

**A SURVEY ON PATIENTS EXPECTATIONS AND LEVEL OF
SATISFACTION WITH THE HEALTH SERVICES PROVIDED BY THE
PHARMACY STAFF AT PPUKM OUT PATIENT PHARMACY**



**DIPLOMA IN PHARMACY IN THE FACULTY OF PHARMACY,
UNIVERSITI TEKNOLOGI MARA PULAU PINANG**

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MARCH 2018

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Submitted in part fulfillment for the Degree of Diploma of Pharmacy in the

Faculty of Pharmacy,

Universiti Teknologi MARA

Pulau Pinang

March 2018

Faculty of Pharmacy,

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ABSTRACT

Patient's satisfaction is becoming a popular health-care quality indicator as it reflects the services provided. The aim of this study is to evaluate the patient's level of satisfaction towards the health care services provided by the Out-Patient Pharmacy department in PPUKM. Our main objective of the study was to assess patient's expectations and satisfaction levels starting from receiving a queue number to receiving the medicines. The secondary objective of the study was to identify the factors that cause dissatisfaction among patients throughout the whole process. A cross sectional study was conducted from November 2017 to December 2017 and a total of 171 respondents were obtained. The questionnaire consists of 24 questions divided to four parts respectively. From the response obtained, we tabulated the data by using the Statistical Package for the Social Sciences (SPSS) Version 16 and Microsoft Office Excel 2010. The results showed that 84.8% (n=145) of the respondents agreed that they received the prescription promptly while 15.2% (n=26) disagreed as they had waited a longer time in order to receive their prescriptions. Furthermore, 82.5% (n=141) of the respondents say that the pharmacy staffs have the ability to resolve their enquiries at the counter and the rest say otherwise. Most patients agree on receiving their prescriptions efficiently while 18.8% (n=32) of the patients were unsatisfied with the waiting time. Putting all the data together, it appeared that majority respondents agreed that the overall services provided are very good and satisfactory.

KEYWORDS: Patient expectation, patient satisfaction, patient dissatisfaction, healthcare, pharmacy services,

ACKNOWLEDGEMENT

In the name of ALLAH, the most gracious and the most merciful, with Selawat and Salam to Prophet Muhammad S.A.W. Alhamdulillah, thanks to ALLAH S.W.T for blessing us with His mercy for our health, strength and life all this time. With the help and permission of Allah, with a lot of effort and patience we were granted to complete this research, despite our constrained time throughout our internship.

First and foremost, we would like to extend our sincere gratitude to the Department of Pharmacy in PPUKM for successfully arranging our hospital training and also allowing us to conduct our survey with abundant support.

Our heartiest thanks to our supervisor, NurLiyanaBtSaharudin for her most valuable suggestions, constant encouragement and affectionate guidance throughout carrying out this study. In addition, we would also like to thank all the participants for sparing their time to contribute to this research as it would have not been possible without their sincere participation.

Also, our warmest thanks to our lecturers of Faculty of Pharmacy in UiTMPulau Pinang, especially to our supervising lecturer Dr. Azwandi Ahmad and our visiting lecturers from UiTMPuncakAlam for their guidance from time to time on how to conduct this research successfully. Last but not least, our special thanks extended to our family, friends and also not to forget those who had joined our hands directly or indirectly in which contributed a long way towards the completion of this research.

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