

## ABSTRAK

### ANGGUN ALFIA ROSIDA., 2024, GAMBARAN TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI PUSKESMAS PANDEAN DAN PUSKESMAS POGALAN KABUPATEN TRENGGALEK JAWA TIMUR, PROPOSAL SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Pelayanan kefarmasian berperan penting untuk menunjang pelayanan kesehatan bagi masyarakat yang bermutu. Kualitas pelayanan kefarmasian sangat penting untuk dilakukan sesuai dengan standar yang ada, hal ini dapat menimbulkan kepuasan dari pasien. Tujuan dilakukan penelitian ini untuk mengetahui tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Pandean dan Puskesmas Pogalan.

Jenis penelitian yang digunakan adalah deskriptif kuantitatif dengan rancangan observasional, yang merupakan penelitian dengan menggambarkan suatu kejadian atau masalah yang digali melalui pengamatan yang terjadi di lapangan. Metode sampel acak digunakan untuk pengambilan sampel. Data yang dikumpulkan berupa kuisioner dengan lima dimensi *servqual*: *tangible*, *reliability*, *response*, *assurance*, dan *emphaty*.

Kesimpulan dari penelitian ini Puskesmas Pandean mendapatkan hasil dimensi sarana fisik 78,8% puas, dimensi kehandalan 89,9% puas, dimensi ketanggapan 80,8% puas, dimensi jaminan 94,9% puas, dimensi empati 80,8% puas. Sedangkan Puskesmas Pogalan mendapatkan hasil dimensi sarana fisik 94,9% sangat puas, dimensi kehandalan 70,7% sangat puas, dimensi ketanggapan 85,9% sangat puas, dimensi jaminan 90,9% sangat puas, dimensi empati 66,7% sangat puas. Pelayanan kefarmasian di Puskesmas Pogalan lebih baik daripada pelayanan kefarmasian di Puskesmas Pandean.

**Kata kunci:** Puskemas, Kepuasan Pasien, Pelayanan Kefarmasian

## ABSTRACT

**ANGGUN ALFIA ROSIDA., 2024, ANALYSIS OF PATIENT SATISFACTION LEVEL WITH PHARMACEUTICAL SERVICES IN PANDEAN AND POGALAN PUBLIC HEALTH CENTER IN TRENGGALEK REGERENCY, THESIS PROPOSAL, FACULTY OF PHARMACEUTICAL, SETIA BUDI UNIVERSITY, SURAKARTA.**

Pharmaceutical services play an important role in supporting quality healthservices for the community. It is very important for the quality of pharmaceutical services to be carried out in accordance with existing standards, this can lead to patient satisfaction. The aim of this research was to determine the level of patientsatisfaction with pharmaceutical services at Pandean and Pogalan Health Center.

The type of research used is quantitative descriptive with an observational design, which is research that describes an event or problem that is explored through observations that occur in the field. Random sampling method was used for sampling. The data collected is in the form of a questionnaire with five servqual dimensions: tangible, reliability, response, assurance, and empathy.

The conclusion of this research is that the Pandean Health Center obtained results for the physical facilities dimension of 78.8% satisfied, the reliability dimension 89.9% satisfied, the responsiveness dimension 80.8% satisfied, the guarantee dimension 94.9% satisfied, the empathy dimension 80.8% satisfied. Meanwhile, the Pogalan Health Center obtained results for the physical facilities dimension of 94.9% very satisfied, the reliability dimension 70.7% very satisfied, the responsiveness dimension 85.9% very satisfied, the assurance dimension 90.9% very satisfied, the empathy dimension 66.7% very satisfied. Pharmaceutical services at the Pogalan Health Center are better than pharmaceutical services at the Pandean Health Center.

**Keywords** : Health Center, Patient Satisfaction, Pharmaceutical Service