

Universitas Ngudi Waluyo
Fakultas Ilmu Kesehatan
Program Studi Farmasi
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Amilia Krislinanda
051201006

ANALISIS TINGKAT KEPUASAN PASIEN DIRAWAT JALAN TERHADAP KUALITAS PELAYANAN KEFARMASIAN DIPUSKESMAS KARANGRAYUNG I

ABSTRAK

Latar Belakang: Kepuasan pasien merupakan indikator utama yang mengukur standar mutu pelayanan pada suatu puskesmas. Kepuasan pasien berkaitan erat dengan kualitas pelayanan. Tujuan penelitian ini mengetahui tingkat kepuasan pasien dirawat jalan terhadap kualitas pelayanan kefarmasian dipuskesmas Karangrayung I

Metode: Penelitian ini menggunakan penelitian deskriptif secara kuantitatif dan menggunakan desain *cross-sectional*. Penelitian ini menggunakan 95 responden yang memenuhi kriteria inklusi dan eksklusi penelitian. Analisis data menggunakan analisis data *univariate* untuk mengetahui tingkat kepuasan pasien terhadap kualitas pelayanan kefarmasian

Hasil: Hasil uji validitas dan reliabilitas dari kuesioner diperoleh hasil valid dan reliabel. Tingkat kepuasan responden dari kelima dimensi yaitu dimensi ketanggapan (*responsiveness*) 90,9%, dimensi jaminan (*assurance*) 91,9%, dimensi perhatian (*empathy*) 88,8%, dimensi kehandalan (*reliability*) 91,7% dan dimensi tampilan fisik (*tangibles*) 86,8%.

Kesimpulan: : Rata - rata tingkat kepuasan pasien dari kelima dimensi didapatkan persentase sebanyak 90% berada pada kategori sangat puas.

Kata Kunci: Puskesmas, Pelayanan Kefarmasian, Tingkat kepuasan.

Ngudi Waluyo University
Faculty of Health Sciences
Pharmacy Study Program
Thesis, March 2024
Amilia Krislinanda
051201006

ANALYSIS OF THE LEVEL OF SATISFACTION OF OUTPATIENT PATIENTS ON THE QUALITY OF PHARMACY SERVICES IN KARANGRAYUNG I HEALTH CENTER

ABSTRACT

Background: Patient satisfaction is the main indicator that measures service quality standards at a community health center. Patient satisfaction is closely related to service quality. The aim of this study was to determine the level of satisfaction of outpatients with the quality of pharmaceutical services at the Karangrayung I Community Health Center

Method: This research uses quantitative descriptive research and uses a cross-sectional design. This study used 95 respondents who met the research inclusion and exclusion criteria. Data analysis uses univariate data analysis to determine the level of patient satisfaction with the quality of pharmaceutical services

Results: The results of the validity and reliability tests of the questionnaire obtained valid and reliable results. The level of satisfaction of respondents from the five dimensions, namely the responsiveness dimension 90.9%, the assurance dimension 91.9%, the empathy dimension 88.8%, the reliability dimension 91.7% and the physical appearance dimension (tangibles) 86.8%.

Conclusion: The average level of patient satisfaction from the five dimensions obtained a percentage of 90% in the very satisfied category.

Keywords: Health Center, Pharmaceutical Services, Level of Satisfaction.