

INTISARI

DESI ROMADHONI.,2021,STUDI LITERATUR TINGKAT KEPUASAN PELAYANAN INFORMASI OBAT PADA PASIEN RAWAT JALAN DI INSTALASI FARMASI PUSKESMAS, KARYA TULIS ILMIAH, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKATA. Dibimbing oleh apt. Dra. Pudiastuti RSP, MM

Kepuasan pasien merupakan nilai subyektif terhadap kualitas pelayanan yang diberikan. Seorang pasien jika merasa puas dengan nilai yang diberikan oleh jasa pelayanan, sangat besar kemungkinan untuk menjadi pelanggan dalam waktu lama. Pelayanan informasi obat harus benar, jelas, mudah dimengerti, akurat, tidak bias, etis, bijaksana dan terkini sangat diperlukan dalam upaya penggunaan obat yang rasional oleh pasien. Tujuan penelitian ini yaitu untuk mengetahui tingkat kepuasan pasien rawat jalan dilihat dari dimensi *reliability, responsiveness, assurance, empathy, dan tangible*.

Penelitian ini merupakan penelitian dalam bentuk kajian literature dengan menggunakan metode *stematic literature review*, sampel yang digunakan adalah jurnal yang memenuhi kriteria inklusi yang diperoleh melalui website google scholar dan science direct. Sampel yang digunakan adalah 10 jurnal.

Hasil penelitian review jurnal ini menunjukkan presentase rata-rata tingkat kepuasan pelayanan informasi obat pada pasien rawat jalan di Puskesmas yaitu dimensi ketanggapan sangat puas (50,64%), puas (72,41%), cukup puas (57,6%), kurang puas (13,66%), tidak puas (0,8%). Dimensi kehandalan sangat puas (43,22%), puas (71,79%), cukup puas (16%), kurang puas (34,23%), tidak puas (12,64%). Dimensi jaminan sangat puas (50,09%), puas (73,11%), cukup puas (58%), kurang puas (13,58%), tidak puas (4,76%). Dimensi kepedulian sangat puas (54,34%), puas (70,28%), cukup puas (57,6%), kurang puas (11,72%), tidak puas (0,76%). Dimensi bukti fisik sangat puas (35,80%), puas (68,28%), cukup puas (58%), kurang puas (25,6%), tidak puas (26,69%).

Kata kunci : tingkat kepuasan, pelayanan informasi obat, puskesmas

ABSTRACT

DESI ROMADHONI.,2021, LITERATURE STUDY OF SATISFACTION LEVEL OF DGRUG INFORMATION SERVICE IN OUTPATIENT AT THE PHARMACY INSTALLATION OF HEALTH CENTER, SCIENTIFIC PAPERS, DIPLOMA IN PHARMACY, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA. Supervised by apt. Dra. Pudiastuti RSP, MM.

Patient satisfaction is a subjective value to the quality of services provided. If a patient is satisfied with the value provided by the service, it is very likely to become a customer for a long time. Drug information services must be correct, clear, easy to understand, accurate, unbiased, ethical, wise and up-to-date, which is very necessary in the rational use of drugs by patients. The purpose of this study is to determine the level of satisfaction of outpatients seen from the dimensions of reliability, responsiveness, assurance, empathy, and tangible.

This research is a research in the form of a literature review using a stemmatic literature review method, the sample used is a journal that meets the inclusion criteria obtained through the Google Scholar and Science Direct website. The sample used is 10 journals.

The results of this journal review study indicate that the average percentage level of satisfaction with drug information services for outpatients at the Health center is very satisfied (50,64%), satisfied (72,41%), quite satisfied (57,6%), less satisfied (13,66%), dissatisfied (0,8%). The reliability dimension is very satisfied (43,22%), satisfied (71,79%), quite satisfied (16%), less satisfied (34,23%), dissatisfied (12,64%). The assurance dimension is very satisfied (50,09%), satisfied (73,11%), quite satisfied (58%), less satisfied (13,58%), dissatisfied (4,76%). The dimensions of concern are very satisfied (54,34%), satisfied (70,28%), quite satisfied (57,6%), less satisfied (11,72%), dissatisfied (0,76%). The dimensions of physical evidence are very satisfied (35,80%), satisfied (68,28 %), quite satisfied (58%), less satisfied (25,6%), dissatisfied (26,69).

Keyword : satisfaction level, patient satisfaction level, health center