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**Tingkat Kepuasan Pasien Terhadap Pelayanan Informasi Obat di Apotek
Waras Wiris Kabupaten Semarang Periode Agustus 2022**

INTISARI

Latar Belakang: Kepuasan pasien terhadap pelayanan informasi obat di apotek merupakan salah satu cerminan dari mutu pelayanan kesehatan yang diberikan oleh tempat pelayanan kefarmasian di apotek. Penelitian ini yang bertujuan untuk mengetahui tingkat kepuasan pasien terhadap pelayanan informasi obat di Apotek Waras Wiris Kabupaten Semarang berdasarkan 5 dimensi yaitu dimensi Keandalan (*reliability*), Ketanggapan (*responsiveness*), Jaminan (*assurance*), *Empathy*, dan Berwujud (*Tangible*).

Metode Penelitian: Penelitian ini menggunakan metode dekriptif yang dikategorikan penelitian non eksperimental yaitu dengan menggunakan kuesioner yang diberikan kepada 41 responden. Teknik pengambilan sampel menggunakan metode *total sampling*.

Hasil: Kepuasan pasien berdasarkan dimensi keandalan (*reliability*) diperoleh persentase sebesar 75,49% dengan kategori puas, dimensi ketanggapan (*responsiveness*) diperoleh persentase sebesar 76,34% (puas), dimensi jaminan (*assurance*) diperoleh persentase sebesar 80,16% (puas), dimensi *empaty* diperoleh persentase sebesar 76,26% (puas), dimensi berwujud (*Tangible*) diperoleh persentase sebesar 80,98% (puas), rata rata persentase kepuasan pasien sebesar 77,85% dengan kategori puas.

Kesimpulan: Rata-rata persentase kepuasan pasien yaitu 77,85% dengan kategori puas dan berdasarkan mean skor kenyataan dan harapan menunjukkan pelayanan informasi obat yang sudah baik.

Kata kunci : kepuasan, pelayanan informasi obat, apotek

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Level of Patient Satisfaction with Drug Information Services at the Waras Wiris Pharmacy, Semarang Regency for the August 2022 period

ABSTRAK

Background: Patient satisfaction with drug information services in pharmacies is a reflection of the quality of health services provided by pharmacy services in pharmacies. This study aims to determine the level of patient satisfaction with drug information services at the Waras Wiris Pharmacy, Semarang Regency based on 5 dimensions, namely the dimensions of Reliability, Responsiveness, Assurance, Empathy, and Tangible.

Research Methods: This study uses a descriptive method which is categorized as non-experimental research, namely by using a questionnaire given to 41 respondents. The sampling technique uses the total sampling method.

Results: Patient satisfaction based on the reliability dimension obtained a percentage of 75.49% in the satisfied category, the responsiveness dimension obtained a percentage of 76.34% (satisfied), the assurance dimension obtained a percentage of 80.16% (satisfied), the empathy dimension obtained a percentage of 76.26% (satisfied), the Tangible dimension obtained a percentage of 80.98% (satisfied), the average percentage of patient satisfaction was 77.85% in the satisfied category.

Conclusion: The average percentage of patient satisfaction is 77.85% in the satisfied category and based on the mean score of reality and expectation, it shows that drug information services are good.

Keywords: satisfaction, drug information service, pharmacy