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ANALISIS TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP KUALITAS PELAYANAN KEFARMASIAN DI PUSKESMAS WONOSOBO JANUARI 2023

ABSTRAK

Latar Belakang : Pelayanan kefarmasian adalah suatu pelayanan langsung dan bertanggung jawab kepada pasien yang berkaitan dengan sediaan farmasi dengan maksud mencapai hasil yang pasti untuk meningkatkan mutu kehidupan pasien. Tujuan penelitian ini adalah mengetahui gambaran tingkat kepuasan pasien rawat jalan terhadap kualitas pelayanan kefarmasian di Puskesmas Wonosobo berdasarkan kelima dimensi yaitu kehandalan, ketanggapan, keyakinan, kepedulian dan bukti fisik.

Metode : Jenis penelitian ini merupakan penelitian deskriptif dengan pendekatan kuantitatif serta rancangan penelitian *cross sectional*. Pengambilan sampel menggunakan metode *non-probability sampling* dengan jumlah sampel sebanyak 95 responden. Metode perhitungan kepuasan pasien menggunakan *Customer Satisfaction Index (CSI)*.

Hasil : Hasil uji validitas dan reliabilitas dari kuisioner menunjukkan hasil valid dan reliabel. Kategori karakteristik responden dengan hasil terbanyak yaitu perempuan dengan persentase (60%), umur 26-35 tahun (35.78%), pekerjaan IRT (42.10%). Kepuasan pasien berdasarkan kelima dimensi yaitu puas untuk dimensi kehandalan (77.2%), kategori sangat puas dimensi ketanggapan (84.6%), dimensi keyakinan (84.6%), dimensi kepedulian (84.2%), dan dimensi bukti fisik (84.4%).

Kesimpulan : Kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Wonosobo tahun 2022 berdasarkan perhitungan CSI yaitu sangat puas dengan persentase (83%)

Kata Kunci : Puskesmas, Pelayanan Kefarmasian, Tingkat Kepuasan.

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ANALYSIS OF THE LEVEL OF OUTPATIENT SATISFACTION ON THE QUALITY OF PHARMACEUTICAL SERVICES AT THE WONOSOBO HEALTH CENTER JANUARY 2023

ABSTRACT

Background : Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical preparations with the aim of achieving definite results to improve the patient's quality of life. The purpose of this research is to find out the description of the level of outpatient satisfaction on the quality of pharmaceutical services at the Wonosobo Health Center based on the five dimensions, namely reliability, responsiveness, assurance, empathy, and tangibles.

Methods : This type of research is a descriptive study with a quantitative approach and a cross-sectional research design. Sampling using non-probability sampling method with a total sample of 95 respondents. The method of calculating patient satisfaction uses the Customer Satisfaction Index (CSI).

Results : The results of the validity and reliability tests of the questionnaires show valid and reliable results. The category of respondent characteristics with the highest percentage results were women with a percentage (60%), age 26-35 years (35.78%), housewife work (42.10%). Patient satisfaction based on the five dimensions, namely satisfaction for the reliability dimension (77.2%), very satisfied categories for the responsiveness dimension (84.6%), the belief dimension (84.6%), the caring dimension (84.2%), and the physical evidence dimension (84.4%).

Conclusion : Patient satisfaction with pharmaceutical services at the Wonosobo Health Center in 2022 is based on the CSI calculation, which is very satisfied with the percentage (83%)

Keywords : Health Center, Pharmaceutical Services, Satisfaction Level.