

INTISARI

HERLIANASARI, E., 2020, EVALUASI TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI RUMAH SAKIT UMUM MULIA HATI WONOGIRI BULAN MEI 2020.

Kepuasan pasien dalam menilai mutu pelayanan kefarmasian yang baik merupakan ukuran penting yang mendasar bagi penilaian suksesnya pemberi layanan dalam memberikan pelayanan kefarmasian. Kepuasan pasien dipengaruhi beberapa dimensi antara lain dimensi sarana prasarana, dimensi KIE, dimensi kecepatan pelayanan, dimensi ketersediaan obat, dan dimensi keramahan petugas. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien rawat jalan terhadap pelayanan kefarmasian di Instalasi Farmasi Rumah Sakit Umum Mulia Hati Wonogiri terkait dengan dimensi tersebut.

Penelitian ini merupakan penelitian deskriptif dengan pengambilan data menggunakan kuesioner dengan jumlah responden 100 pasien. Kuesioner telah di uji *validitas* dan *reliabilitas* kuesioner terhadap 30 responden berbeda sebagai penelitian pendahuluan. Analisis data mengacu pada Permenpan RB Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik.

Hasil penelitian menunjukkan tingkat kepuasan pasien terhadap pelayanan kefarmasian di Instalasi Farmasi RSUD Mulia Hati Wonogiri terkait dimensi sarana prasarana adalah kurang puas, pada dimensi KIE pasien kurang puas, pada dimensi kecepatan pelayanan pasien kurang puas, pada dimensi ketersediaan obat pasien kurang puas, dan pada dimensi keramahan petugas pasien puas. Tingkat kepuasan pasien terhadap masing-masing unsur adalah pasien puas terhadap 10 unsur pelayanan, kurang puas terhadap 4 unsur dan tidak puas terhadap 3 unsur pelayanan.

Kata kunci : Tingkat kepuasan pasien, pelayanan kefarmasian, instalasi farmasi rumah sakit

ABSTRAK

HERLIANASARI, E., 2020, EVALUATION OF PATIENT SATISFACTION LEVELS ON PHARMACEUTICAL SERVICES IN PHARMACY INSTALLATION OF GENERAL HOSPITAL OF MULIA HATI WONOGIRI MONTHS May 2020.

Patient satisfaction in assessing the quality of good pharmaceutical services is an important fundamental measure for assessing the success of service providers in providing pharmaceutical services. Patient satisfaction is influenced by several dimensions including the dimensions of infrastructure, KIE dimensions, dimensions of service speed, dimensions of drug availability, and dimensions of staff friendliness. This study aims to determine the level of patient satisfaction with pharmaceutical services at the Mulia Hati Wonogiri General Hospital Pharmacy Installation related to these dimensions.

This research is a descriptive study with data collection using a questionnaire with 100 patient respondents. The questionnaire was tested for validity and the reliability of the questionnaire against 30 different respondents as a preliminary study. Data analysis refers to Permenpan RB Number 14 of 2017 concerning Guidelines for Preparation of Public Satisfaction Survey Unit of Public Service Providers.

The results showed the level of patient satisfaction with pharmaceutical services in the Pharmacy Installation of Mulia Hati Wonogiri Hospital related to the dimensions of infrastructure are less satisfied, on the KIE dimension of patients less satisfied, on the dimension of speed of service of patients less satisfied, on the dimensions of drug availability of patients less satisfied, and on the dimensions the friendliness of the patient officers is satisfied. The level of patient satisfaction with each element is that the patient is satisfied with 10 elements of service, less satisfied with 4 elements and not satisfied with 3 elements of service.

Keywords: Level of patient satisfaction, pharmaceutical services, hospital pharmacy installation