

## ABSTRAK

**DWI SETIAWAN., 2022, ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI RAWAT JALAN PUSKESMAS NAWANGAN PACITAN, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.**

Salah satu sarana yang dapat digunakan untuk pemantauan dan evaluasi terhadap pencapaian hasil pembangunan kesehatan, termasuk kinerja dari penyelenggara pelayanan minimal dibidang kesehatan adalah Pelayanan Kesehatan Puskesmas Nawangan, Pacitan. Tujuan dari penelitian ini adalah untuk mengetahui tingkat kepuasan pasien rawat jalan terhadap pelayanan kefarmasian di Puskesmas Nawangan, Pacitan berdasarkan dimensi *Servqual*.

Penelitian yang dilakukan merupakan penelitian deskriptif cross sectional. Pengambilan sampel dilakukan dengan metode purposive sampling berdasarkan criteria inklusi dan eksklusi. Sumber data penelitian diambil berdasarkan kuesioner yang dibagikan pada pasien rawat jalan yang menebus obat di Puskesmas Nawangan yang berisi lima indicator yaitu kehandalan (*Reliability*), ketanggapan (*Responsiveness*), jaminan (*Assurance*), empati (*Emphaty*), dan kenyataan (*Tangible*). Penentuan sampel dalam penelitian ini dengan metode purposive sampling berdasarkan kriteria inklusi dan eksklusi pengumpulan data berupa data kuantitatif dari kuisisioner *Servqual*.

Hasil dari pengukuran tingkat kepuasan pasien terhadap pelayanan kefarmasian Puskesmas Nawangan menggunakan model *Servqual (Service Quality)* menunjukkan hasil bahwa dimensi *tangible* berada pada kategori puas (61,44%), dimensi *reliability* berada pada kategori puas (60,97%), dimensi *responsivness* berada pada kategori puas (66,50%), dimensi *assurance* berada pada kategori puas (61,97%), dan dimensi *empaty* berada pada kategori puas (70,97%). Dimensi *reliability* (kehandalan) memiliki gap (kesenjangan) yang tertinggi jika dibandingkan dengan dimensi lainnya yaitu -6,00

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**Kata Kunci :** Puskesmas, Pelayanan Kefarmasian, *Servqual*

## ABSTRACT

**DWI SETIAWAN., 2022, ANALYSIS OF PATIENT SATISFACTION LEVEL WITH PHARMACEUTICAL SERVICES IN OUTSTANDING PHARMACEUTICAL INSTALLATIONS NAWANGAN PACITAN PUSKESMAS, THESIS, FACULTY OF PHARMACEUTICAL, SETIA BUDI UNIVERSITY, SURAKARTA.**

One of the facilities that can be used for monitoring and evaluating the achievement of health development outcomes, including the performance of minimum service providers in the health sector is the Health Service of the Nawangan Health Center, Pacitan. The purpose of this study was to determine the level of satisfaction of outpatients with pharmaceutical services at the Nawangan Health Center Pacitan, based on the Servqual dimension.

This research is a cross sectional descriptive study. Sampling was done by purposive sampling method based on inclusion and exclusion criteria. Sources of research data were taken based on questionnaires distributed to outpatients who redeemed drugs at the Nawangan Health Center which contained five indicators, namely reliability, responsiveness, assurance, empathy, and reality. Determination of the sample in this study by purposive sampling method based on the inclusion and exclusion criteria of data collection in the form of quantitative data from the Servqual questionnaire.

From the measurement of satisfaction, the results obtained that the level of patient satisfaction with pharmaceutical services at the Nawangan Health Center using the Servqual (Service Quality) model show that the tangible dimension is in the satisfied category (61.44%), the reliability dimension is in the satisfied category (60.97%), the responsiveness dimension is in the satisfaction category. in the satisfied category (66.50%), the assurance dimension is in the satisfied category (61.97%), and the empathy dimension is in the satisfied category (70.97%). The reliability dimension has the highest gap when compared to other dimensions, which is -6.00.

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**Keywords: Puskesmas, Pharmaceutical Services, Servqual**