

INTISARI

PAWAKA, S. 2019, KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI SATELIT INSTALASI GAWAT DARURAT (IGD) RSUD TIDAR KOTA MAGELANG PERIODE OKTOBER – DESEMBER 2018

Salah satu pelayanan di RSUD Tidar Kota Magelang adalah pelayanan di satelit IGD yang berdasarkan observasi langsung yang dilakukan, pasien yang mendapatkan obat dan hanya memerlukan rawat jalan kemudian menuju instalasi Farmasi. Tujuan penelitian ini adalah untuk mengetahui karakteristik pasien berdasarkan usia, pekerjaan dan pendidikan yang mendapatkan pelayanan kefarmasian, dan mengetahui kepuasan pasien satelit Instalasi Gawat Darurat (IGD) terhadap pelayanan instalasi kefarmasian di RSUD Tidar Kota Magelang

Metode yang digunakan dalam penelitian ini adalah penelitian deskriptif. Pengambilan sampel menggunakan metode *accidental sampling*. Kepuasan diukur menggunakan kuesioner.

Hasil penelitian menunjukkan karakteristik responden adalah usia dewasa awal (26-35 tahun) yaitu sebanyak 44 responden (46,8%), pendidikan menengah atau SMA yaitu sebanyak 56 responden (59,6%) dan bekerja sebagai pegawai swasta yaitu sebanyak 25 responden (26,6%). Gambaran tingkat kepuasan pada kategori cukup memuaskan yaitu sebanyak 46 responden (48,94%)

Kata Kunci : Kepuasan, Pelayanan Kefarmasian, Instalasi Gawat Darurat

ABSTRACT

PAWAKA, S. 2019, PATIENT SATISFACTION ON PHARMACEUTICAL SERVICES IN EMERGENCY INSTALLATION SATELLITE (EDD) TIDAR HOSPITAL MAGELANG CITY OCTOBER – DESEMBER 2018 PERIOD

One of the services at the Tidar Regional Hospital in Magelang City is service on the IGD satellite based on direct observations made, patients who get the drug and only require outpatient care and then go to the Pharmacy installation. The purpose of this study was to determine the characteristics of patients based on age, occupation and education who received pharmacy services, and to find out the satisfaction of Emergency Emergency Installation (IGD) patients on pharmacy installation services in Tidar Hospital Magelang City.

The method used in this study was descriptive research. Sampling used accidental sampling method. Satisfaction was measured using a questionnaire.

The results showed that the characteristics of the respondents were early adulthood (26-35 years), namely as many as 44 respondents (46.8%), secondary or high school education as many as 56 respondents (59.6%) and worked as private employees namely as many as 25 respondents (26.6%). The satisfaction level in the adequate category was 46 responden (48.94%)

Keywords: Satisfaction, Pharmaceutical Services, Emergency Installation