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Program Studi S1 Farmasi  
Skripsi, Maret 2023  
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## **Hubungan Tingkat Kepuasan Pasien Terhadap Pelayanan Resep Elektronik di Rumah Sakit Islam Sultan Agung.**

### **ABSTRAK**

**Latar Belakang:** Teknologi kesehatan sekarang sedang banyak diperhatikan. Khususnya, karena ada peluang dan janji bahwa teknologi dapat menunjang peningkatan kualitas hidup manusia. Teknologi kesehatan yang sudah diterapkan di rumah sakit di antaranya adalah *e-prescribing* atau resep elektronik. Kesalahan resep adalah sumber kesalahan terbesar yang dapat dicegah di rumah sakit menurut Institute of Medicine resep elektronik dapat mengurangi jumlah kesalahan dan memang berdampak pada hasilnya. Tujuan dalam penelitian ini untuk mengetahui bagaimana tingkat kepuasan pasien dan bagaimana hubungan karakteristik responden terhadap pelayanan resep elektronik yang di terapkan pada pasien farmasi rawat jalan RSI-SA.

**Metode:** Penelitian ini merupakan penelitian kuantitatif deskriptif dengan rancangan penelitian *Cross Sectional* yang dilakukan dengan menggunakan data primer terhadap pasien rawat jalan di RSI-SA dengan instrumen penelitian kuesioner. Responden penelitian ini adalah pasien farmasi rawat jalan di RSI-SA yang dipilih berdasarkan kriteria inklusi-eksklusi dengan jumlah responden 80 orang.

**Hasil:** Dari lima dimensi kepuasan diperoleh hasil persentase kepuasan pasien pada masing-masing dimensi kepuasan, 83% Keandalan (*Reliability*), 82% Daya Tanggap (*Responsiveness*), 83% Jaminan (*Assurance*), 83% Empati (*Empathy*) dan 83% Bukti Fisik (*Tangibles*) dengan rata-rata persentase skoring sebesar 83%, pada hasil penelitian didapatkan bahwa tidak ada hubungan antara usia, pendidikan, dan pekerjaan dengan tingkat kepuasan pasien rawat jalan di instalasi RSI-SA.

**Kesimpulan:** Disimpulkan dari hasil penelitian bahwa tingkat kepuasan responden sebesar 83% dan dapat dikategorikan bahwa pasien merasa sangat puas terhadap pelayanan resep elektronik di farmasi rawat jalan RSI-SA.

**Saran :** RSI-SA perlu mempertahankan atau meningkatkan pelayanan resep elektronik yang diberikan agar sesuai dengan harapan pasien.

**Kata Kunci :** Kepuasan, Resep elektronik, Teknologi.

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**The Relationship Between Patient Satisfaction Levels and Electronic Prescription Services at Sultan Agung Islamic Hospital Semarang.**

**ABSTRACT**

**Background:** Health technology is now getting a lot of attention. In particular, because there are opportunities and promises that technology can support improving the quality of human life. Health technology that has been implemented in hospitals includes e-prescriptions or electronic prescriptions. Prescribing errors are the largest source of preventable errors in hospitals according to the Institute of Medicine e-prescribing can reduce the number of errors and indeed impact outcomes. The aim of this study was to find out the level of patient satisfaction and how the relationship between the characteristics of respondents to the electronic prescription service applied to outpatient pharmacy patients at RSI-SA.

**Methods:** This research is a descriptive quantitative study with a cross sectional research design that was conducted using primary data on outpatients at RSI-SA with a questionnaire research instrument. Respondents to this study were outpatient pharmacy patients at RSI-SA who were selected based on exclusion-inclusion criteria with a sample size of 80 people.

**Results:** From the five dimensions of satisfaction obtained the percentage of patient satisfaction in each dimension of satisfaction, 83% Reliability, 84% Responsiveness, 82% Assurance, 83% Empathy (Emphaty) and 83% Physical Evidence (Tangibles) with an average scoring percentage of 83%, the results of the study found that there was no relationship between age, education, and employment with the level of satisfaction of outpatients at the RSI-SA installation.

**Conclusion:** It was concluded from the results of the study that the respondent's satisfaction level was 83% and it could be categorized that the patient was very satisfied with the electronic prescription service at the RSI-SA outpatient pharmacy

**Suggestion:** RSI-SA needs to more maintain or improve the electronic prescribing services provided to match patient expectations.

**Keywords:** Satisfaction, Electronic Prescription, Technology.