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Analisa Kepuasan pasien Terhadap Pelayanan Kefarmasian di Puskesmas Tuntang Kabupaten Semarang
(xiv + 105 pages + 3 images + 15 tabels + 8 attachment)

ABSTRAK

Latar Belakang : Pelayanan kefarmasian di Puskesmas yang semakin optimal dan dapat dirasakan manfaatnya oleh pasien. Masyarakat akhirnya dapat meningkatkan citra Puskesmas dan kepuasan pasien. Setiap puskesmas membutuhkan survei kepuasan untuk memperoleh informasi mengenai kepuasan yang dirasakan pasiennya. Tujuan penelitian ini untuk mengetahui kepuasan pasien pada pelayanan kefarmasian di Puskesmas Tuntang, Kabupaten Semarang.

Metode : Penelitian ini menggunakan metode survey. Populasi penelitian sebanyak 2000 responden. Teknik sampling menggunakan *accidental sampling*. Jumlah sampel 100 responden. Pengumpulan data menggunakan kuesioner evaluasi kepuasan pasien. Analisa data menggunakan distribusi frekuensi dan analisis index.

Hasil : Hasil penelitian menunjukkan pasien di Puskesmas Tuntang memiliki kepuasan kategori sedang dari dimensi kehandalan sebesar 71%, kategori tinggi dari dimesi daya tanggap sebesar 67%, kategori tinggi dari dimensi jaminan sebesar 73%, kategori tinggi dari dimensi empati 62%, dan kategori tinggi dari dimensi bukti fisik sebesar 57%.

Kesimpulan : Sebagian besar pasien di Puskesmas Tuntang memiliki kepuasan pelayanan kefarmasian yaitu sebesar 62 orang (62%).

Kata Kunci : Kepuasan Pasien, Pelayanan Farmasi, Puskesmas

Kepustakaan : 53 (2001- 2018)

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Patient Satisfaction Analysis of Pharmaceutical Services at Tuntang Public Health Center, Semarang Regency
(xiv + 105 halaman + 3 gambar + 15 tabel + 8 lampiran)

ABSTRACT

Background : Pharmaceutical services at Public Health Center are increasingly optimal and the benefit can be obtained by patients. The community can finally improve the good image of Public Health Center and patient satisfaction. Every Public Health Center needs a satisfaction survey to obtain information about the satisfaction felt by the patient. The purpose of this study was to determine patient satisfaction in pharmaceutical services at the Tuntang Public Health Center, Semarang Regency.

Method : This research uses survey method. The study population was 2000 respondents. The sampling technique uses accidental sampling. The number of samples is 100 respondents. Data collection uses a patient satisfaction evaluation questionnaire. Data analysis uses frequency distribution and index analysis.

Result : The results showed that patients in Tuntang Public Health Center had moderate satisfaction from the of reliability dimension was 71%, the high category from the responsiveness dimension by 67%, the high category from the guarantee dimension was 73%, the high category from the empathy dimension was 62%, and the high category from the physical evidence dimension was 57%.

Conclusion : Most patients in Tuntang Public Health Center have pharmaceutical service satisfaction that is equal to 62 people (62%).

Keyword : Patient Satisfaction, Pharmacy Services, Public Health Center.

Literature : 53