

## INTISARI

**EGA DAMAYANTI, 2021. EVALUASI TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI RSUD Dr. SAYIDIMAN KABUPATEN MAGETAN NOVEMBER - DESEMBER 2021, SKRIPSI FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI SURAKARTA.**

Kepuasan adalah ukuran perasaan individu setelah mendapatkan suatu layanan dengan membandingkan kenyataan dan harapan. Pihak IFRS harus berhati – hati dalam memberikan pelayanan kesehatan, karena jika pasien sering merasa tidak puas terhadap pelayanan yang diberikan maka akan berdampak hilangnya pasien, serta tingkat kepuasan pasien sangat tergantung pada mutu pelayanan yang diberikan. Kepuasan dalam pelayanan kesehatan dapat diukur berdasarkan 5 dimensi yaitu *tangible*, *emphaty*, *reliability*, *responsiveness* dan *assurance*. Penelitian ini bertujuan untuk mengetahui kepuasan pasien terhadap pelayanan kefarmasian di Instalasi Farmasi RSUD dr. Sayidiman Kabupaten Magetan.

Penelitian ini merupakan penelitian observasional dengan rancangan deskriptif. Pengambilan data dilakukan secara cross sectional menggunakan kuesioner berdasarkan nilai skala likert. Sampel dalam penelitian ini sebanyak 251 orang responden yang memenuhi kriteria inklusi. Data kuesioner diolah lalu dibandingkan antara pelayanan yang diperoleh dengan pelayanan yang diharapkan oleh pasien. 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 didapatkan persentase kepuasan pada dimensi *tangible* diperoleh skor 82,22%, *emphaty* 79,15%, *reliability* 79,15%, *responsiveness* 80,30%, dan dimensi *assurance* 78,02%. Hasil dari kelima dimensi menunjukkan rata-rata 79,75% pasien menyatakan puas pada pelayanan kefarmasian di Instalasi Farmasi RSUD dr. Sayidiman Kabupaten Magetan.

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**Kata kunci :** Tingkat kepuasan, rawat jalan, pelayanan kefarmasian, RSUD dr. Sayidiman Magetan.

## **ABSTRACT**

**DAMAYANTI, E 2021. EVALUATION OF THE SATISFACTION LEVEL OF OUTBOARD PATIENT'S WITH PHARMACEUTICAL SERVICES IN PHARMACEUTICAL INSTALLATIONS RSUD Dr. SAYIDIMAN MAGETAN NOVEMBER – DECEMBER 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. If the performance is below expectations, the patient will be disappointed and dissatisfied, on the contrary if the performance is as expected by the patient, then the patient will feel satisfied. IFRS parties must be careful in providing health services, because if patients often feel dissatisfied with the services provided, it will have an impact on the loss of patients, and the level of patients satisfaction is highly dependent on the quality of services provided. 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 Pharmacy Installation of RSUD dr. Sayidiman Magetan

This research is an observational study with a descriptive design. Data collection was carried out in a cross sectional way using a questionnaire based on the Likert scale value. The sample in this study was 251 respondents who met the inclusion criteria. The questionnaire data was processed and then compared between the services obtained and the services expected by the patients. The percentage of patient satisfaction is divided into five categories, namely dissatisfied <40%, less satisfied 40-50%, quite satisfied 56-75%, satisfied 76-85% and very satisfied 86-100%.

The results showed that the percentage of satisfaction on the tangible dimension obtained a score of 82.22%, empathy 79.15%, reliability 79.15%, responsiveness 80.30%, and assurance dimension 78.02%. The results of the five dimensions showed an average of 79.75% of patients expressed satisfaction with pharmaceutical services at the Pharmacy Installation of RSUD dr. Sayidiman Magetan Regency.

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