

INTISARI

THEEDENS, ET. 2022, TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI RAWAT JALAN RSUD IBU FATMAWATI SOEKARNO KOTA SURAKARTA

Pelayanan kefarmasian dirumah sakit merupakan pelaksanaan upaya Kesehatan yang berperan penting dalam meningkatkan mutu pelayanan Kesehatan bagi masyarakat. Tingkat kepuasan pelanggan dalam kaitannya dengan pelayanan kefarmasian dapat diukur berdasarkan lima dimensi yaitu *Reliability (kehandalan)*, *Responsivensess (ketanggapan)*, *Assurance (jaminan)*, *Emphaty (empati)*, *Tangible (penampilan)*. Tujuan penelitian ini mengetahui tingkat kepuasan pasien terhadap pelayanan kefarmasian di instalasi rawat jalan RSUD Ibu Fatmawati Kota Surakarta.

Metode yang digunakan dalam penelitian ini adalah jenis penelitian kualitatif dan untuk pengambilan sampel menggunakan metode *Non-Probability Sampling* dengan cara semua subjek yang datang dan memenuhi kriteria inklusi dimasukkan dalam penelitian sampai jumlah subjek terpenuhi.

Hasil penelitian secara keseluruhan tingkat kepuasan terbesar pada dimensi jaminan (*Assurance*) 82,42%, dimensi ketanggapan (*Responsivness*) 82,13%, pada dimensi kehandalan (*reliability*) 81,16%, selanjutnya dimensi empati (*Emphaty*)80,72%, dan dimensi yang terakhir tampilan (*Tangible*) 80,72%, sehingga tingkat kepuasan pasien rawat jalan terhadap pelayanan kefarmasian di RSUD Ibu Fatmawati Soekarno Kota Surakarta secara keseluruhan sebesar 81,43% dan klasifikasi kepuasan adalah sangat puas.

Kata Kunci : Kepuasan Pasien, Pelayanan Kefarmasian, Rumah Sakit.

ABSTRAK

THEEDENS, ET. 2022, LEVEL OF PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICES IN OUTSTANDING INSTALLATIONS IBU FATMAWATI SOEKARNO Hospital, SURAKARTA CITY

Hospital pharmacy services are the implementation of health efforts that play an important role in improving the quality of health services for the community. The level of customer satisfaction in relation to pharmaceutical services can be measured based on five dimensions, namely Reliability (reliability), Responsiveness (responsiveness), Assurance (guarantee), Empathy (empathy), Tangible (appearance). The purpose of this study was to determine the level of patient satisfaction with pharmaceutical services in the outpatient installation of Ibu Fatmawati Hospital, Surakarta City.

The method used in this study is a qualitative research type and for sampling using the Non-Probability Sampling method, all subjects who come and meet the inclusion criteria are included in the study until the number of subjects is met.

The results of the study as a whole have the greatest satisfaction level on the assurance dimension (Assurance) 82.42%, the responsiveness dimension (Responsiveness) 82.13%, the reliability dimension (reliability) 81.16%, then the empathy dimension (Empathy) 80.72%, and the last dimension is display (Tangible) 80.72%, so that the level of satisfaction of outpatients with pharmaceutical services at Ibu Fatmawati Soekarno General Hospital, Surakarta City as a whole is 81.43% and the satisfaction classification is very satisfied.

Keywords: Patient Satisfaction, Pharmaceutical Services, Hospital