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**ANALISA HUBUNGAN WAKTU TUNGGU PELAYANAN RESEP
DENGAN TINGKAT KEPUASAN PASIEN DI PUSKESMAS
JATINEGARA KABUPATEN TEGAL**

(xvii + 98 halaman + 3 gambar + 17 tabel + 9 lampiran)

ABSTRAK

Latar Belakang : Waktu tunggu pelayanan resep dan tingkat kepuasan pasien dalam pelayanan farmasi merupakan beberapa standar indikator evaluasi mutu pelayanan. Analisa waktu tunggu pelayanan resep dan survei tingkat kepuasan pasien dalam pelayanan resep diperlukan untuk mempertahankan dan meningkatkan tingkat kepuasan pasien terhadap pelayanan di Puskesmas. Tujuan dari penelitian ini yaitu untuk menganalisa hubungan waktu tunggu pelayanan resep dengan tingkat kepuasan pasien di Puskesmas Jatinegara Kabupaten Tegal.

Metode : Penelitian ini menggunakan desain penelitian berupa observasional dengan pendekatan rancangan *cross sectional*. Penentuan sampel penelitian menggunakan metode *purposive sampling*. Instrument yang digunakan dalam penelitian ini yaitu berupa kuesioner dan *stopwatch* serta untuk mencatat lama waktu tunggu di formulir pencatatan waktu tunggu. Analisis data yang digunakan untuk penelitian ini adalah analisis univariat dan analisis bivariat, serta uji statistik *chi-square*.

Hasil : Berdasarkan Kepmenkes RI No.129/Menkes/SK/II/2008, waktu tunggu resep obat non racik ≤ 30 menit dan obat racik ≤ 60 menit, kesesuaian standar waktu tunggu pelayanan resep diperoleh 90 resep (98,90%) dikategorikan sesuai standar dan 1 resep (1,10%) tidak sesuai standar. Sebagian besar responden merasa puas sejumlah 90 responden (98,10%) sedangkan yang merasa cukup puas sebanyak 1 responden (1,10%). Dari hasil analisis uji *chi-square* waktu tunggu dan tingkat kepuasan pasien diperoleh nilai $P Value = 0,011 < 0,05$.

Simpulan : Terdapat hubungan antara waktu tunggu pelayanan resep dengan tingkat kepuasan pasien di Puskesmas Jatinegara Kabupaten Tegal.

Kata Kunci : Waktu tunggu, Kepuasan pasien

Kepustakaan : 49 (2004 – 2021)

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**ANALYSIS OF THE RELATIONSHIP OF WAITING TIME FOR
PRESCRIPTION SERVICES WITH THE LEVEL OF PATIENT
SATISFACTION IN PUSKESMAS JATINEGARA, TEGAL REGENCY**

(xvii + 98 pages + 3 pictures + 17 tables + 9 attachments)

ABSTRACT

Background: Waiting time for prescription services and the level of patient satisfaction in pharmaceutical services are some of the standard indicators for evaluating service quality. Analysis of waiting time for prescription services and surveys of patient satisfaction levels in prescription services are needed to maintain and increase the level of patient satisfaction with services at the Puskesmas. The purpose of this study was to analyze the relationship between waiting time for prescription services and the level of patient satisfaction at the Jatinegara Health Center, Regal Regency.

Methods: This study used an observational research design with a design approach cross sectional. Determination of the research sample using a purposive sampling method. The instruments used in this study were in the form of a questionnaire and a stopwatch as well as to record the length of waiting time on the waiting time recording form. Analysis of the data used for this research is univariate analysis and bivariate analysis, as well as statistical test chi-square.

Results: Based on the Decree of the Minister of Health of the Republic of Indonesia Number.129/Menkes/SK/II/2008, the waiting time for non-concoction prescription drugs is ≤ 30 minutes and for concoction drugs ≤ 60 minutes, according to the standard waiting time for prescription services, 90 prescriptions (98.90%) were categorized according to the standard and 1 prescription (1.10%) did not meet the standard. Most of the respondents were satisfied with 90 respondents (98.10%) while those who felt quite satisfied were 1 respondent (1.10%). From the results of the analysis of the test chi-square waiting time and the level of patient satisfaction obtained P Value = 0,011 < 0.05.

Conclusion: There is a relationship between waiting time for prescription services and the level of patient satisfaction at the Jatinegara Health Center, Tegal Regency.

Keywords: Waiting time, Patient satisfaction

Literature : 49 (2004 – 2021)