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**ANALISIS PENGARUH WAKTU TUNGGU PELAYANAN RESEP  
(*Dispensing Time*) RAWAT JALAN TERHADAP KEPUASAN PASIEN DI  
INSTALASI FARMASI RSUD dr. H. SOEWONDO KENDAL TAHUN 2024**

**ABSTRAK**

**Latar Belakang :** Waktu tunggu pelayanan resep mempengaruhi harapan pasien terhadap pelayanan yang ada di rumah sakit khususnya pelayanan instalasi farmasi rumah sakit. Tujuan penelitian ini adalah untuk menganalisis pengaruh lama waktu tunggu pelayanan resep obat racikan dan non racikan pada instalasi farmasi rawat jalan terhadap kepuasan pasien di RSUD dr. H. Soewondo Kendal.

**Metode :** Jenis penelitian ini adalah analitik observasional dengan pendekatan studi *cross sectional*. Didapatkan sampel sebanyak 200 responden. Metode pengambilan sampel dalam penelitian ini menggunakan rumus Slovin. Data diolah menggunakan analisis univariate dan bivariate menggunakan uji statistik *chi square*.

**Hasil :** Waktu tunggu pelayanan obat racikan dan non racikan di instalasi farmasi rawat jalan RSUD dr. H. Soewondo Kendal yang sesuai standar pelayanan minimum sebesar 39,950% . Sedangkan kepuasan pasien di instalasi farmasi rawat jalan RSUD dr. H. Soewondo Kendal dikategorikan dalam kategori puas dengan persentase rata-rata sebesar 75.180% .

**Simpulan :** Pada uji statistik *chi square* diperoleh nilai p value = 0,056 dengan nilai  $\alpha = 0,05$  yang berarti ada pengaruh antara waktu tunggu pelayanan obat non racikan dengan kepuasan pasien di instalasi farmasi rawat jalan RSUD dr. H. Soewondo Kendal dengan tingkat keeratan 0,134 yang berarti lemah.

**Kata Kunci:** waktu tunggu, kepuasan pasien, resep.

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**ANALYSIS OF THE INFLUENCE OF WAITING TIME FOR  
OUTPATIENT PRESCRIPTION SERVICES (*Dispensing Time*) ON  
PATIENT SATISFACTION IN THE PHARMACY INSTALLATION OF  
Dr. Hospital. H. SOEWONDO KENDAL IN 2024**

**ABSTRACT**

**Background:** Waiting time for services affects patient expectations of services available in hospitals, especially hospital pharmacy installation services. The aim of this study was to analyze the effect of long waiting times for prescription and non-concocted drug prescription services at outpatient pharmacy installations on patient satisfaction at RSUD dr. H. Soewondo Kendal.

**Method:** This type of research is analytical observational with a cross sectional study approach. A sample of 200 respondents was obtained. The sampling method in this research used the Slovin formula. Data processing uses univariate and bivariate analysis using the chi square statistical test.

**Results:** Waiting time for compounded and non-mixed medicine services at the outpatient pharmacy installation at RSUD dr. H. Soewondo Kendal which meets the minimum service standards of 39.950%. Meanwhile, patient satisfaction at the road pharmacy installation at RSUD dr. H. Soewondo Kendal is categorized in the satisfied category with an average percentage of 75,180%.

**Conclusion:** In the chi square statistical test, the p value = 0.056 with  $\alpha = 0.05$ , which means there is an influence between the waiting time for non-concocted drug services and patient satisfaction at the outpatient pharmacy installation at RSUD Dr. H. Soewondo Kendal with a closeness level of 0.134 which means weak.

**Keywords:** waiting time, patient satisfaction, prescription.