

ABSTRACT

Analysis of Antidiabetic Drug Prescription Services at Apotek Jasa Medika Gresik

Samita

Effective antidiabetic drug prescription services are crucial for improving the quality of life for diabetes mellitus patients. This study aims to evaluate patient satisfaction with antidiabetic prescription services at Apotek Jasa Medika Gresik, focusing on five dimensions of service quality: reliability, responsiveness, assurance, empathy, and tangibles. General objective: To assess the level of patient satisfaction with prescription services at Apotek Jasa Medika Gresik. Specific objectives: To analyze patient satisfaction based on the dimensions of reliability, responsiveness, assurance, empathy, and tangibles. This prospective study collected data in July 2024. Data were gathered using questionnaires distributed to diabetes mellitus patients receiving antidiabetic prescriptions. A total of 63 patients were sampled using random sampling techniques. Data analysis was performed using the Likert scale and SERVQUAL gap analysis to assess patient satisfaction. The validity and reliability tests of the questionnaire showed satisfactory results, with an Alpha Cronbach value exceeding 0.6. The average values of expectations and perceptions indicated that patients were satisfied with the dimensions of reliability (average gap +0.09), responsiveness (+0.02), assurance (+0.18), empathy (+0.06), and tangibles (+0.76). Although some dimensions showed negative gaps, the overall results indicate that the antidiabetic prescription service at Apotek Jasa Medika Gresik meets patient expectations, with some areas requiring improvement. The antidiabetic drug prescription service at Apotek Jasa Medika Gresik is generally satisfactory, particularly in the dimensions of tangibles and assurance. However, there are areas needing improvement, especially in responsiveness and empathy. The study recommends enhancing training for pharmacy staff and improving facilities to better meet patient needs.

Keywords: *Patient satisfaction, prescription services, antidiabetic drugs, service quality dimensions, SERVQUAL gap analysis.*