

INTISARI

Permatasari M D A. 2018. Analisis *Gap* Pengaruh Mutu Pelayanan Kefarmasian Terhadap Kepuasan Pasien Rawat Jalan Instalasi Rawat jalan Instalasi Farmasi RSUD dr. Soediran Mangun Sumarso. Fakultas Farmasi, Universitas Setia Budi, Surakarta.

Pelayanan kefarmasian merupakan pelayanan yang diberikan tenaga farmasi kepada pasien, dalam melakukan pelayanan sering kali pasien sudah memiliki harapan akan pelayanan yang diterima, harapan akan pelayanan sehingga bentuk pelayanan yang diterima secara nyata sering kali berbeda sehingga menimbulkan *Gap* (kesenjangan). Penelitian ini bertujuan untuk mengetahui tingkat kesesuaian antara kinerja tenaga farmasi dengan harapan pasien rawat jalan di Instalasi Farmasi RSUD dr. Soediran Mangun Sumarso.

Penelitian dilakukan dengan menggunakan kuesioner yang diberikan pada 294 responden dengan teknik pengambilan sampel secara *purposive sampling* di Instalasi rawat jalan RSUD dr. Soediran Mangun Sumarso. Data dari korelasi antara bukti fisik, daya tanggap, kehandalan, jaminan kepastian, kepedulian dengan kepuasan pasien dianalisis dengan regresi linier sederhana, analisis regresi berganda, dan analisis *Gap*.

Hasil penelitian pada mutu pelayanan kefarmasian dengan dimensi jaminan kepastian dan kepedulian berpengaruh secara *parsial* terhadap kepuasan pasien, kelima dimensi bukti fisik, kehandalan, daya tanggap, jaminan kepastian dan kepedulian berpengaruh secara *simultan* terhadap kepuasan pasien, Terdapat perbedaan yang signifikan antara tingkat kualitas pelayanan yang diterima dengan kualitas pelayanan yang diharapkan. Dengan urutan nilai *Gap* dari terbesar hingga terkecil pada kelima dimensi kehandalan, kepedulian, daya tanggap, bukti fisik, dan jaminan kepastian.

Kata kunci: Pelayanan kefarmasian, Kepuasan Pasien, Analisis *Gap*

ABSTRACT

Permatasari M D A. 2018. Gap Analysis Effect of Quality of Pharmaceutical Services on Outpatient Patient Satisfaction Outpatient Installation Pharmacy Installation Dr. Soediran Mangun Sumarso. Faculty of Pharmacy, Setia Budi University, Surakarta.

Pharmacy services are services provided by pharmacists to patients, in performing services often patients already have expectations of services received, expectations for services so that the form of services that are received in real time is often different so as to create a gap (gap). This study aims to determine the level of suitability between the performance of pharmacy staff with the expectations of outpatients in the Pharmacy Installation of RSUD dr. Soediran Mangun Sumarso.

The study was conducted using a questionnaire given to 294 respondents with a purposive sampling technique in sampling outpatient care at the RSUD Dr. Soediran Mangun Sumarso. Data from the correlation between physical evidence, responsiveness, reliability, assurance, concern with patient satisfaction were analyzed by simple linear regression, multiple regression analysis, and Gap analysis.

The results of research on pharmacy service quality with dimensions of certainty and caring assurance have a partial effect on patient satisfaction, the five dimensions of physical evidence, reliability, responsiveness, assurance and care have a simultaneous effect on patient satisfaction, so there are significant differences between the level of service quality received with the expected service quality. The order of Gap values from the largest to the smallest on the five dimensions of reliability, caring, responsiveness, physical evidence, and assurance of certainty.

Keywords: Pharmaceutical services, Patient Satisfaction, Gap Analysis