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**HUBUNGAN PERSEPSI PASIEN TERHADAP *E-PRESCRIBING* DENGAN  
KEPUASAN PASIEN DI INSTALASI FARMASI RSUD DR. H.  
SOEWONDO KENDAL**

**ABSTRAK**

**Latar Belakang :** Sistem peresepan mengalami perubahan dari manual ke elektronik. Banyak manfaat yang diperoleh dari sistem tersebut. Terdapat beberapa rumah sakit yang sudah menerapkan sistem *e-prescribing* salah satunya yaitu RSUD dr. H. Soewondo Kendal. Persepsi perlu diketahui untuk mengetahui kualitas dan kepuasan pasien saat penggunaan *e-prescribing*. Penelitian bertujuan untuk mengetahui hubungan persepsi dan kepuasan pasien terhadap *e-prescribing* di instalasi farmasi RSUD dr. H. Soewondo Kendal.

**Metode :** Penelitian observasional analitik dengan pendekatan *cross sectional*. Penelitian dilakukan di RSUD dr. H. Soewondo Kendal, menggunakan sampel yang melibatkan 195 responden. Data didapatkan melalui kuesioner yang telah dilakukan uji validitas dan reliabilitas. Analisis data menggunakan *Spearman's Rank*

**Hasil :** Persepsi pasien terhadap *e-prescribing* di instalasi farmasi RSUD dr. H. Soewondo Kendal (80,22%), dengan indikator kemanfaatan (80,75%), kemudahan (79,69%). Tingkat kepuasan (83,798%), indikator keandalan (81,103%), daya tanggap (84,103%), jaminan (83,782%), empati (84,615%), bukti fisik (85,385). Hasil *Spearman's Rank* sig=0,000.

**Simpulan :** Persepsi pasien terhadap *e-prescribing* di instalasi farmasi RSUD dr. H. Soewondo Kendal sangat baik (80,22%). Tingkat kepuasan sangat puas (83,798%). Terdapat hubungan yang kuat antara persepsi dengan kepuasan pasien terhadap *e-prescribing* di instalasi farmasi RSUD dr. H. Soewondo Kendal dengan nilai *correlation coefficient* 0,413.

**Kata Kunci :** *Persepsi, Kepuasan, E-Prescribing, Pasien*

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**THE RELATIONSHIP OF PATIENT PERCEPTIONS TOWARDS *E-PRESCRIBING* AND PATIENT SATISFACTION IN THE PHARMACY INSTITUTION OF DR. H. SOEWONDO KENDAL**

**ABSTRACT**

**Background :** The prescribing system has changed from manual to electronic. There are many benefits to be gained from this system. There are several hospitals that have implemented an *e-prescribing* system, one of which is RSUD dr. H. Soewondo Kendal. Perceptions need to be known to determine the quality and satisfaction of patients when using *e-prescribing*. The research aims to determine the relationship between patient perception and satisfaction with *e-prescribing* at the pharmacy institution at RSUD dr. H. Soewondo Kendal.

**Methods :** Analytical observational research with a cross sectional approach. The research was conducted at RSUD dr. H. Soewondo Kendal, using a sample involving 195 respondents. Data was obtained through a questionnaire that had been tested for validity and reliability. Data analysis uses Spearman's Rank

**Results :** Patient perceptions of *e-prescribing* at the pharmacy institution at RSUD dr. H. Soewondo Kendal (80.22%), with indicators of usefulness (80.75%), convenience (79.69%). Satisfaction level (83.798%), reliability inductors (81.103%), responsiveness (84.103%), guarantee (83.782%), empathy (84.615%), physical evidence (85.385). Spearman's Rank results sig=0.000.

**Conclusion :** Patient perceptions of e-prescribing in the pharmacy installation at Dr. RSUD. H. Soewondo Kendal very good (80.22%). The level of satisfaction is very satisfied (83.798%). There is a strong relationship between perception and patient satisfaction with e-prescribing in the pharmacy installation at RSUD dr. H. Soewondo Kendal with a correlation coefficient value of 0.413.

**Keywords:** *Perception, Satisfaction, E-Prescribing, Patient*