



Analysis of Patient Satisfaction Level of Clinical Pharmaceutical Services in Public Health Centers of Bogor City

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ABSTRACT

One of the pharmaceutical services at the Community Health Center is clinical pharmacy services, which are direct and responsible services provided to patients in order to improve outcome therapy and minimize side effects due to medication. The aim of this research is to examine the description of clinical pharmacy services at Community Health Centers in Bogor City, identify the level of patient satisfaction with the quality of clinical pharmacy services provided at Community Health Centers in Bogor City, and evaluate the relationship between clinical pharmacy services and patient satisfaction levels. This research was carried out randomly cross sectional and prospective data collection by distributing questionnaires to respondents. Quantitative data using servqual methods as well as supporting data from observations of clinical pharmacy services at community health centers, and the results of questionnaires distributed to six pharmacists as representative at Bogor Health Center. Data analysis using tests Pearson Correlation and Multiple Linear Regression test. The research results showed that the Tanah Sareal Community Health Center was in the good category with a percentage of 83.33% for clinical pharmacy services, while the other five community health centers were in the adequate category. In assessing patient satisfaction using the servqual method, there is a highest value on the dimension assurance with a percentage of 90% and the lowest value in the dimension reliability with a percentage of 85.79%. There is a significant relationship between clinical pharmacy services at Community Health Centers in Bogor City and patient satisfaction with a significance value of 0.002.

Keywords: clinical pharmacy services; community health center; patient satisfaction; pharmaceutical service quality; servqual methods

INTRODUCTION

Pharmaceutical services at community health centers are an integral part of the implementation of health efforts, which play an important role in improving the quality of health services. Pharmaceutical benchmarks pharmaceutical pharmaceutical used for service as the community standards guidelines personnel in are for providing services. One of the pharmaceutical services at the Community Health Center is clinical pharmacy services, which are direct and responsible services provided to patients in order to improve therapeutic outcomes and minimize side effects due to drugs (Kemenkes RI, 2019). The scope that is used as a guideline for services directed towards clinical

pharmacy for pharmaceutical personnel with the aim of preventing drug related problems is regulated by Kemenkes RI (2020) the Indonesian Minister of Health Regulation No. 26 concerning standards of pharmaceutical services at community health centers, including review and prescription services, drug information services, and monitoring of drug side effects.

Pharmaceutical services at Community Health Centers that are not yet optimal will have an impact on patient dissatisfaction. Therefore, objective and comprehensive pharmaceutical services are needed to improve the level of public health. In addition, monitoring the effects of drug therapy and monitoring drug side effects can be realized to improve the quality

of services (Kemenkes RI, 2014). The concept of patient satisfaction can be measured using 5 dimensions of service quality known as Service Quality (Servqual), namely physical or tangible evidence, reliability, responsiveness, assurance and empathy. These five dimensions will influence patient satisfaction with the services provided by the community health center (Pertiwi, 2017).

The results of previous research conducted by (Asriani, 2019), respondents expressed satisfaction in the dimensions of responsiveness, assurance, empathy and direct evidence. Several respondents (20.5%) stated that they were dissatisfied with the pharmaceutical services at the Community Health Center due to several reasons, such as the lack of explanation of drug information, namely the dosage that must be taken, how to store the drug, side effects of the drug, and information about the duration of drug use. Research conducted by (Bunet et al., 2020) 2 found negative results (-0.38) indicating patient dissatisfaction with pharmaceutical services at the Community Health Center. It can be understood that each of the five dimensions has a negative average value of the service quality index between expectations and reality, in the reliability dimension with negative results indicating patient dissatisfaction. Based on previous research that has been described, researchers want to know the suitability of clinical pharmaceutical services at the six main Puskesmas in Bogor City with the standards of pharmaceutical services at Puskesmas No. 26 of 2020, because each Puskesmas has guidelines for providing pharmaceutical services which are expected to help patients optimally. This study aims to examine the description of clinical pharmacy services at community health centers in Bogor City, identify the level of patient satisfaction with the quality of clinical pharmacy services provided at community health centers in Bogor City, and evaluate the relationship between clinical pharmacy services and patient satisfaction levels.

METHODS

This research was conducted cross sectionally, collecting data prospectively at one time. By conducting a survey using a questionnaire distributed to patients seeking treatment at the Bogor City Community Health Center based on inclusion criteria and having filled out informed consent, to see a picture of the average value per dimension for pharmaceutical

services at the Bogor City Community Health Center. The inclusion criteria in this study were, Pharmacists or pharmaceutical staff at community health centers who were willing to fill out questionnaires, Pharmacists or pharmaceutical staff with a minimum of 3 months of service, Patients who visited at least twice and received medication, Patients aged ≥ 17 years. The selection of health centers was based on the distribution of main health centers in six sub districts of Bogor City, including North Bogor Health Center, Sindang Barang Health Center, East Bogor Health Center, Tanah Sareal Health Center, Central Bogor Health Center, and Cipaku Health Center. Determining the sample size in this study used the Slovin formula (Sugiyono, 2011) showed in Formula 1.

$$n = \frac{N}{1+Ne^2} + 10\% \dots \dots \dots (1)$$

Information:

n = sample size

N = population size

e = tolerable sample error limit

d = alpha (0.10) or sampling error = 10%

RESULTS AND DISCUSSION

Patient Characteristics

The number of respondents in the research at the Bogor City Health Center was 120 patients aged no less than 17 years who received clinical pharmaceutical services at the Bogor City Health Center. The patients who visited were predominantly female, namely 62.5%, while 37.5% were male. This research is in line with (Mulyani et al., 2021), who said that women feel more pain than men, which can be seen from the perspective of using services at community health centers which are dominated by women. According to Chusna *et al.*, (2018), the respondents who received most pharmaceutical services at community health centers based on age were in the adult age group with an age range of 36-45 years as much as 30%. Age is one of the key factors that determine consumer and patient satisfaction. This is because age can be used as an indicator to measure individuals' assessments and perceptions of a service. According to (Muzer, 2020) age will influence a person's behavioral patterns, where someone who is younger tends to criticize more about the basic health services provided, while patients who are older will ask health workers more about their health so that their understanding will be more easily fulfilled.

The most patients arriving at the health center in terms of education level are patients with a high school or equivalent education category with a

percentage of 51.7%. Similar results were also obtained by (Pamungkas dkk., 2022) who found 48.45% of respondents with high school education. A person's level of education will influence decisions and use of health services. The patients who receive the most services from pharmaceutical services are patients who work as housewives with a percentage of 45.8%. Similar results were also obtained by (Bunet et al., 2020), where the majority of respondents were mostly housewives (IRT), so their willingness to spend time on health services was also greater than men. Work and the economic situation of a family can have a big influence on consumer behavior. From the frequency of visits, patients with a frequency of visits

of 2 to 3 times with a percentage of 50.83% received the most clinical pharmacy services at the community health center in 2023. A study by Lubis & Astuti (2019) indicates that the number of times respondents visited the health center significantly influenced their satisfaction ratings with pharmaceutical services at the health center. This is because health centers, established as primary healthcare facilities in each district, provide an environment where residents can easily access and frequently utilize them. If the patient visits more than once, this shows that the patient feels comfortable and satisfied with the services provided by the staff. The following is Table 1 regarding patient characteristics.

Table 1. Respondent characteristics

No	Characteristics	Frequency (N=120)	Percentage (%)
1	Gender		
	Man	45	37.5
	Woman	75	62.5
2	Age		
	17-25 years old	32	26,7
	26-35 years old	26	21,7
	36-45 years old	36	30.0
	46-55 years old	16	13..3
	56-65 years old	5	4.2
	>66 years old	5	4.2
3	Education		
	Primary school	14	11.7
	Junior high school	28	23.3
	Senior high school	62	51.7
	Diploma	7	5.8
	Masters	9	7.5
4	Work		
	Student	16	13.3
	Civil Servants	2	1.7
	Laborer	15	12.5
	Private Employees/	13	10.8
	Entrepreneur		
	Housewife /	54	45.0
	Unemployment		
	Others (retired, trader, security)	20	16.7
5	Frequency of visits		
	2-3 times	61	50.8
	4-6 times	55	45.8
	>7 times	4	3.3

Patient Satisfaction Assessment

Dimensions of Physical Facilities

Tangible (physical facilities) can be seen in that the health center infrastructure in Bogor City meets pharmaceutical service standards, where the question of cleanliness and comfort of the waiting room is 91%, this shows that the Public Health Center in Bogor City has a waiting room that is kept clean and comfortable. Community health centers in the Bogor city area maintain cleanliness in the waiting room, there are waste baskets, the waiting room is not stuffy and hot, and there are adequate waiting chairs, however in some health centers there is still a lack of provision of waiting chairs so that some patients stand while waiting for medicine. The appearance of the officers with a percentage of 86.66% shows the classification of very satisfied, which means that respondents in the Bogor city area health centers were very satisfied with the pharmacy officers who looked neat, wore coats and identification marks for pharmacists, and uniforms for pharmaceutical technical staff. The queue card point is easy to obtain, with a percentage of 89%, a very satisfied classification, indicating that respondents who seek treatment at community health centers in the Bogor city area find it easy to collect the queue card. In several health centers, collection of queue cards is done electronically or according to the prescription stack in the storage area.

The signboard for outpatient pharmacy services can be easily seen, getting a percentage of 86% indicating a very satisfied classification. Infrastructure or aspects of written information media that can support the quality of pharmaceutical services are the availability of leaflets or brochures in the waiting room. The smallest score was obtained by the recipe storage facility question with a percentage score of 82%. Because there are still community health centers that do not provide prescription storage baskets, patients become confused when submitting prescriptions, causing patients to have to wait in line to give the prescription directly to the staff. The results of the study are the same as (Mahendro et al., 2023) which stated that patients were satisfied with the facilities and infrastructure provided by the health center.

Dimensions of Reliability

The Reliability dimension had the highest score with a percentage of 90.83%, namely in the question item the patient had a free consultation regarding the medication received. When delivering medicines to patients at the Community Health Center pharmacy officers in Bogor City, the officers provide information and counseling about the medicines being given, such as the name of the medicine, the amount of the medicine, rules for using the medicine, special rules, indications, side effects. When the patient feels they still don't understand, the officer will explain again according to what the patient asked, the pharmacy officer does not ask for additional fees so the patient feels satisfied. Pharmacy service opening hours that are on time get a percentage of 86.66% in the very satisfied category. Pharmacy services start at 7.30 am and finish at 13.00. However, in several community health centers, pharmacy services only start at 8.00 or 8.30 in the morning, resulting in a backlog of prescriptions.

The lowest score was found in the question item on waiting time for drug delivery with a percentage of 76.33%, which occurred because the drug delivery time did not match the target (15-30 minutes) for non-concocted and >60 minutes for concocted, so that around 3-5 patients showed dissatisfaction with the waiting time for drug delivery due to delays in drug delivery resulting in a buildup of patients in the waiting room to get the drug. The delay in handing over the medicine was because there was only one pharmacist in charge and two pharmaceutical technical staff who prepared an average of 100-120 prescriptions every day, then when handing over the medicine, the pharmacist had to carry out the procedure for handing over the medicine and providing information on drug use, so that the delivery time for the medicine did not match the set target. Reliability is a dimension of service quality in the form of the ability to provide services as promised promptly, accurately, satisfactorily and consistently (Afrioza, 2021). Long wait times for prescription services have been shown to negatively impact patient satisfaction. Conversely, prompt prescription services enhance patient satisfaction and promote patient loyalty to pharmacy services (Prihandiwati, 2020).

Table 2. Patient satisfaction

No	Dimensions of Satisfaction	% Respons	Category*
1	<i>Tangible</i>		
	• Cleanliness and comfort of the pharmacy waiting room	91	Very Satisfied
	• Officer appearance	86.66	Very Satisfied
	• Queue cards are obtained easily and clearly	89	Very Satisfied
	• Outpatient pharmacy service signage can be easily seen	86	Very Satisfied
	• There is a prescription collection area	82	Very Satisfied
2	<i>Reliability</i>		
	• Pharmacy service opening hours are on time	86.16	Very Satisfied
	• Timely delivery of medicine	76.33	Satisfied
	• Providing clear and understandable drug information	89.83	Very Satisfied
	• Consultation on use	90.83	Very Satisfied
3	<i>Responsiveness</i>		
	• Officer responsiveness to complaints	87.16	Very Satisfied
	• Responsiveness of staff when preparing prescription	88.33	Very Satisfied
	• Pharmacists are responsive when patient asks for explanations regarding medicine	88.5	Very Satisfied
4	<i>Assurance</i>		
	• Good packaging and easy to read etiquette	90.33	Very Satisfied
	• Ensure queue before drug delivery	89	Very Satisfied
	• Poulitices or capsules that are not wet and sticky	90.66	Very Satisfied
	• Medicine received in good condition	91	Very Satisfied
	• No errors occur during drug delivery	89	Very Satisfied
5	<i>Empathy</i>		
	• Provide drug information without being asked	86.68	Very Satisfied
	• Friendliness of officers during service	86	Very Satisfied
	• Pharmacy officer provide service according to queue numbers	89	Very Satisfied

*The measurement of patients satisfaction levels using assessment scores obtained from references (Fransiska et al, 2022).

Dimensions of Responsiveness

In the Responsiveness dimension, the average patient is satisfied with the pharmacist's good service regarding explanations of drug information with a percentage of 88.5%. This happens because the pharmacist communicates well with the patient, always answering the patient patiently and clearly to the patient until the patient understands. (Windiana, 2020) states that the basis of this responsiveness assessment is the presence of staff who are quick in processing prescriptions, who also respond well to patient concerns, and who clearly inform patients about the medication they receive, including information about how to take it and how much medication to take. provided, adverse effects arising from taking the prescription, and the ability to communicate information in a clear and concise manner. The responsiveness of pharmacy staff when preparing medication was in the very satisfied category with a percentage of 88.3%, because the staff were immediately responsive when receiving patient prescriptions so there was no backlog of prescriptions.

Meanwhile, the lowest percentage in the question of officers' responsiveness to complaints was 87.16%, this shows that there are still patients who are dissatisfied with the responsiveness of pharmacy officers when patients submit complaints regarding the medicines they receive. The total score obtained for the responsiveness dimension was 88% in the very satisfied category. From the results of this research, it was concluded that pharmacy officers at community health centers in the Bogor city area were responsive and able to carry out services responsively so that patients felt satisfied.

Dimensions of Assurance

The Assurance Dimension has the highest percentage of 90% in the very satisfied category. The highest score was found in the question about medicines received in good condition with a percentage of 91%. Similar to research conducted by (Yuliani et al., 2020) with a score percentage of 88%, it was stated that the Oebobo Health Center in Kupang City showed a very satisfied category regarding the indicator that drugs were delivered well. Pharmacy officers at the Bogor City Health Center prepare medicine according to the prescription given. If there are problems or ambiguities regarding the prescription received, hold a discussion with the prescribing doctor

so that no errors occur when the medication is given. Confirming the queue number before handing over the medicine got a percentage of 89% with a very satisfied classification. Before handing over the medicine, the officer ensures that the queue number matches the name of the drug recipient, then the officer asks the patient to fill in a drug recipient data form so that no errors occur when handing over the drug, then carries out the drug delivery service procedure in accordance with pharmaceutical service standards.

Dimensions of Empathy

The highest value in the Empathy Dimension is found in the service officer's question according to the queue number, a percentage of 89% and the lowest supporting variable is the friendliness of the officer when providing service at 86%. So it can be concluded that in the empathy dimension, patients feel satisfied. Previous research shows that the level of patient satisfaction in the empathy dimension is in the very satisfied category (Mahendro et al., 2023). The caring and friendly attitude shown by pharmacy staff to all patients regardless of religion, ethnicity and social status makes patients feel comfortable. The Empathy dimension can be seen from the officer's ability to show concern for what the patient needs, understand what the patient feels and needs, and be able to establish a good relationship with the patient. The care given by pharmacy staff in the form of attention to both patient complaints and complaints from the patient's family without distinguishing or looking at their background or social status will influence the level of patient satisfaction (Yuliani et al., 2020).

Clinical Pharmacy Services

Observations of clinical pharmaceutical service standards at Community Health Center No. 26 of 2020 regarding pharmaceutical service standards at community health centers in six community health centers in Bogor City resulted in an overall average of 72.91% which was in the sufficient category. The lowest fixed information service procedures were 33.33%, from observations made by several pharmacy officers who did not carry out documentation when carrying out PIO activities. Other reasons include drug delivery procedures, pharmacy staff do not ensure that patients understand how to use the drug or ask patients to store the drug in a safe place and out of reach of children.

Table 3. Relationship between patient satisfaction and Clinical pharmaceutical pharmacy services

Name of Health Center	Percentage of Patient Satisfaction (%)	Percentage of Clinical Pharmaceutical Pharmacy Services (%)	p-value
Bogor Utara	80	70.21	
Sindang Barang	86.4	78.33	
Tanah Sereal	83.6	83.33	0,002*
Bogor Timur	82.65	70.2	
Bogor Tengah	79	70.2	
Cipaku	78	67.08	

Notes: *p-value <0,05 significant result

The Relationship between Patient Satisfaction and Clinical Pharmacy Services

In terms of the percentage of patient satisfaction, the Sindang Barang Community Health Center has the highest percentage of other community health centers, with a value of 86.4%. However, in terms of implementation of clinical pharmaceutical service standards, it is lower than the Tanah Sereal Community Health Center, where the percentage obtained by the Tanah Cereal Community Health Center is 83.33%. The lowest patient satisfaction scores and clinical pharmacy service observations were obtained by the Cipaku Health Center with percentages of 78% and 67.08%. Because some patients are not satisfied with the facilities and infrastructure, the services they receive in pharmaceutical services, and the standard service procedures for clinical pharmaceutical services have not been implemented in accordance with established standards. Clinical pharmacy services have a significant influence on patient satisfaction with clinical pharmacy services at the Bogor City Health Center. This result is the same as research (Benita et al., 2023) which states that there is a relationship or correlation between patient satisfaction and pharmaceutical services which obtained a result of 0.994, which shows that there is a strong relationship or correlation because the correlation coefficient value is close to 1. This result is in line with (Kunaedi, 2022) which states that if the average correlation coefficient for dimensions is in the range of 0.60–1.000, it means that there is a strong to very strong correlation between quality pharmaceutical services with patient satisfaction. All aspects of clinical pharmacy services influence the level of patient satisfaction. If all aspects are influential then the patient is satisfied with the services provided.

CONCLUSION

Clinical pharmacy services provide good results at the Tanah Sereal Health Center with a

percentage of 83.33%. The other five health centers are in the adequate category, including East Bogor Health Center (70.20%), North Bogor Health Center (70.20%), Cipaku Health Center (67.08%), Central Bogor Health Center (68.33%), and Sindang Barang Health Center (78.33%).

In assessing patient satisfaction at six Community Health Centers in Bogor City based on 5 dimensions, there was the highest score, namely 90%, on the assurance dimension and the lowest on the reliability dimension, namely 85.79%. In responsiveness the and tangible, empathy dimensions, scores were 86.93%, 88%, 87.5%. There is a significant relationship between patient satisfaction and clinical pharmacy services at the Bogor City Community Health Center (p-value=0.002).

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CONFLICT OF INTEREST

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

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