to overcome them by checking themselves into health facilities (Solikhah et al., 2021).

The characteristics of respondents based on the type of work show that most of the respondents who received pharmaceutical services at Ngantru Community Health Center worked as self-employed, with 39 people and a percentage of 39.2%. Work is one of the factors that influence a person's view of something. The work that a person has will have an impact on the amount of income earned. The amount of income will affect a person in obtaining health services to overcome health problems experienced (Perangin-angin et al., 2023).

The results of this study are relevant to the research (Kunaedi, 2022) with the title "The Effect of Pharmaceutical Service Quality on Outpatient Satisfaction at Sumedang Regional General Hospital in 2022". The results of the study found that the quality of outpatient pharmaceutical services at Sumedang Hospital was in the very good category with an average Likert scale index of 80%. Outpatient satisfaction at Sumedang Hospital obtained an average Likert scale index of 83%, which means it is in the very satisfied category. The highest average Likert scale index is the Assurance dimension of 83% and the lowest is Reliability of 76%. The score interpretation criteria for both are in the very good category.

B. Patient Satisfaction at Ngantru Community Health Center, Tulungagung Regency

The study's findings reveal that among 97 respondents, 69.1% (67 individuals) expressed being very satisfied with the services at Ngantru Community Health Center, while 30.9% (30 individuals) reported being satisfied.

Health services have been a long-standing topic of discussion globally, indicating an increasing responsiveness of health systems to patient and community needs. Consequently, health service organizations, patient-doctor relationships, and healthcare professions are increasingly prioritizing patient interests. Health services must consistently aim to meet the needs and ensure the satisfaction of both patients and the communities they serve (Fasirah et al., 2024).

Patient satisfaction reflects a patient's emotional state resulting from the healthcare services they receive, compared to their expectations. Satisfaction arises when the performance of the health services meets or surpasses expectations, while

dissatisfaction or disappointment occurs when the services fall short of what was anticipated (Syafrudin, 2021).

Patient satisfaction with pharmaceutical services at Ngantru Community Health Center in Tulungagung Regency is reflected in the responses to a patient questionnaire. Key aspects of satisfaction include: the simplicity of the pharmaceutical service process for outpatients; clear and appropriate service requirements; consistent and reliable availability of pharmaceutical staff; the dedication of staff, particularly regarding adherence to working hours; the accountability of pharmaceutical staff; the expertise and skills of staff in serving patients; the efficiency of service delivery; equitable service regardless of patient status; polite, friendly, and respectful interactions between staff and patients; affordable fees; transparency and consistency in billing; adherence to scheduled service times; the cleanliness, organization, and comfort of the service environment; and the overall security of the pharmaceutical service unit, ensuring patient peace of mind.

The results of this study are relevant to the research (Kunaedi, 2022) with the title "The Effect of Pharmaceutical Service Quality on Outpatient Satisfaction at Sumedang Regional General Hospital in 2022". The results of the study found that the majority of respondents assessed patient satisfaction as good or patients already felt satisfied. But there are questions that respondents assessed as not satisfied, namely about the availability of drugs. According to respondents, when they want to get medicine, often the drug supply is not available or empty. This makes patients dissatisfied because they have to buy medicine outside or in other pharmacies.

C. The relationship between the quality of pharmaceutical services and patient satisfaction at Ngantru Community Health Center, Tulungagung Regency

The research showed that among the 19 respondents who rated the quality of service as good, 89.5% (17 individuals) reported being satisfied with the service at Ngantru Community Health Center. Of the 78 respondents who rated the quality of pharmaceutical services as very good, 83.3% (65 individuals) reported being very satisfied. The chi-square statistical test revealed a calculated chi-square value of 37.911, which is greater than the chi-square table value of 3.84 with df 1. The p-value obtained was 0.000, which is less than 0.05, leading to the rejection of H0 and acceptance of H1. This indicates a significant relationship between the quality of pharmaceutical services and patient satisfaction at Ngantru Community Health Center in 2025.

Service quality is a key factor in the success of any service. When the service received meets or exceeds expectations, it is perceived as good and satisfying (Zeithaml et al., 2018). Patient satisfaction is an important outcome of health services, and any changes to the health service system must be evaluated by measuring patient satisfaction to ensure they are effective. The results of patient

satisfaction surveys provide a basis for supporting changes in the health service system, and the tools used for measurement must be reliable and trustworthy. Data collection for these surveys can be conducted through questionnaires and interviews (Raising, 2019).

The results of this study indicate a relationship between the quality of pharmaceutical services and patient satisfaction at Ngantru Community Health Center, Tulungagung Regency. This condition shows that there are efforts from the pharmaceutical services of the Community Health Center to have a positive impact in an effort to provide services to patients. Maximum efforts in the pharmaceutical services of Ngantru Community Health Center provide support for community satisfaction in health services. This effort is to provide assurance that pharmaceutical services are carried out to the maximum so that patients get the best service in the health sector. Through maximum pharmaceutical service efforts, efforts to make the community health center a health service can also be carried out to the maximum.

The findings of this study align with research conducted by (Kunaedi, 2022), which assessed patient satisfaction based on service quality using the Servqual model method with a Likert scale. The Spearman rank test was used for statistical analysis. The study revealed that the quality of pharmaceutical services was rated very good, with an average index of 80%, and patient satisfaction was also very high, with an average index of 83%. The Spearman rank test indicated a correlation between the quality of pharmaceutical services and patient satisfaction, with an average correlation coefficient value ranging from 0.60 to 1.000, indicating a strong positive correlation.

CONCLUSION

Based on the research findings and the preceding discussion about the relationship between the quality of pharmaceutical services and patient satisfaction at Ngantru Community Health Center in 2025, the following conclusions and recommendations can be made:

1. The quality of pharmaceutical services at Ngantru Community Health Center, Tulungagung Regency, was rated as very good by 78 respondents (80.4%), while 19 respondents (19.6%) rated it as good.
2. Patient satisfaction at Ngantru Community Health Center, Tulungagung Regency, was expressed as very satisfied by 67 respondents (69.1%), while 30 respondents (30.9%) expressed satisfaction.
3. There is a relationship between the quality of pharmaceutical services and patient satisfaction at Ngantru Community Health Center in 2025, where the chi-square statistical test resulted in a p-value of $0.000 < 0.05$, thus H_0 is rejected and H_1 is accepted.

SUGGESTIONS

1. For Ngantru Community Health Center

It is recommended that the Community Health Center focus on the five dimensions of service quality to enhance patient satisfaction with pharmaceutical services. This can be achieved by addressing reliability, responsiveness, assurance, empathy, and tangibles in their service delivery.

2. For Institutions

This research is expected to add to the wealth of research, especially at IIK Bhakti Wiyata Kediri, and can be an additional reference for further research.

3. For Further Researchers

It is hoped that further researchers can conduct research related to other variables with broader variables. For further research, it is hoped that research can be conducted on the overall quality of community health center services on patient satisfaction.

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