

ABSTRAK

SAPUTRI, G D, 2021, EVALUASI TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI UPTD PUSKESMAS X KABUPATEN KENDAL PERIODE JUNI 2021, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI SURAKARTA.

Penelitian Tingkat Kepuasan Pasien Rawat Jalan Terhadap Pelayanan Kefarmasian Di Instalasi Farmasi UPTD Puskesmas X Kabupaten Kendal Periode Juni 2021. Kepuasan pasien adalah rasa tercapainya harapan atau kesesuaian terhadap pelayanan kesehatan yang didapatkan seorang pasien. Tujuan dilakukannya penelitian tingkat kepuasan pasien adalah mengetahui terpenuhinya pelayanan secara efektif oleh tenaga kesehatan kepada pasien.

Penelitian mengenai tingkat kepuasan pasien termasuk jenis penelitian non eksperimental, metode penelitian yang digunakan adalah *cross-sectional* dengan sampel sebanyak 100 responden. Pengambilan data diperoleh dari pengisian kuisioner oleh responden. Pengolahan hasil data menggunakan uji validitas, reliabilitas, *Chi Square*, dan uji korelasi. Analisa data dilakukan berdasarkan hasil pengisian kuisioner oleh responden yang meliputi sangat tidak puas (satu), tidak puas (dua), cukup puas (tiga), puas (empat), dan sangat puas (lima). Penggunaan skala likert untuk mengetahui tingkat kepuasan pasien berdasarkan ke-5 nilai isian kuisioner.

Penelitian ini dilakukan terhadap 100 pasien rawat jalan yang memenuhi kriteria inklusi. Hasil penelitian menunjukkan tingkat kepuasan terhadap Instalasi Farmasi pada dimensi empati mendapatkan persentase kepuasan tertinggi yaitu sebesar 82,4 masuk dalam kategori sangat puas, sedangkan untuk dimensi daya tanggap, jaminan, keandalan, dan bukti nyata masuk dalam kategori puas dengan persentase masing-masing 79,9 %, 79,2 %, 82,4 %, dan 77 %. Variabel yang sangat berpengaruh terhadap tingkat kepuasan pasien adalah variabel empati.

Kata kunci : Tingkat kepuasan, rawat jalan, pelayanan kefarmasian, puskesmas X Kabupaten Kendal.

ABSTRACT

SAPUTRI, G D, 2021, EVALUATION OF PATIENT'S SATISFACTION WITH PHARMACY SERVICES IN THE UPTD PHARMACEUTICAL INSTALLATION AT PUSKESMAS PATEAN, KENDAL REGENCY JUNE 2021, PROPOSAL THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

Research on Outpatient Satisfaction Levels with Pharmaceutical Services at the Pharmacy Installation of UPTD Puskesmas X in Kendal Regency for the June 2021 period. Patient satisfaction is a sense of achievement of expectations or conformity to health services obtained by a patient. The purpose of conducting research on the level of patient satisfaction is to find out the fulfillment of services effectively by health workers to patients.

Research on the level of patient satisfaction is a non-experimental type of research, the research method used is cross-sectional with a sample of 100 respondents. Retrieval of data obtained from filling out questionnaires by respondents. Processing of data results using validity, reliability, Chi Square, and correlation tests. Data analysis was carried out based on the results of filling out questionnaires by respondents which included very dissatisfied (one), dissatisfied (two), quite satisfied (three), satisfied (four), and very satisfied (five). The use of a Likert scale to determine the level of patient satisfaction based on the 5 values in the questionnaire.

This study was conducted on 100 outpatients who met the inclusion criteria. The results showed that the level of satisfaction with Pharmaceutical Installation in the empathy dimension got the highest percentage of satisfaction, which was 82.4, which was in the very satisfied category, while for the dimensions of responsiveness, assurance, reliability, and real evidence, it was in the satisfied category with a percentage of 79.9%, 79.2%, 82.4%, and 77%. The variable that is very influential on the level of patient satisfaction is the empathy variable.

Keywords: Level of satisfaction, outpatient, pharmaceutical services, Puskesmas X Kendal Regency.