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**ANALISIS KEPUASAN TERHADAP PELAYANAN KEFARMASIAN
BAGI PASIEN DIABETES MELLITUS TIPE 2 ANGGOTA PROGRAM
PENGELOLAAN PENYAKIT KRONIS (PROLANIS) DI PUSKESMAS
BRINGIN**

(xi + 57 Halaman + 2 Gambar + 12 Tabel + 29 Lampiran)

INTISARI

Latar Belakang : Pelayanan kefarmasian dan pengobatan Diabetes Mellitus yang tidak dikelola dengan baik dapat memicu berbagai komplikasi yang dapat merubah segala persepsi kualitas hidup dari pasien. Untuk melihat mutu pelayanan yang diberikan, dapat dilakukan dengan mensurvei kepuasan pasien.

Tujuan : Mengetahui tingkat kepuasan terhadap pelayanan kefarmasian bagi pasien Diabetes Mellitus tipe 2 anggota prolanis dilihat dari dimensi kehandalan, daya tanggap, jaminan, empati dan bukti fisik.

Metode : Penelitian ini bersifat deskriptif analitik, dengan rancangan *Cross Sectional*. Pengambilan data dilakukan secara *purposive sampling* dan didapatkan sampel sebanyak 75 orang. Data diperoleh dengan menyebarkan kuesioner kemudian dianalisis menggunakan teknik analisis indeks.

Hasil : Perhitungan nilai indeks kepuasan secara keseluruhan menunjukkan bahwa tingkat kepuasan terhadap pelayanan prolanis Di Puskesmas Bringin termasuk dalam kategori tinggi yakni dengan persentase 82,8%. berdasarkan masing-masing dimensi kehandalan sebesar 71,3%, dimensi daya tanggap sebesar 88,6%, dimensi jaminan sebesar 81,2%, dimensi empati sebesar 79,4%, dan bukti fisik 89,9%.

Simpulan : Berdasarkan penelitian tentang analisis kepuasan terhadap pelayanan kefarmasian prolanis di Puskesmas Bringin” dapat disimpulkan bahwa kepuasan pasien di Puskemas Bringin secara keseluruhan termasuk kategori tinggi yaitu sebesar 82,8%,

Kata Kunci : Diabetes Melitus tipe 2, Kepuasan pasien, Pelayanan kefarmasian Program Pengelolaan Penyakit Kronis

Kepustakaan : 63 (2010-2020)

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**SATISFACTION ANALYSIS TOWARDS PHARMACY SERVICES FOR
TYPE 2 DIABETES MELLITUS PATIENTS MEMBERS OF THE
PROGRAM FOR THE MANAGEMENT OF CHRONIC DISEASES
(PROLANIS) AT BRINGIN PUBLIC HEALTH CENTER**

(xi + 57 Pages + 2 Pictures + 12 Tables + 29 Attachments)

ABSTRACT

Background: Pharmacy services and treatment of Diabetes Mellitus that are not managed properly can lead to various complications that can change all perceptions of the quality of life of patients. To see the quality of service provided, it can be done by surveying patient satisfaction.

Objective: To determine the level of satisfaction with pharmaceutical services for Diabetes Mellitus type 2 patients, members of the prolanis, seen from the dimensions of reliability, responsiveness, assurance, empathy and physical evidence.

Method : This research is descriptive analytic, with a cross sectional design. Data were collected by purposive sampling and obtained a sample of 75 people. Data obtained by distributing questionnaires and then analyzed using index analysis techniques.

Results : The calculation of the overall satisfaction index value shows that the level of satisfaction with prolanis services at Bringin Public Health Center is in the high category with a percentage of 82.8%. based on each dimension of reliability of 71.3%, responsiveness dimension of 88.6%, dimension of assurance of 81.2%, dimension of empathy of 79.4%, and physical evidence of 89.9%.

Conclusion : Based on research on the analysis of satisfaction with prolanic pharmaceutical services at Bringin Public Health Center, it can be concluded that the overall patient satisfaction at Bringin Health Center is in the high category, namely 82.8%.

Keywords : Type 2 Diabetes Mellitus, Patients' Satisfaction, Chronic Disease Management Pharmacy Programs Service

Literature : 63 (2010-2020)