Outpatient Satisfaction With Drug Information Services Based On Permenkes No. 34/2021

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Abstract

Background : Drug information services are a critical component of pharmaceutical care, ensuring patient safety and therapeutic adherence. However, suboptimal delivery of drug information remains a challenge in primary health facilities, potentially leading to patient non-compliance and increased risk of adverse drug reactions.

Purpose : This study aims to determine the level of outpatient satisfaction with drug information services at Klinik Pratama Rawat Inap X based on Regulation of the Minister of Health Number 34 of 2021 concerning Pharmaceutical Service Standards in Clinics.

Methodology : A descriptive quantitative method with a cross-sectional approach was employed. Data were collected through a validated nine-item questionnaire distributed to 98 outpatients selected using the Slovin formula. Data analysis used Likert scale (1-5) with percentage calculation and categorized into five satisfaction levels..

Findings : The overall satisfaction rate was 69% (satisfied category). The highest score was for drug benefit information (85%, very satisfied), while the lowest was for drug storage information (69%, satisfied). Three mandatory information items, side effects (70%), precautions (70%), and storage (69%), were at the lower threshold of the satisfied category. The staff-to-patient ratio (1:85) exceeded the recommended standard (1:50), contributing to incomplete information delivery.

Implications : This study recommends strengthening regulatory compliance, increasing pharmaceutical staff capacity, and improving supervision of drug information services in primary health facilities to enhance patient satisfaction and therapeutic outcomes.

Originality : This research provides a comprehensive evaluation of outpatient satisfaction with drug information services specifically in a primary care clinic setting, using a multidimensional assessment aligned with national regulatory standards.

Keywords: *Patient satisfaction; drug information service; Permenkes No. 34/2021; pharmaceutical service; outpatient*

INTRODUCTION

This study is motivated by the critical role of pharmaceutical services in ensuring safe and effective medication use in primary health facilities. Drug Information Services are a core component of pharmaceutical care, involving the provision of accurate, unbiased, and up-to-date drug information to patients by pharmacists and pharmaceutical technical staff (Citta, 2024). Suboptimal information delivery can lead to patient non-compliance and increased risk of adverse drug effects (Khoirin et al., 2022).

Previous studies have identified persistent gaps in Drug Information Services implementation across various health facilities. Lestari et al. (2023) at Klinik Ummi HC Kedaton reported an overall

satisfaction rate of 91.08% (very satisfied), yet the responsiveness dimension only reached 73.75%, indicating room for improvement in staff speed and responsiveness. Similarly, Etikasari et al. (2024) at Primary Clinic Masyitoh Kudus found that only 69% of patients received complete drug information, with storage information (45.1%) and side effects (49.6%) being the least frequently delivered items.

From a regulatory perspective, Minister of Health Regulation Number 34 of 2021 mandates that every clinic must provide drug information services with specific standards. Article 3(2) requires that drug information be delivered clearly, accurately, and in an easily understandable manner. The mandatory information items include drug name, dosage and administration, indications, side effects, contraindications/precautions, and proper storage methods. Non-compliance with these standards constitutes a violation of minimum service standards and may result in administrative sanctions (Permenkes, 2021).

To assess compliance with these regulatory requirements, this study employs a descriptive quantitative method with a cross-sectional approach, which is well-suited for objectively and systematically describing patient satisfaction levels. This method has been widely used in similar studies, including those by Lestari et al. (2023) and Etikasari et al. (2024), enabling comprehensive comparison of findings.

Primary Inpatient Clinic X, located in Bekasi Regency, is a primary health facility where a preliminary study of 30 outpatients in February 2025 revealed that 70% felt the timing of drug information services did not meet their needs, and 63% reported that pharmacy staff did not provide clear drug information. The ideal standard for pharmaceutical service time, according to Minister of Health Regulation Number 72 of 2016, is a maximum of 50 patients per pharmacist per day, ensuring adequate time for patient education and information delivery

Therefore, this study aims to determine the level of outpatient satisfaction with drug information services at Primary Inpatient Clinic X in accordance with Minister of Health Regulation Number 34 of 2021.

METHODOLOGY

This study employs a descriptive quantitative design with a cross-sectional approach to systematically describe patient satisfaction levels. Data were collected through a structured questionnaire administered to 98 outpatients who received drug information services at Primary Inpatient Clinic X over 14 days (May 25 – June 7, 2025).

A. Population and Sample

The target population comprised all outpatients receiving drug information services in February 2025 (N=4,000). Sample size was calculated using the Slovin formula with a 10% margin of error, yielding 98 respondents. Inclusion criteria were: patients or family members receiving drug information services, willing to complete the questionnaire, and aged 18–50 years. Exclusion criteria were: unwillingness to participate, not receiving drug information services, and prior participation in the pilot test.

B. Instrument

The questionnaire was adapted from Syamsu and Farida (2015) and modified to align with the research objectives and respondent conditions. Validity testing confirmed that all nine items were valid (Sig < 0.05), and reliability testing yielded a Cronbach's alpha of 0.658, indicating acceptable reliability. Additional instruments included Standard Operating Procedure sheets, staff data, patient visit records, and final correction forms.

C. Data Analysis

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Quantitative data were analyzed using a Likert scale (1–5) with the following scoring: 5 = Very Satisfied, 4 = Satisfied, 3 = Fairly Satisfied, 2 = Less Satisfied, 1 = Not Satisfied. The maximum score for each item was calculated as (number of respondents) × (highest Likert score) = 98 × 5 = 490. The obtained score represents the sum of all respondent answers for each item. Satisfaction percentages were calculated using the formula:

$$\% = \frac{\text{Obtained Score}}{\text{Maximum Score}} \times 100\%$$

Results were categorized as: Very Satisfied (81–100%), Satisfied (61–80%), Fairly Satisfied (41–60%), Less Satisfied (21–40%), and Not Satisfied (0–20%). Qualitative analysis was conducted by comparing field findings with the provisions of Minister of Health Regulation Number 34 of 2021.

RESULT AND DISCUSSION

Table 1 Respondent Characteristics by Age

Age	Number of Respondents	Percentage (%)
18-30 Years	54	55.10%
31-40 Years	26	26.53%
41-50 Years	18	18.37%

Based on age characteristics, the majority of outpatients receiving drug information services at Primary Inpatient Clinic X were aged 18-30 years, with 54 respondents (55.10%). This finding aligns with Lailatul Badriya (2021), who reported that patients aged 18-30 years constituted the largest group at 49%. Similar results were found in Etikasari et al. (2024) at Primary Clinic Masyitoh Kudus, where the 18-30 and 31-50 age groups each dominated with 41.6%. The predominance of productive-age patients (18-50 years) indicates that drug information services in clinics are primarily utilized by actively working age groups; therefore, satisfaction with these services in this demographic is crucial as it may influence their adherence to therapy.

Table 2 Respondent Characteristics by Visit Frequency

Visit Frequency	Number of Respondents	Percentage (%)
1 time	53	54.08%
>2 times	45	45.92%

The study found that 54.08% of respondents were first-time visitors, higher than those with more than two visits (45.92%). This was attributed to a significant increase in BPJS Health participants in February 2025, with patient visits rising from 3,726 (February 2025) to 5,091 (May 2025). Consequently, during data collection (May 2025), respondents were predominantly first-time patients receiving drug information services for the first time.

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Sulistiyanto et al. (2023) at Main Clinic "X" Semarang reported that the majority of respondents (71.4%) had visited more than twice, with only 28.6% visiting twice. The study also stated that higher visit frequency correlates with better patient understanding of service strengths and weaknesses, enabling more detailed service descriptions.

Pratama et al. (2026) at Primary Clinic UPT Health Services ITB found a significant relationship between patient satisfaction and revisit intention (p-value = 0.000), with satisfied patients being 22.76 times more likely to return than dissatisfied patients. This was supported by Ramadian (2025) at Primary Clinic Biddokkes Polda Jatim, reporting that 89.3% of patients were very satisfied and 95.7% had high revisit intention, with a significant correlation (p-value = 0.020).

Harinda and Harinda (2025) at Asri Medika Clinic found that 92.3% of patients were satisfied with the responsiveness dimension and 95.4% with reliability, indicating that patient satisfaction is more determined by service quality rather than visit frequency alone.

D. Satisfaction Levels

The following table presents the satisfaction scores for Drug Information Services from 98 respondents.

Table 3 Satisfaction Scores for Drug Information Service Indicators

No	Indicator	Maximum Score	Obtained Score	Percentage	Category
1	Staff provides information about drug name	490	378	77%	Satisfied
2	Staff provides information about dosage or correct usage	490	405	83%	Very Satisfied
3	Staff provides information about drug benefits	490	417	85%	Very Satisfied
4	Staff provides information about drug side effects	490	345	70%	Satisfied
5	Staff provides information about precautions during use	490	342	70%	Satisfied
6	Staff provides information about proper drug storage	490	338	69%	Satisfied

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No	Indicator	Maximum Score	Obtained Score	Percentage	Category
7	Staff provides clear, understandable, and unhurried information	490	343	70%	Satisfied
8	Staff provides service with friendliness and politeness	490	383	78%	Satisfied
9	Staff provides fast and accurate service	490	361	74%	Satisfied
	Average			69%	Satisfied

Based on the results in Table 3.3, the highest-scoring indicators were drug benefit information (85%, very satisfied) and dosage/administration information (83%, very satisfied). The lowest-scoring indicator was drug storage information (69%, satisfied), followed by side effects (70%, satisfied) and precautions during use (70%, satisfied).

The overall satisfaction rate at Primary Inpatient Clinic X was 69% (satisfied category). This figure is lower than Lestari et al. (2023) at Klinik Ummi HC Kedaton, which achieved 91.08% (very satisfied), but aligns with Etikasari et al. (2024) at Primary Clinic Masyitoh Kudus, which showed 52.2% patient satisfaction. This difference is attributed to the imbalance between pharmacy staff numbers and patient volume at Clinic X, where an average of 170 patients per day were served by only 2 staff (morning shift) and 1 staff (night shift), leaving insufficient time for comprehensive drug information delivery.

The lower scores for side effects, precautions, and storage information were caused by high patient volume and inadequate staffing, preventing complete and equitable drug information delivery. This is supported by daily patient visit data during the study period (May 25 – June 7, 2025), totaling 2,379 patients with an average of 170 per day, while pharmacy staff on weekdays consisted of only 2 persons (morning shift) and 1 person (night shift), with 1 person per shift on holidays.

For the drug name information indicator, Primary Inpatient Clinic X scored 77% (satisfied). This is lower than Lestari et al. (2023) at Klinik Ummi HC Kedaton in the reliability dimension (88.18%, very satisfied) and Fatwami (2022) at a beauty clinic in Banyumas Regency in the reliability dimension (78.4%, satisfied). This difference is due to time constraints and limited staff at Clinic X, preventing uniform information delivery. Drug name information aims to prevent errors from similar names or pronunciations (*Look Alike Sound Alike*) and avoid drug interactions, especially for patients taking multiple medications (Lestari et al., 2023).

For the side effect information indicator, Primary Inpatient Clinic X scored 70% (satisfied). This aligns with Etikasari et al. (2024) at Primary Clinic Masyitoh Kudus, which reported that side effect information was only delivered to 49.6% of patients. Azizah et al. (2024) at 47 Community Health Centers in Makassar also found significant gaps between patient expectations and experiences regarding side effect information (median expectation 4 vs experience 2, $p < 0.001$). The purpose of side effect information is to enable patients to recognize possible reactions and take appropriate action (Etikasari et al., 2024).

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For the precautions during use indicator, Primary Inpatient Clinic X scored 70% (satisfied). Etikasari et al. (2024) reported that drug interaction information was delivered to only 53.1% of patients and interaction prevention to 52.2%. Azizah et al. (2024) also found the largest gaps between expectations and experiences occurred in side effects, drug interactions, and overdose management ($p < 0.001$), indicating that preventive information and precautions during use still require improvement.

For the staff friendliness and politeness indicator, Primary Inpatient Clinic X scored 78% (satisfied). This indicates that most patients experienced positive service from pharmacy staff. However, this result is lower than Lestari et al. (2023) at Klinik Ummi HC Kedaton in the empathy dimension (97%, very satisfied). Etikasari et al. (2024) also reported that 96.4% of patients were satisfied with the assurance dimension, which includes staff friendliness and politeness. Friendly and polite attitudes, such as smiling faces and gentle speech, significantly influence patient comfort and satisfaction, facilitating effective communication between staff and patients (Lestari et al., 2023).

For the clear, understandable, and unhurried information delivery indicator, Primary Inpatient Clinic X scored 70% (satisfied). Fatwami (2022) at a beauty clinic in Banyumas Regency in the responsiveness dimension found that patients were only fairly satisfied with detailed drug information. Etikasari et al. (2024) at Primary Clinic Masyitoh Kudus showed that drug name information was delivered to 78.8% of patients. Pharmaceutical staff must provide accurate, clear, understandable, unbiased, ethical, wise, and up-to-date information (Etikasari et al., 2024)

For the fast and accurate service indicator, Primary Inpatient Clinic X scored 74% (satisfied). Etikasari et al. (2024) in the responsiveness dimension scored 61% (satisfied), lower than this study. Research at Klinik Ummi HC Kedaton in the responsiveness dimension scored 73.75% (satisfied), aligning with this study's findings (Lestari et al., 2023). Quality drug information services, including speed and accuracy, are essential for improving patient satisfaction, preventing medication errors, and positively influencing therapeutic success (Lestari et al., 2023).

For the drug storage information indicator, Primary Inpatient Clinic X scored the lowest at 69% (satisfied). Etikasari et al. (2024) reported that storage information was delivered to only 45.1% of patients, the lowest among all mandatory information items. Azizah et al. (2024) also found significant gaps between patient expectations (median 3) and experiences (median 2) regarding storage information ($p < 0.001$). The purpose of storage information is to maintain drug stability and effectiveness during the storage period (Etikasari et al., 2024).

For the dosage/administration information indicator, Primary Inpatient Clinic X scored 83% (very satisfied). This high satisfaction is attributed to the effective implementation of Standard Operating Procedures for drug information services, including the final correction form completed by pharmacy staff before medication dispensing. The final correction form at Primary Inpatient Clinic X includes 8 verification items: correct patient, correct drug, correct dose, correct usage instructions, correct side effects, correct documentation, correct information, and correct expiration date. This form serves as a final verification tool ensuring all critical drug information has been verified and completely recorded on the medication label (Ministry of Health RI, 2021). Fatwami (2022) at a beauty clinic in Banyumas Regency in the reliability dimension scored 78.4% (satisfied), lower than this study. The combination of verbal and written information delivery has been shown to improve patient understanding and satisfaction, enabling patients to recall medication instructions later (Lestari et al., 2023; Etikasari et al., 2024).

For the drug benefit information indicator, Primary Inpatient Clinic X achieved the highest score of 85% (very satisfied). This high satisfaction reflects staff compliance with SOPs, as evidenced by the final correction form completion and medication label information. Lestari et al. (2023) at Klinik Ummi HC Kedaton in the tangible dimension scored 99.68% (very satisfied), higher than this study due

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to more adequate facilities and support. Etikasari et al. (2024) showed that 78.8% of patients received drug name information, and drug purpose information was delivered to 53.1% of patients. Information on medication labels can be re-read by patients, improving their understanding of drug benefits and reducing potential medication errors.

Based on Likert scale interpretation, the overall satisfaction level from nine indicators at Primary Inpatient Clinic X was 69% (satisfied category). This aligns with Etikasari et al. (2024), which used a descriptive quantitative method with cross-sectional approach and similar questionnaire instruments, showing patient satisfaction with PIO at Primary Clinic Masyitoh Kudus at 52.2% (satisfied). These comparable results indicate that drug information services in primary clinics still have room for improvement, particularly in delivering more comprehensive, clear, and understandable information, as patient satisfaction is dynamic and changes with increasing needs and expectations.

Analysis Based on Minister of Health Regulation Number 34 of 2021 concerning Pharmaceutical Service Standards in Clinics

Based on the research results in Table 3.3, an analysis was conducted to assess the compliance of drug information service implementation at Primary Inpatient Clinic X with the provisions of Minister of Health Regulation No. 34/2021.

a. **Compliance with Mandatory Information Items**
   All mandatory information items stipulated in Minister of Health Regulation No. 34/2021 have been administratively delivered by pharmacy staff. However, among the six mandatory items, three—side effects (70%), precautions during use (70%), and drug storage (69%)—remain at the lower threshold of the satisfied category. This indicates that the quality of delivery for these three items has not been optimal and has not fully met the standards of clarity, accuracy, and ease of understanding mandated by Article 3(2) of Minister of Health Regulation No. 34/2021.
b. **Analysis of Clarity and Understandability Standard Achievement**
   Indicator number 7 ("Staff provides clear, understandable, and unhurried drug information") scored 70% (satisfied category). This score indicates that the standards of clarity and understandability mandated by Article 3(2) of Minister of Health Regulation No. 34/2021 have not been optimally achieved.
c. **Analysis of Human Resource Adequacy Relative to Workload**
   Based on data collected during the study, the average daily patient visits reached 170 patients, while pharmacy staff on weekdays consisted of only 2 persons (morning shift) and 1 person (night shift). The workload ratio reached 1:85, which does not comply with the principle of adequate human resources based on workload as stipulated in the appendix of Minister of Health Regulation No. 34/2021. This condition results in limited staff time to provide complete drug information to each patient.

CONCLUSION

Based on the results of this study involving 98 outpatients at Primary Inpatient Clinic X:

1. The overall patient satisfaction level with drug information services was 69% (satisfied category). The highest scores were for drug benefit information (85%, very satisfied) and dosage/administration information (83%, very satisfied), while the lowest was for drug storage information (69%, satisfied).
2. Administratively, all mandatory information items mandated by Minister of Health Regulation Number 34 of 2021 were delivered. However, side effects (70%), precautions (70%), and storage (69%) remained at the lower threshold of the satisfied category, indicating suboptimal

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delivery quality relative to the clarity, accuracy, and comprehensibility standards required by Article 3(2).

This study recommends strengthening regulatory compliance, increasing pharmaceutical staff capacity to meet the ideal 1:50 patient ratio, and improving supervision of drug information services to enhance patient satisfaction and therapeutic outcomes in primary health facilities

AUTHOR'S CONTRIBUTION

Putri Ade Fitriani contributed to conceptualization, data collection, data analysis, and manuscript preparation. Tisa Amalia contributed to methodology design, supervision, and manuscript review. Ayu Lestari contributed to data validation and manuscript review. All authors have read and approved the final manuscript.

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DECLARATION OF COMPETING INTEREST

The authors declare that they have no competing interests.

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