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EVALUASI KEPUASAN PASIEN DAN WAKTU TUNGGU PELAYANAN RESEP RAWAT JALAN DI INSTALASI FARMASI RUMAH SAKIT PURI HUSADATAMA MESUJI LAMPUNG

(xv + 70 Halaman + 19 Tabel + 10 Lampiran)

INTISARI

Latar Belakang: Waktu tunggu merupakan masalah yang sering menimbulkan keluhan pasien di beberapa rumah sakit. Kepuasan konsumen adalah tanggapan untuk setiap jasa pelayanan yang diberikan. Tujuan penelitian untuk mengevaluasi waktu tunggu dan kepuasan pasien terhadap pelayanan resep di Rumah Sakit Puri Husadatama Mesuji Lampung.

Metode: Penelitian ini merupakan non eksperimental, jenis penelitian *survey* deskriptif dengan data diperoleh dari 100 lembar resep dan 100 orang responden menggunakan lembar pengambilan data dan lembar kuesioner dengan menggunakan metode *random sampling*.

Hasil: Hasil penelitian waktu tunggu menunjukkan dari 100 resep yang memenuhi standar waktu tunggu pelayanan resep sebanyak 77 resep non racikan dan sebanyak 19 untuk resep racikan. Rata-rata waktu tunggu yang dibutuhkan resep non racik $21'13'' \pm 06'06''$, dan $36'14'' \pm 09'02''$ untuk resep racik. Tingkat kepuasan pada lima dimensi didapatkan hasil *responsiveness* 71,25%, dimensi *empaty* 73,9%, *realibility* 72,92%, dimensi *assurance* 73,35%, dan dimensi *tangible* 85,35%.

Kesimpulan: Waktu tunggu pelayanan resep sudah memenuhi standar Keputusan Menteri Kesehatan Republik Indonesia nomor 129/Menkes/SK/II yaitu ≤ 30 menit resep non racik dan ≤ 60 menit resep racik. Hasil tingkat kepuasan pasien terhadap pelayanan kefarmasian di Instalasi Farmasi Rumah Sakit Puri Husadatama termasuk dalam kategori puas.

Kata Kunci: Waktu tunggu, Kepuasan Pasien, Pelayanan Kefarmasian

Kepustakaan: 24 (2008-2020)

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EVALUATION OF PATIENT SATISFACTION AND WAITING TIME FOR OUTPATIENT PRESCRIPTION SERVICES AT THE PHARMACY INSTALLATION AT PURI HUSADATAMA HOSPITAL MESUJI LAMPUNG

(xv + 70 pages + 19 Tables + 10 attachments)

ABSTRACT

Background: Waiting time is a problem that often causes patient complaints in several hospitals. Customer satisfaction is a response to every service provided. The research objective was to evaluate waiting time and patient satisfaction with prescription services at Puri Husadatama Mesuji Hospital, Lampung.

Methods: This research is a non-experimental, descriptive survey research type with data obtained from 100 sheets of recipes and 100 respondents using data collection sheets and questionnaires using a random sampling method.

Results: The results of the waiting time study showed that of the 100 recipes that met the waiting time standard for prescription services, 77 were non-concocted recipes and 19 were for concocted recipes. The average waiting time required for non-rack recipes is 21'13 "± 06'06", and 36'14 "± 09'02" for concoction recipes. The level of satisfaction in the five dimensions obtained results of 71.25% responsiveness, 73.9% empathy dimensions, 72.92% reliability, 73.35% assurance dimensions, and 85.35% tangible dimensions.

Conclusion: The waiting time for prescription services has met the standards of the Decree of the Minister of Health of the Republic of Indonesia number 129 / Menkes / SK / II, namely ≤ 30 minutes of non-concoction recipes and ≤ 60 minutes of concoction recipes. The results of the level of patient satisfaction with pharmaceutical services at the Pharmacy Installation of Puri Husadatama Hospital are in the satisfied category.

Keywords: Waiting time, Patient Satisfaction, Pharmaceutical Services

Bibliography: 24 (2008-2020)