

Universitas Ngudi Waluyo  
Fakultas Kesehatan Program Studi Farmasi  
Skripsi, Februari 2026  
Salma Rizqia Salsabila  
051221112

## **STUDI EVALUASI PENGGUNAAN RESEP ELEKTRONIK (*E* *PRESCRIBING*) DALAM MENINGKATKAN KUALITAS PELAYANAN FARMASI DI RUMAH SAKIT**

### **ABSTRAK**

**Latar belakang:** Penerapan digitalisasi pelayanan kesehatan mendorong rumah sakit beralih dari resep manual ke sistem resep elektronik *e-prescribing* untuk memperbaiki kualitas pelayanan farmasi, namun persepsi dan tingkat kepuasan tenaga kefarmasian terhadap sistem dalam kualitas pelayanan masih belum tergambarkan secara komprehensif. Tujuan penelitian ini adalah menganalisis persepsi, tingkat kepuasan, serta hubungan antara persepsi dan kepuasan apoteker dan tenaga teknis kefarmasian terhadap penggunaan *e-prescribing* dalam meningkatkan kualitas pelayanan farmasi di Rumah Sakit dr. Asmir Salatiga.

**Metode:** Penelitian kuantitatif dengan desain survei evaluatif ini melibatkan 21 responden (apoteker dan tenaga teknis kefarmasian) yang aktif menggunakan *e-prescribing*, dipilih dengan teknik *purposive sampling*. Data dikumpulkan menggunakan kuesioner skala Likert yang telah melalui uji validitas isi, kemudian dianalisis secara univariat dan bivariat menggunakan uji korelasi Spearman.

**Hasil:** Persepsi terhadap penggunaan sistem resep elektronik menunjukkan skor rata-rata 84 (kategori sangat baik), sedangkan tingkat kepuasan terhadap implementasi *e-prescribing* memiliki skor rata-rata 82,77 (kategori sangat baik). Uji korelasi Spearman menunjukkan hubungan positif yang signifikan antara total skor persepsi dan total skor kepuasan ( $p = 0,001$ ), yang berarti semakin baik persepsi tenaga kefarmasian, semakin tinggi pula tingkat kepuasan terhadap *e-prescribing*.

**Simpulan dan saran:** Penggunaan sistem resep elektronik *e-prescribing* di Rumah Sakit dr. Asmir Salatiga efektif meningkatkan kualitas pelayanan farmasi, tercermin dari persepsi dan kepuasan tenaga kefarmasian yang berada pada kategori sangat baik terkait kemudahan penggunaan, efisiensi waktu, dan akurasi informasi obat. Diperlukan dukungan teknis dan pelatihan berkelanjutan untuk meminimalkan kendala sistem, terutama pada saat beban kerja tinggi, sehingga pemanfaatan *e-prescribing* dapat semakin optimal dalam mendukung mutu pelayanan farmasi

**Kata Kunci:** Resep elektronik, persepsi, kepuasan, pelayanan farmasi

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**EVALUATION STUDY OF THE USE OF ELECTRONIC PRESCRIBING (E-PRESCRIBING) IN IMPROVING THE QUALITY OF PHARMACY SERVICES IN HOSPITALS**

**ABSTRACT**

**Background:** The implementation of healthcare digitization has encouraged hospitals to switch from manual prescriptions to e-prescribing systems in order to improve the quality of pharmaceutical services. However, the perceptions and satisfaction levels of pharmaceutical staff regarding the quality of service provided by this system have not yet been comprehensively described. The purpose of this study was to analyze the perceptions, satisfaction levels, and the relationship between the perceptions and satisfaction of pharmacists and pharmaceutical technical personnel regarding the use of e-prescribing in improving the quality of pharmaceutical services at Dr. Asmir Salatiga Hospital.

**Method:** This quantitative research with an evaluative survey design involved 21 respondents (pharmacists and technical pharmacy personnel) who actively use e-prescribing, selected using purposive sampling. Data were collected using a Likert scale questionnaire that had undergone content validity testing, then analyzed univariately and bivariately using Spearman's correlation test.

**Results:** Perceptions of the use of the electronic prescription system showed an average score of 84 (very good category), while the level of satisfaction with the implementation of e-prescribing had an average score of 82.77 (very good category). Spearman's correlation test showed a significant positive relationship between the total perception score and the total satisfaction score ( $p = 0.001$ ), which means that the better the perception of pharmaceutical personnel, the higher the level of satisfaction with e-prescribing.

**Conclusion and recommendations:** The use of the e-prescribing system at Dr. Asmir Salatiga Hospital has effectively improved the quality of pharmaceutical services, as reflected in the perceptions and satisfaction of pharmaceutical staff, who rated the system as excellent in terms of ease of use, time efficiency, and accuracy of drug information. Technical support and ongoing training are needed to minimize system constraints, especially during periods of high workload, so that the use of e-prescribing can be optimized to support the quality of pharmaceutical services.

**Keywords:** e-prescribing, perception, satisfaction, pharmaceutical service