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Skripsi, 10 Agustus 2021  
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**ANALISA WAKTU TUNGGU PELAYANAN RESEP DENGAN  
TINGKAT KEPUASAN PASIEN DI PUSKESMAS 11 ILIR KOTA  
PALEMBANG**

103 halaman + 14 tabel + 2 gambar + 12 lampiran

**ABSTRAK**

**Latar belakang :** Waktu tunggu merupakan salah satu standar minimal dalam pelayanan kefarmasian puskesmas, waktu tunggu untuk mendapatkan pelayanan yang berkualitas akan mempengaruhi kepuasan pasien. Sehingga perlu dilakukan penelitian yang bertujuan untuk mengetahui gambaran waktu tunggu pelayanan resep terkait tingkat kepuasan pasien.

**Metode:** Penelitian dilakukan di Puskesmas 11 Ilir Kota Palembang menggunakan metode analitik (*survey*) dan *cross sectional*. Teknik sampling yang digunakan yaitu *purposive sampling* dengan jumlah responden sebanyak 64 orang. Analisis Statistik menggunakan SPSS dengan uji Chi-Square dengan tingkat signifikan 0,05.

**Hasil :** Waktu pelayanan resep untuk racikan maupun non racikan yang sesuai standar (84,4%) sedangkan yang tidak sesuai standar (15,6%). Tingkat kepuasan pasien yang merasa puas (65,6%) sedangkan yang tidak merasa puas (34,4%). Berdasarkan hasil uji Chi-square diperoleh nilai *p-value* = 0,000. Artinya terdapat hubungan antara waktu tunggu pelayanan resep dengan kepuasan pasien.

**Simpulan :** Dari penelitian ini dapat disimpulkan bahwa ada korelasi atau hubungan antara waktu tunggu pelayanan resep racikan maupun non racikan dengan kepuasan pasien di puskesmas 11 Ilir Kota Palembang.

**Kata Kunci :** Waktu tunggu, Kepuasan pasien, Puskesmas

**Kepustakaan :** 22 (2011-2016)

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Final Project, 10 August 2021  
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**ANALYSIS OF WAITING TIME FOR PRESCRIPTION SERVICES  
WITH THE LEVEL OF PATIENT SATISFACTION IN PUSKESMAS 11  
ILIR, PALEMBANG CITY**

103 pages + 14 tables + 2 pictures + 12 attachments

**ABSTRACT**

**Background :** Waiting time is one of the minimum standards in pharmacy services at puskesmas, waiting time to get quality services will affect patient satisfaction. So it is necessary to do research that aims to determine the description of the waiting time for prescription services related to the level of patient satisfaction.

**Methods:** The research was conducted at 11 Ilir Health Center in Palembang City using analytical (methods *survey*) and *cross sectional*. The sampling technique used is *purposive sampling* with the number of respondents as many as 64 people. Statistical analysis using SPSS with Chi-Square test with a significant level of 0.05.

**Results :** The service time for prescriptions for both concoction and non-concoction is in accordance with the standard (84.4%) while those that are not according to the standard (15.6%). The level of satisfaction of patients who are satisfied (65.6%) while those who are not satisfied (34.4%). Based on the results of the Chi-square test, the obtained *p-value* = 0.000 was. This means that there is a relationship between waiting time for prescription services and patient satisfaction.

**Conclusion:** From this study it can be concluded that there is a correlation or relationship between waiting time for concoction and non-concoction prescription services with patient satisfaction at the 11 Ilir Public Health Center, Palembang City.

**Keywords:** waiting time, patient satisfaction, public health center

**Library :** 22 (2011-2016)