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Analysis of the Relationship Between Waiting Time for Compounded and Non-Compounded Prescription Services and BPJS Patient Satisfaction Levels at Community Health Centers (Puskesmas)

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ABSTRACT

Background & Objective : This study aims to analyze the relationship between the waiting time for compounded and non-compounded prescription services and the satisfaction level of BPJS patients at the Ciamis Community Health Center (Puskesmas). **Method:** The study employed an analytical survey method with a cross-sectional design. A total of 98 outpatients who met the inclusion criteria were sampled. The instruments used included a satisfaction questionnaire and a stopwatch to record waiting times. Data were analyzed using the chi-square test with a significance level of <0.05. **Result:** The results showed that the waiting time for compounded prescriptions was 100% compliant with the standard, while for non-compounded prescriptions, it was 95.5% compliant. Patient satisfaction with compounded prescription services was 100%, and for non-compounded prescriptions, it was 98.9%. A significant relationship was found between prescription service waiting times and patient satisfaction levels, with a p-value of 0.041 (<0.05). **Conclusion:** This study concludes that there is a significant relationship between waiting time and patient satisfaction levels at the Ciamis Community Health Center.

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Introduction

One of the reasons patients feel uncomfortable with the medication dispensing process at community health centers (Puskesmas) is waiting time. Patient satisfaction is significantly influenced by the waiting time indicator for prescription services at

Puskesmas. Patient satisfaction increases when services are faster, particularly the time spent waiting for medication (Astuti et al., 2023).

An important indicator in assessing the quality of pharmaceutical services is the duration patients wait to receive their prescriptions. Waiting time is divided into two categories: non-compounded drugs and compounded drugs. According to the Indonesian Minister of Health Regulation Number 72 of 2016, the ideal waiting time for non-compounded drugs is a maximum of 30 minutes, while for compounded drugs it is a maximum of 60 minutes (Arini & Suwastini, 2020).

The quality of health services is closely related to the satisfaction level of patients or the community in its working area. Good-quality public services in the health sector can help increase patient satisfaction, which is a measure of the success of service quality in a health facility (Situmorang et al., 2022).

Prescription service waiting times at Puskesmas significantly affect patient satisfaction. One reason for conducting this research at the Ciamis Puskesmas is the high daily patient volume coupled with limited human resources, particularly the number of Pharmacists and Vocational Pharmacy Personnel (TVF) providing pharmaceutical services. This significantly impacts patient satisfaction. Therefore, this research is expected to provide information for both the public and the Pharmacy Unit of the Ciamis Puskesmas regarding prescription service waiting times.

Objective

This study aims to analyze the relationship between the waiting time for compounded and non-compounded prescription services and the satisfaction level of BPJS patients at the Ciamis Community Health Center (Puskesmas).

Method

This research is quantitative with an analytical cross-sectional survey design. The study was conducted at the Ciamis Puskesmas in April 2025. The population consisted of all outpatients at the Ciamis Puskesmas, with a sample size of 98 people taken using the Slovin formula with a 10% margin of error. Inclusion criteria included BPJS patients aged 18-70 years, having visited at least twice, and being willing to fill out the questionnaire. Exclusion criteria were patients with visual or hearing impairments.

Research instruments included a satisfaction questionnaire based on the five dimensions of SERVQUAL (reliability, responsiveness, assurance, empathy, tangible facilities) and a stopwatch to record prescription waiting times from the submission of the prescription until the medication was received. Waiting time was considered compliant with the standard if it was ≤30 minutes for non-compounded prescriptions and ≤60 minutes for compounded prescriptions.

Data were collected primarily through questionnaire completion and waiting time recording. Data were analyzed univariately for the distribution of waiting times and patient satisfaction, and bivariately using the Chi-Square test with a significance level of 0.05 to determine the relationship between variables. Data processing was performed using SPSS version 22.

Results and Discussion

This study was conducted in April 2025 at the Ciamis Community Health Center (Puskesmas). The study involved 98 respondents to determine the relationship between prescription waiting times and the satisfaction level of BPJS patients at the Ciamis Puskesmas. Data were collected through recording prescription waiting times and filling out questionnaires based on the inclusion and exclusion criteria. The characteristics of patient respondents at the Ciamis Puskesmas can be seen in the table below.

TABLE 1. Respondent Characteristics by Age

Age	n	Persentage (%)
Adolescent (18-19 years)	-	-
Adult (19-59 years)	85	86,7
Elderly (>60 years)	13	13,3
Total	**98**	**100**

TABLE 2. Respondent Characteristics by Gender

Gender	n	Persentage (%)
Male	21	21,4
Female	77	78,6
Totak	**98**	**100**

T*ABLE 3.* Respondent Characteristics Based on Occupation

Occupation	n	Persentage (%)
Merchant/Trader	13	13,3
Entrepreneur/Self-Employed	11	11,2
Housewife (IRT - Ibu Rumah Tangga)	61	62,2
Laborer/Worker	2	2,0
Other	11	11,2
Total	**98**	**100**

Prescription Waiting Time

The standard minimum prescription waiting time is < 30 minutes for non-compounded prescriptions and < 60 minutes for compounded prescriptions. The results of prescription waiting times at Ciamis Community Health Center can be seen in Table IV.

TABLE 4. Prescription Waiting Time

Category	Compounded Prescription		Non-Compounded Prescription	
	n	%	**n**	%
Compliant	10	100	84	95,5
Non-Compliant	-	-	4	4,5
Mean Waiting Time (minutes)	**17,50**		**11,98**	

Based on Table 4, it shows that all compounded prescriptions (100%) and non-compounded prescriptions (95.5%) have complied with the service standards (≤30 minutes for non-compounded and ≤ 60 minutes for compounded). The average waiting time for compounded prescriptions was 17.5 minutes and for non-compounded prescriptions was 11.98 minutes.

Patient Satisfaction Based on Five Dimensions

The satisfaction dimensions measured (reliability, responsiveness, assurance, empathy, and tangible facilities) showed values close to the maximum. The results of patient satisfaction based on the five dimensions at the Ciamis Community Health Center can be seen in Table V.

TABLE 5. Patient Satisfaction Based on Five Dimensions

Variable	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied	
	n	%	**n**	%	**n**	%	**n**	%
Reliability	117	39,8	175	59,5	2	0,7	-	-
Responsiveness	88	29,9	203	69,0	3	1,0	-	-
Assurance	86	43,9	110	56,1	-	-	-	-
Empathy	118	40,1	174	59,2	2	0,7	-	-
Tangible Facilities	81	41,3	112	57,1	3	1,5	-	-

Based on Table V, it shows that from these five dimensions, patients were very satisfied with Assurance (43.9%), followed by Tangible Facilities (41.3%) and Empathy (40.1%).

Satisfaction Level

The level of patient satisfaction with the waiting time for compounded and non-compounded prescription services at the Ciamis Community Health Center. The results of the analysis can be seen in Table VI.

TABLE 6. Satisfaction Level

Category	Resep Racikan		Resep non Racikan	
	n	%	**n**	%
Satisfied	10	100	87	98,9
Not Satisfied	-	-	1	1,1

Based on the analysis results, the satisfaction level for compounded prescriptions is 100% in the "Satisfied" category, and the satisfaction level for non-compounded prescriptions is 98.9% in the "Satisfied" category.

Relationship Between Prescription Waiting Time and Satisfaction Level

The relationship between prescription service waiting time and satisfaction level at the Ciamis Community Health Center. The analysis results can be seen in Table VII.

TABLE 7. Relationship Between Prescription Waiting Time and Satisfaction Level

Prescription Waiting Time	Satisfaction Level						*P Value*
	Not Satisfied		Satisfied		Total		
	n	%	**n**	%	**N**	%	
Not Compliant	1	1,0	3	3,1	4	4,1	0,041
Compliant	0	0	94	95,9	94	95,9	
Total	**1**	**1,0**	**97**	**99,0**	**98**	**100**	

Based on the analysis results, the p-value is 0.041 (<0.05), which means there is a significant relationship between prescription waiting time and patient satisfaction level at the Ciamis Community Health Center.

These results indicate that prescription waiting time is an important factor affecting patient satisfaction. Patients who have to wait longer for their medication tend to be dissatisfied, while faster waiting times are more likely to lead to patient satisfaction.

Conclusion

Prescription service waiting times at Ciamis Community Health Center have met the established standards. Patient satisfaction levels are categorized as "satisfied" for both compounded and non-compounded prescriptions. There is a significant relationship between prescription service waiting times and patient satisfaction levels.

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