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ANALISIS WAKTU TUNGGU PELAYANAN RESEP DAN TINGKAT KEPUASAN PASIEN DI INSTALASI FARMASI UPTD PUSKESMAS BLORA

ABSTRAK

Latar belakang: Pusat pelayanan kesehatan seperti puskesmas dituntut untuk meningkatkan pelayanan salah satunya pelayanan di Instalasi Farmasi yang berkaitan dengan kepuasan pasien dan waktu tunggu pelayanan resep. Tujuan penelitian ini adalah untuk mengevaluasi waktu tunggu pelayanan resep dan tingkat kepuasan pasien di Instalasi Farmasi UPTD Puskesmas Blora.

Metode: Penelitian menggunakan metode accidental sampling dengan analisis secara deskriptif. Subjek penelitian sebanyak 100 responden dengan instrumen penelitian kuesioner. Data dihitung persentase tingkat kepuasan pasien berdasarkan 5 dimensi dan waktu tunggu pelayanan resep yang memenuhi SOP puskesmas.

Hasil: Hasil penelitian waktu tunggu pelayanan resep untuk resep racikan dilayani dengan rata-rata 5,38 menit dan untuk yang non racikan rata-rata dilayani 1,9 menit. Tingkat kepuasan dari 5 dimensi semua termasuk dalam kategori sangat puas dengan rentang 81% -100% dimensi keandalan (*reliability*) (84,9%), dimensi ketanggapan (*responsiveness*) (83,6%), dimensi jaminan (*assurance*) (84,4%), dimensi empati (*empathy*) (84,2%), dan dimensi berwujud (*tangibel*) (84,2%).

Kesimpulan: Tingkat kepuasan pasien dalam pelayanan kefarmasian di UPTD Puskesmas Blora ditinjau dari 5 dimensi keandalan (*reliability*), ketanggapan (*responsiveness*), jaminan (*assurance*), empati (*empathy*) dan berwujud (*tangibel*) memiliki tingkat kepuasan kategori sangat puas (> 80%).

Kata Kunci: kepuasan, waktu tunggu, pelayanan kefarmasian

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ANALYSIS OF WAITING TIME FOR PRESCRIPTION SERVICES AND PATIENT SATISFACTION LEVELS AT THE UPTD PUSKESMAS PHARMACY INSTALLATION OF UPTD PUSKESMAS BLORA

ABSTRACT

Background: health service centers such as puskesmas are required to improve services, one of which is the service at the Pharmacy Installation which is related to patient satisfaction and waiting time for prescription services. The purpose of this study was to identify the waiting time for prescription services at the UPTD Pharmacy Installation at the Blora Health Center.

Methods: research using accidental sampling. The research subjects were 100 respondents with a questionnaire research instrument. Analysis data with percentage of waiting time for prescription service and level satisfaction of patient.

Results: the results of the study waiting time for 100 recipes concoction recipe for 5,38 minute and non concoction recipe for 1,9 minute. The level of satisfaction from all 5 dimensions is included in the very satisfied category with a range of 81% - 100%. dimensions of reliability (84.9%), dimensions of responsiveness (83.6%), dimensions of assurance (84.4%), dimensions of empathy (84.2%), and dimensions of tangible (tangible) (84.2%).

Conclusion: The research results obtained showed that the waiting time for 100 concoction and non-concoction recipes. 100% comply with the SOP standards applied by the Blora Health Center UPTD. The level of patient satisfaction in pharmaceutical services at UPTD Puskesmas Blora from 5 dimension reliability, responsiveness, assurance, empathy and tangible have a very satisfied category satisfaction level (>80%).

Keywords: satisfaction, waiting time, pharmacy services