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TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN OBAT DI PUSKESMAS TIUDAN KABUPATEN TULUNGAGUNG PADA BULAN JULI 2022

ABSTRAK

Latar Belakang : Upaya kesehatan adalah setiap kegiatan yang memelihara dan meningkatkan kesehatan, serta dirancang untuk mencapai derajat kesehatan yang optimal bagi masyarakat. Puskesmas merupakan sarana pelayanan kesehatan yang esensial untuk pemeliharaan kesehatan, pencegahan penyakit, penyembuhan penyakit dan pemulihan kesehatan secara terpadu dan berkelanjutan. Tujuan penelitian ini untuk mengevaluasi tingkat kepuasan pasien terhadap pelayanan kefarmasian di Instalasi Farmasi Rawat Jalan Puskesmas Tiudan Kabupaten Tulungagung pada bulan Juli 2022.

Metode : Penelitian ini menggunakan metode penelitian survei deskriptif melalui pendekatan *cross sectional study*. Pengambilan data menggunakan *quota sampling* 94 responden. Pengumpulan data menggunakan kuesioner yang telah diuji validitas dan reliabilitas kemudian di analisis menggunakan analisis deskriptif. Tingkat pengetahuan di bagi menjadi 3 kategori yaitu sangat puas (76%-100%), puas (56%-76%), dan kurang puas (<56%).

Hasil : Tingkat kepuasan pasien berdasarkan hasil penelitian yang dilakukan di Puskesmas Tiudan Kabupaten Tulungagung yang dilihat dari 5 dimensi terdiri dari dimensi *responsiveness* (ketanggapan) dengan hasil rata-rata persentase 84,03%, dimensi *reliability* (keandalan) dengan hasil persentase 82,62%, dimensi *assurance* (jaminan) dengan hasil rata-rata persentase 81,73%, dimensi *emphaty* (empati) dengan hasil persentase 80,85%, dimensi *tangibles* (bukti fisik) dengan hasil rata-rata persentase 78,01%.

Kesimpulan : Tingkat kepuasan pelayanan obat di Puskesmas Tiudan Kabupaten Tulungagung sangat puas didapatkan hasil persentase sebanyak 81,31% berdasarkan skala persentase (76%-100%).

Kata kunci : Tingkat Kepuasan, Puskesmas, Upaya kesehatan

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PATIENT SATISFACTION LEVEL WITH DRUG SERVICES AT TIUDAN HEALTH CENTER, TULUNGAGUNG REGENCY IN JULY 2022

ABSTRACT

Background: Health efforts are every activity that maintains and improves health, and are designed to achieve optimal health status for the community. Puskesmas is a health service facility that is essential for health maintenance, health promotion, disease prevention, disease healing, and health recovery in a comprehensive, integrated and sustainable manner. The purpose of this study was to evaluate the level of patient satisfaction with pharmaceutical services at the Outpatient Pharmacy Installation of Tiudan Health Center, Tulungagung Regency in July 2022.

Methods: This study uses a descriptive survey research method through a cross sectional study approach. Data collection using quota sampling 94 respondents. Collecting data using a questionnaire that has been tested for validity and reliability then analyzed using descriptive analysis. The level of knowledge is divided into 3 categories, namely very satisfied (76%-100%), satisfied (56%-76%), and less satisfied (<56%).

Results: The level of patient satisfaction is based on the results of research conducted at the Tiudan Health Center, Tulungagung Regency which is seen from 5 dimensions consisting of the *responsiveness* dimension (responsiveness) with an average percentage of 84.03%, the *reliability* dimension (reliability) with a percentage result of 82.62%, the dimension of *assurance* (guarantee) with an average percentage of 81.73%, the dimension of *empathy* (friendliness) with a percentage of 80.85%, the dimension of *tangibles* (physical evidence) with an average percentage of 78.01%.

Conclusion: The level of satisfaction with drug services at the Tiudan Health Center, Tulungagung Regency is very satisfactory, the percentage results are 81.31% based on a percentage scale (76%-100%).

Keywords: Satisfaction Level, Health Center, Health Effort