

## INTISARI

VIDIANINGRUM, N., P., 2021, TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI UPTD PUSKESMAS PURWANTORO II WONOGIRI TAHUN 2021, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Kepuasan adalah ukuran perasaan individu setelah mendapatkan suatu layanan dengan membandingkan kenyataan dan harapan. Kepuasan dalam pelayanan kesehatan dapat diukur berdasarkan 5 dimensi yaitu *reliability*, *responsiveness*, *assurance*, *emphaty* dan *tangible*. Penelitian ini bertujuan untuk mengetahui kepuasan pasien terhadap pelayanan kefarmasian di Instalasi Farmasi UPTD Puskesmas Purwantoro II Wonogiri.

Penelitian ini menggunakan desain survey pengumpulan data dengan memberikan kuesioner kepuasan pasien. Data kuesioner diolah lalu dibandingkan antara pelayanan yang diperoleh dengan pelayanan yang diharapkan oleh pasien. Setelah itu, hasil pengolahan data dipresentasikan dalam bentuk diagram kartesius. Persentase kepuasan pasien dibagi menjadi lima kategori yaitu tidak puas <40%, kurang puas 40-50%, cukup puas 56-75%, puas 76-85% dan sangat puas 86-100%.

Hasil penelitian dari 243 responden menunjukkan persentase kepuasan pada dimensi *reliability* 82,55% artinya responden merasa puas terhadap kehandalan petugas instalasi farmasi, *responsiveness* 79,45% artinya responden merasa puas terhadap ketanggapan petugas instalasi farmasi, *assurance* 79,42% artinya responden merasa puas terhadap kapabilitas petugas instalasi farmasi, *emphaty* 80,66% artinya responden puas terhadap keramahan pelayanan petugas instalasi farmasi dan dimensi *tangible* 77,84% artinya responden merasa puas terhadap fasilitas yang disediakan di instalasi farmasi. Hasil dari kelima dimensi menunjukkan rata-rata 79,98% pasien menyatakan puas pada pelayanan kefarmasian di Instalasi Farmasi UPTD Puskesmas Purwantoro II Wonogiri.

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Kata kunci : kepuasan pasien, pelayanan kefarmasian, kuesioner.

## ABSTRACT

VIDIANINGRUM, N., P., 2021, LEVEL OF PATIENT'S SATISFACTION WITH PHARMACEUTICAL SERVICES IN UPTD PHARMACY INSTALLATION OF PURWANTORO II WONOGIRI HEALTH CENTRE 2021, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA

Satisfaction is a measure of individual feelings after receiving a service by comparing reality and expectations. Satisfaction in health services can be measured based on 5 dimensions, which are reliability, responsiveness, assurance, empathy, and tangible. This study aimed to determine the patient's satisfaction with pharmaceutical services at the UPTD Pharmacy Installation of Purwanto II Wonogiri Health Centre.

This study used survey design to collect data by providing the patient's satisfaction questionnaire. The questionnaire data was processed and being compared between services received and services expected by the patients. Then, the results of processed data were presented in the form of Cartesian diagram. The percentage of patient satisfaction was divided into five categories, dissatisfied <40%, less satisfied 40-50%, quite satisfied 56-75%, satisfied 76-85% and very satisfied 86-100%.

The results of the research from 243 respondents showed the percentage of satisfaction on the dimensions of reliability 82.55% means that respondents are satisfied with the dexterity of pharmacists, responsiveness 79.45% means that respondents are satisfied with the responsiveness of pharmacists, assurance 79.42% means that respondents are satisfied with the capabilities of pharmacists, empathy 80.66% means that respondents are satisfied with the service friendliness of pharmacy installation officers and the tangible dimension of 77.84% means that respondents are satisfied with the facilities provided at the pharmacy installation. The results of five dimensions showed an average of 79.98% of patients expressed satisfaction with pharmaceutical services at the UPTD Pharmacy Installation of Purwanto II Wonogiri Health Center.

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Keywords: patient's satisfaction, pharmaceutical services, questionnaire.