

Universitas Ngudi Waluyo
Program Studi Farmasi, Fakultas Kesehatan
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Lela Febriana Anggreini
050118A091

ANALISIS KEPUASAN PASIEN TENTANG PELAYANAN OBAT DI APOTEK MUFIDA PHARMA MOJOWETAN

ABSTRAK

Latar Belakang : Apotek adalah sarana pelayanan kefarmasian dan sebagai tempat dilakukan praktek kefarmasian oleh apoteker, dalam pelayanan apotek perlu diperhatikan tentang kepuasan pasien yang diukur dalam beberapa faktor atau dimensi pelayanan yaitu *reliability* (kehandalan), *responsiveness* (daya tanggap), *assurance* (jaminan), *empathy* (empati), *tangible* (bukti fisik) dan waktu tunggu obat. Tujuan penelitian ini untuk mengetahui tingkat kepuasan pasien dan memberikan gambaran kepuasan pasien tentang pelayanan obat

Metode : Penelitian deskriptif analitik. Populasi penelitian pasien Apotek Mufida Pharma Mojowetan, dengan menggunakan teknik pengambilan sampel *accidental sampling*. Analisis data menggunakan perhitungan nilai indeks kepuasan pasien.

Hasil : Usia responden 15-30 tahun sebesar 64 responden (64%), jenis kelamin Wanita sebanyak 56 responden (56%), tingkat Pendidikan SMA 47 responden (47%), dan bekerja 44 responden (44%). Tingkat kepuasan pasien menggunakan 5 dimensi, dikategorikan sedang 48% dan nilai indeks yang memiliki rata-rata terendah 47% pada dimensi bukti fisik, terbesar pada dimensi ketanggapan, dan perhatian dengan 50%. Pada dimensi waktu tunggu pelayanan obat dengan hasil ≤ 30 menit dan obat racikan ≤ 60 menit yaitu sebanyak 73 Responden (73%). Terdapat keterkaitan antara kepuasan pasien dengan waktu tunggu pelayanan obat ($p= 0,009$)

Kesimpulan : Tingkat kepuasan pasien terhadap pelayanan sangat baik dan sebagian besar pasien menyatakan waktu tunggu pelayanan obat sesuai dengan standar Kemenkes RI dan terdapat hubungan antara kepuasan pasien dengan waktu tunggu obat

Kata Kunci : Apotek, Kepuasan Pasien, Mufida Pharma

Ngudi Waluyo University
Pharmacy Study Program, Faculty of Health
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Lela Febriana Anggreini
050118A091

THE ANALYSIS OF PATIENT SATISFACTION ABOUT WAITING TIME FOR DRUG SERVICES AT MUFIDA PHARMA MOJOWETAN

ABSTRACT

Background: *Pharmacy is a pharmaceutical service facility and as a place for pharmacists to practice pharmacy, in pharmacy services it is necessary to pay attention to patient satisfaction as measured by several factors or service dimensions, namely reliability (reliability), responsiveness (responsiveness), assurance (guarantee), empathy (empathy), tangible (physical evidence) and waiting time for drugs. The purpose of this study was to determine the level of patient satisfaction and provide an overview of patient satisfaction about drug services*
Methods: *Analytical descriptive research. The study population was the patient at the Mufida Pharma Mojowetan Pharmacy, using the accidental sampling technique. Data analysis used the calculation of the patient satisfaction index value.*

Results: *Age respondents 15-30 years were 64 respondents (64%), gender were 56 respondents (56%), high school education level was 47 respondents (47%), and work was 44 respondents (44%). The level of patient satisfaction using 5 dimensions, categorized as moderate is 48% and the index value which has the lowest average of 47% on the dimensions of physical evidence, the largest on the dimensions of responsiveness, and attention with 50%. On the dimension of waiting time for drug services with results 30 minutes and concoction drugs 60 minutes, as many as 73 respondents (73%). There is a relationship between patient satisfaction and waiting time for drug services ($p = 0.009$).*

Conclusion: *The level of patient satisfaction with services is very good and most patients state that the waiting time for drug services is in accordance with the standards of the Ministry of Health of the Republic of Indonesia and there is a relationship between patient satisfaction and waiting time for drugs.*

Keywords: *Pharmacy, Satisfaction, Mufida Pharma, witing time*