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EVALUASI WAKTU TUNGGU PELAYANAN RESEP DAN TINGKAT KEPUASAN PASIEN DI PUSKESMAS MUJUR PRAYA TIMUR

ABSTRAK

Latar Belakang : Instalasi pelayanan kefarmasian seperti puskesmas dituntut untuk meningkatkan pelayanan salah satunya dengan waktu tunggu sesuai dengan standard pelayanan. Pelayanan yang baik akan meningkatkan kepuasan pasien. Tujuan penelitian ini adalah untuk mengevaluasi waktu tunggu pelayanan resep dan tingkat kepuasan pasien dalam pelayanan kefarmasian.

Metode : Data waktu tunggu yang diperoleh dihitung persentase kesesuaian berdasarkan standar pelayanan puskesmas dan dihitung persentase tingkat kepuasan pasien berdasarkan dimensi berwujud (*Tangible*), daya tanggap (*Responsiveness*), kepastian (*Assurance*), empati (*Emphaty*) dan keandalan (*Reliability*).

Hasil : Hasil penelitian pada waktu tunggu terdapat 81 resep yang memenuhi standar waktu tunggu pelayanan resep yang sesuai dengan SOP yang sudah ditetapkan oleh Puskesmas Mujur Praya Timur untuk waktu tunggu obat jadi 3-5 menit dan waktu tunggu obat racikan yaitu 10-15 menit. Persentase tingkat kepuasan berdasarkan 5 dimensi diperoleh bahwa dimensi *Tangible* termasuk kategori puas (79,75%), *Responsiveness* termasuk kategori sangat puas (88,88%), *Assurance* termasuk kategori sangat puas (86,81%), *Emphaty* termasuk kategori sangat puas (86,25%), dan *Reliability* termasuk kategori sangat puas (85,88%).

Kesimpulan : Pada evaluasi waktu tunggu dari 81 resep dinyatakan memenuhi standar waktu tunggu pelayanan resep yang sesuai dengan SOP yang sudah ditetapkan oleh puskesmas dengan persentase 100%. Evaluasi tingkat kepuasan pasien pada 5 dimensi yaitu dimensi *Tangibel* termasuk klasifikasi puas dengan persentase 79,75, *Responsiveness* termasuk klasifikasi sangat puas (88,89%), *Assurance* termasuk klasifikasi sangat puas (86,81%), *Emphaty* termasuk klasifikasi sangat puas (86,26%), dan *Reliability* termasuk klasifikasi sangat puas dengan persentase (85,88%).

Kata Kunci : Waktu tunggu, kepuasan pasien, pelayanan kefarmasian.

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EVALUATION OF WAITING TIME FOR PRESCRIPTION SERVICES AND LEVEL OF PATIENT SATISFACTION AT PUSKESMAS MUJUR PRAYA TIMUR

ABSTRACT

Background: Pharmaceutical service installations such as puskesmas are required to improve services, one of which is waiting times according to service standards. Good service will increase patient satisfaction. The purpose of this study was to evaluate the waiting time for prescription services and the level of patient satisfaction in pharmaceutical services.

Methods: The waiting time data obtained was calculated according to the percentage of conformity based on health center service standards and calculated the percentage of patient satisfaction levels based on the dimensions of tangible (Tangible), responsiveness (Responsiveness), certainty (Assurance), empathy (Empathy) and reliability (Reliability).

Results: The results of the study during the waiting time there were 81 prescriptions that met the standard waiting time for prescription services in accordance with the SOP set by the East Mujur Praya Health Center for the waiting time for drugs to be 3-5 minutes and the waiting time for concoction drugs was 10-15 minutes. The percentage level of satisfaction based on 5 dimensions is obtained that the Tangible dimension is in the satisfied category (79.75%), Responsiveness is in the very satisfied category (88.88%), Assurance is in the very satisfied category (86.81%), Empathy is in the very satisfied category (86.25%), and Reliability is included in the very satisfied category (85.88%).

Conclusion: In the evaluation of the waiting time of 81 prescriptions, it was stated that they met the waiting time standard for prescription services in accordance with the SOP set by the puskesmas with a percentage of 100%. Evaluation of the level of patient satisfaction on 5 dimensions, namely Tangibel dimensions including the classification satisfied with the percentage of 79.75, Responsiveness including the classification very satisfied (88.89%), Assurance including the classification very satisfied (86.81%), Empathy including the classification very satisfied (86 .26%), and Reliability is classified as very satisfied with the percentage (85.88%).

Keywords: Waiting time, patient satisfaction, pharmaceutical services.