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**HUBUNGAN ANTARA KARAKTERISTIK DENGAN TINGKAT
KEPUASAN PASIEN PADA PASIEN RAWAT JALAN DI PUSKESMAS
KECAMATAN JOHAR BARU
(JAKARTA)**

121 halaman + 16 tabel + 3 gambar + lampiran

ABSTRAK

Latar Belakang: Pada pelayanan kefarmasian di puskesmas yang paling penting adalah kepuasan pasien. Salah satu dimensi mutu pelayanan kesehatan ditandai dengan analisis kepuasan pelanggan yang dapat dilakukan berdasarkan lima dimensi kepuasan. Berdasarkan uraian tersebut, penelitian ini bertujuan untuk mengetahui hubungan karakteristik dengan tingkat kepuasan pasien rawat jalan pada Puskesmas Kecamatan Johar Baru.

Metode: Penelitian dilakukan secara non eksperimental dengan metode deskriptif menggunakan kuisioner dan pengambilan sampel secara *total sampling* sebanyak 30 pasien.

Hasil Pembahasan: Hasil uji univariat didapatkan hasil pada kelima dimensi kepuasan dengan hasil sebagai berikut : *Tangihabel* (53,5%), *Responsiveness* (63,3%), *Empathy* (66,7%), *Reliability* (70%), dan *Assurance* (66,7%) di Puskesmas Kecamatan Johar Baru dapat disimpulkan responden merasa sangat puas pada pelayanan kefarmasian dan pada uji bivariat mengenai hubungan karakteristik responden dengan tingkat kepuasan pasien yaitu terdapat hubungan karakteristik usia dengan dua dimensi tingkat kepuasan yaitu *Responsiveness* dan *empathy* dengan nilai Asympt Sign < 0,05.

Kesimpulan: Pada uji univariat pada kelima dimensi kepuasan *Tangihabel*, *Responsiveness*, *Empathy*, *Reliability*, dan *Assurance* didapatkan hasil sangat puas pada pelayanan kefarmasian di Puskesmas Kecamatan Johar Baru dan untuk uji bivariat terdapat hubungan antara karakteristik usia dengan tingkat kepuasan pasien pada dimensi *Responsiveness* dan *empathy*.

Kata kunci: Kepuasan, Puskesmas, Karakteristik, Dimensi tingkat kepuasan

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**CORRELATION BETWEEN CHARACTERISTICS WITH PATIENT
SATISFACTION IN PHARMACY OUT PATIENT PUSKESMAS
KECAMATAN JOHAR (JAKARTA)**

121 pages + 16 tables + 3 picture + attachments

ABSTRACT

Background: In pharmaceutical services at puskesmas, the most important thing is patient satisfaction. One of the dimensions of the quality of health services is characterized by an analysis of customer satisfaction that can be carried out based on five dimensions of satisfaction. Based on this description, this study aims to determine the relationship between characteristics and satisfaction levels of outpatients at the Johar Baru District Health Center.

Methods: The research was conducted non-experimentally with a descriptive method using a questionnaire and *total sampling* of 30 patients.

Results: Univariate test results obtained results on the five dimensions of satisfaction with the following results: Tangiabel (53.5%), Responsiveness (63.3%), Empathy (66.7%), Reliability (70%), and Assurance (66.7%) at the Johar Baru District Health Center, it can be concluded that respondents are very satisfied with pharmaceutical services and in the bivariate test regarding the relationship between respondent characteristics and patient satisfaction levels, namely there is a relationship between age characteristics and two dimensions of satisfaction level, namely Responsiveness and empathy with an Asympt Sign value < 0.05 .

Conclusion: In the univariate test on the five dimensions of Tangiabel satisfaction, Responsiveness, Empathy, Reliability, and Assurance, the results were very satisfied with pharmaceutical services at the Johar Baru District Health Center and for the bivariate test there was a relationship between age characteristics with patient satisfaction in dimensions of Responsiveness and empathy.

Keywords: Satisfaction, Puskesmas, Characteristics, Patient Saticfaction dimensions