

ABSTRAK

UNGGUL J.M., 2022, ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI RAWAT JALAN PUSKESMAS PRACIMANTORO I WONOGIRI, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI.

Penelitian ini bertujuan untuk melihat tingkat kepuasan pelayanan kefarmasian di Puskesmas Pracimantoro I Wonogiri berdasarkan dimensi *servqual*, dan mengetahui hasil analisis gap tingkat kepuasan pasien rawat jalan di Instalasi Farmasi Puskesmas Pracimantoro I Wonogiri dari lima dimensi *servqual*.

Penelitian ini adalah penelitian deskriptif observasional prospektif. Sampel diambil dengan metode *purposive sampling* dengan kriteria inklusi dan eksklusi. Sumber data penelitian berdasarkan kuesioner yang dibagikan pada pasien yang menebus obat di Instalasi Farmasi Rawat Jalan Puskesmas Pracimantoro I Wonogiri yang berisi lima indikator *service quality*.

Hasil penelitian tingkat kepuasan pasien terhadap pelayanan kefarmasian menggunakan model *service quality* di Puskesmas Pracimantoro I Wonogiri, disimpulkan tingkat kepuasan pasien terhadap pelayanan kefarmasian menggunakan model *service quality* menunjukkan hasil bahwa dimensi *tangible* sangat puas (86,62%), dimensi *reliability* sangat puas (88,53%), dimensi *responsivness* sangat puas (91,85%), dimensi *assurance* sangat puas (89,61%), dan dimensi *empathy* sangat puas (92,23%). Dari nilai Gap (kesenjangan) menunjukkan bahwa pelayanan yang diberikan oleh Puskesmas sudah melebihi ekspektasi masyarakat.

Kata kunci: Puskesmas, pelayanan kefarmasian, *servqual*, kepuasan pasien

ABSTRACT

UNGGUL J.M., 2022, THE ANALYSIS OF PATIENT SATISFACTION LEVEL TOWARD PHARMACEUTICAL SERVICES IN OUTSTANDING PHARMACEUTICAL INSTALLATIONS OF PUSKESMAS PRACIMANTORO I WONOGIRI, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY.

The purpose of this study was to see the level of satisfaction of pharmaceutical services at Puskesmas Pracimantoro I Wonogiri based on the servqual dimension, and to knowing the results of the gap analysis of the satisfaction level of outpatients at the Pharmacy Installation of Puskesmas Pracimantoro I Wonogiri from the five dimensions of servqual.

This study is an observational prospective 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 patients who redeemed drugs at the Outpatient Pharmacy Installation of Puskesmas Pracimantoro I Wonogiri which contained five indicators service quality.

The results of the study on the level of patient satisfaction with pharmaceutical services using the service quality model at the Puskesmas Pracimantoro I Wonogiri, it was concluded that the level of patient satisfaction with pharmaceutical services using the service quality model showed the results that the tangible dimension was very satisfied (86.62%), very satisfied reliability (88.53%), responsiveness dimension very satisfied (91.85%), assurance dimension very satisfied (89.61%), and empathy dimension very satisfied (92.23%). The value of the gap (gap) shows that the services provided by the Puskesmas have exceeded the community's expectations.

Keywords: Puskesmas, pharmaceutical services, servqual, patient satisfaction