

ABSTRAK

ISTIYANAH, D. 2022. HUBUNGAN KUALITAS PELAYANAN KEFARMASIAN TERHADAP KEPUASAN PASIEN RAWAT JALAN DI INSTALASI FARMASI RSUD IBU FATMAWATI SURAKARTA TAHUN 2022. SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA. Pembimbing : (I) Dr. apt. Samuel Budi Harsono, S.Farm., M.Si, (II) apt. Jamilah Sarimanah, S.Si., M.Si.

Pelayanan farmasi rumah sakit memiliki peran penting sebagai penyelenggara upaya kesehatan untuk meningkatkan mutu pelayanan kesehatan masyarakat. Kualitas pelayanan tersebut dapat diukur berdasarkan penilaian terhadap lima dimensi yaitu kepuasan pasien, *reliability* (kehandalan), *responsive* (ketanggapan), *assurance* (jaminan), *emphaty* (empati), *tangible* (penampilan). Tujuan dari penelitian ini adalah untuk mengetahui Hubungan Kualitas Pelayanan Kefarmasian Terhadap Kepuasan Pasien Rawat Jalan Di Instalasi Farmasi RSUD Ibu Fatmawati Surakarta Tahun 2022.

Metode yang digunakan dalam penelitian ini adalah jenis penelitian kuantitatif, menggunakan pendekatan *cross sectional*, dan pengambilan sampel dilakukan dengan menggunakan *Purposive Sampling*. Analisis data dilakukan secara Bivariat terhadap dua variabel yang diduga berhubungan atau berkorelasi. Analisis data dalam penelitian ini menggunakan uji korelasi *Spearman* guna mengukur eratnya atau tingkat hubungan antara dua variabel yang berskala ordinal.

Hasil penelitian secara keseluruhan pada kualitas pelayanan kefarmasian sebesar 81,81% dan kepuasan pasien mendapatkan hasil sebesar 94,28% dengan klasifikasi sangat puas. Berdasarkan uji hubungan, terdapat hubungan Kualitas Pelayanan Kefarmasian Terhadap Kepuasan Pasien Rawat Jalan Di Instalasi Farmasi RSUD Ibu Fatmawati Surakarta Tahun 2022 mendapatkan hasil *correlation coefficient* sebesar 0,673 dengan nilai signifikansi sebesar 0.000 dimana hasil tersebut menunjukkan tingkat hubungan yang kuat.

Kata kunci : kualitas pelayanan, kepuasan, pasien rawat jalan

ABSTRACT

ISTIYANAH, DEVI. 2022. QUALITY OF SERVICE RELATIONSHIP PHARMACY ON OUTPATIENT SATISFACTION AT PHARMACY INSTALLATION OF MOTHER FATMAWATI HOSPITAL, SURAKARTA 2022. THESIS, FACULTY OF PHARMACY, UNIVERSITY SETIA BUDI, SURAKARTA. Advisor : (I) Dr. apt. Samuel Budi Harsono, S.Farm., M.Si, (II) apt. Jamilah Sarimanah, S.Si., M.Sc.

The pharmaceutical services in hospital is a healthy effort has important role in increasing the service pearl to the community. The Quality of pharmaceutical service can be counted according to five dimensions such as: *Reliability, Responsive, Assurance, Emphaty*, and *Tangible* with the patient's satisfaction. The aim of this research to knew the relation of the quality pharmaceutical's service toward the patient's satisfaction of the outpatients in pharmacy department RSUD Ibu Fatmawati Surakarta in 2022.

This study was conducted used quantitative method with the *cross sectional* approached. In this research in using the sampling technique was conducting *purposive sampling*. Analysis data was used bivariated toward two variables who assumed has relation and correlation. The technique of analysis data in this research was used *spearman* correlation task to measured the level or strong relation between two variables with ordinal scale

The results of the overall Quality of pharmaceutical service were 81,81% and patient's satisfaction was 94,28% with a very satisfied classification. Based on relationship test, there is relation of the quality pharmaceutical's service toward the patient's satisfaction of outpatients in pharmacy department RSUD Ibu Fatmawati Surakarta in 2022 obtained with the results of correlation coefficient 0.673 with significant score 0.000 therefore showed the strong relation of the results.

Keywords : service quality, satisfaction, outpatient care