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ANALISIS TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP KUALITAS PELAYANAN KEFARMASIAN DI INSTALASI FARMASI PUSKESMAS BERGAS 2022

(xiv + 90 Halaman + 2 Gambar + 11 Tabel + 16 Lampiran)

ABSTRAK

Latar Belakang : Kepuasan pasien merupakan salah satu indikator yang penting dan harus diperhatikan dalam suatu pelayanan kesehatan. Kepuasan pasien tergantung pada kualitas pelayanan yang diberikan. Suatu pelayanan dikatakan berkualitas di tentukan oleh kenyataan apakah jasa yang diberikan bisa memenuhi kebutuhan pasien, apakah pelayanan yang diterima pasien memuaskan atau tidak. Tujuan Penelitian untuk mengetahui tingkat kepuasan pasien rawat jalan terhadap kualitas pelayanan kefarmasian di instalasi farmasi Puskesmas Bergas.

Metode : Metode pada penelitian ini menggunakan deskriptif kuantitatif dengan pendekatan *cross sectional*. Teknik pengumpulan data menggunakan purposive sampling. Pengambilan data dilakukan dengan membagikan kuesioner kepada responden. Sampel pada penelitian ini berjumlah 100 responden yang memenuhi kriteria inklusi. Pengambilan sampel dilakukan di Puskesmas Bergas Kabupaten Semarang.

Hasil : Hasil penelitian menunjukkan bahwa pasien di Puskesmas Bergas memiliki tingkat kepuasan kategori sangat puas terdapat pada dimensi jaminan sebesar 83,08% dan dimensi kehandalan sebesar 83%. Kemudian kategori puas terdapat pada dimensi ketanggapan sebesar 77.4%, dimensi bukti fisik sebesar 75.32% dan dimensi empathy sebesar 74.12%.

Kesimpulan : Tingkat kepuasan pasien terhadap kualitas pelayanan yang diberikan di instalasi farmasi Puskesmas Bergas sebesar (79,79%) dengan kategori puas.

Kata Kunci : Kepuasan Pasien, Pelayanan Kefarmasian, Puskesmas

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THE ANALYSIS Of OUT-PATIENTS SATISFACTION LEVEL On PHARMACY SERVICES QUALITY In PHARMACEUTICAL INSTALLATION Of BERGAS PUBLIC HEALTH CENTER 2022

(xiv + 90 Page + 2 Images + 11 Tables + 16 Attachments)

ABSTRACT

Background: Patient satisfaction is an important indicator and should be considered in a health service. The patient satisfaction depends on the quality of provided services. A quality service is said to be determined by the fact whether the service provided is able to meet the needs of the patient, or if the service received by the patient is satisfactory or not. Research Purpose in favor of determining the level of out-patient satisfaction on the quality of the pharmaceutical services at the pharmaceutical installation of Bergas Public Health Center.

Method: The method in this study used descriptive quantitative with cross sectional approach. Purposive sampling technique was used to collect the data. The data was collected by distributing questionnaires to respondents. The sample in this study was 100 respondents who met the inclusion criteria. Sampling was conducted at the Bergas Public Health Center, Semarang Regency.

Result: The result showed that the patients at the Bergas Public Health Center had a satisfaction level on very satisfied in the guarantee dimension of 83.08% and the reliability dimension of 83%. Then the satisfied level was found in the responsiveness dimension of 77.4%, the physical evidence dimension of 75.32%, and the empathy dimension of 74.12%.

Conclusion: The patient satisfaction level on the quality of services provided at the Bergas Public Health Center pharmaceutical installation was satisfied with the services provided, this can be seen from the average value with result of (79.79%) with satisfied category.

Keywords: Patient Satisfaction Level, Pharmaceutical Services, Public Health Center