

ABSTRAK

MAULIDAH SABILAH FITRI., 2025, ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP KUALITAS PELAYANAN KEFARMASIAN DI INSTALASI FARMASI RUMAH SAKIT UMUM DAERAH JOMBANG, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA. Dibimbing oleh Dr. apt. Samuel Budi Harsono L, S.Farm., M.Si. dan Drs. apt. Partana Boedirahardja, S.H., MPH.

Penilaian kepuasan pasien digunakan untuk mengukur tingkat kinerja dan pelayanan. Instalasi Farmasi RSUD Jombang merupakan fasilitas kesehatan yang memberi pelayanan kefarmasian secara langsung kepada pasien. Pada Instalasi ini belum pernah dilakukan penelitian terkait kepuasan pasien. Namun, berdasarkan observasi, ditemui adanya keluhan terhadap pelayanan operasional. Tujuan penelitian ini untuk mengetahui nilai kepuasan pasien di Instalasi Farmasi RSUD Jombang berdasarkan dimensi sarana fisik, kehandalan, daya tanggap, jaminan, dan empati.

Penelitian ini merupakan penelitian deskriptif kuantitatif dengan sampel 100 pasien menggunakan metode *servqual* dengan teknik *non-probability sampling* dan *accidental sampling*. Penelitian dilaksanakan melalui penyebaran kuesioner, yaitu melalui dimensi *tangible*, *reliability*, *responsiveness*, *assurance*, dan *emphaty*, serta dianalisis dengan menggunakan skala likert dan pengolahannya menggunakan skor. Data GAP dianalisis menggunakan analisis *Wilcoxon*.

Hasil menunjukkan bahwa hasil skor kenyataan dari seluruh dimensi berada pada rentang 3,36-3,46 sedangkan skor harapan 3,58-3,62. Hasil ini tergolong sangat tinggi. Namun terdapat nilai GAP yang berada pada rentang -0,4 hingga 0,4, namun selisih ini tidak signifikan (Sig. >0,05) berdasarkan uji *Wilcoxon*. Dapat disimpulkan bahwa nilai kepuasan pasien di Instalasi Farmasi RSUD Jombang sesuai dengan dimensi bukti fisik, kehandalan, daya tanggap, jaminan, dan empati dengan kategori sangat tinggi.

Kata kunci : Kepuasan Pasien, Pelayanan Kefarmasian, Metode Servqual

ABSTRACT

MAULIDAH SABILAH FITRI., 2025, ANALYSIS OF PATIENT SATISFACTION LEVEL WITH THE QUALITY OF PHARMACY SERVICES IN THE PHARMACY INSTALLATION OF THE JOMBANG REGIONAL GENERAL HOSPITAL, SKRIPSI, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA. Supervised by Dr. apt. Samuel Budi Harsono L, S.Farm., M.Si. and Drs. apt. Partana Boedirahardja, S.H., MPH.

Patient satisfaction assessment is used to measure the level of performance and service. The Jombang Hospital Pharmacy Installation (JHPI) is a health facility that provides direct pharmaceutical services to patients. In JHPI, no research has been conducted related to patient satisfaction. However, based on observations, complaints were found regarding operational services. This study aimed to determine the value of patient satisfaction based on the dimensions of physical facilities, reliability, responsiveness, assurance, and empathy.

This quantitative descriptive study uses a sample of 100 patients using the servqual method with non-probability and accidental sampling techniques. The study was conducted by distributing questionnaires through tangible, reliable, responsiveness, assurance, and empathy. The questionnaires were analyzed using a Likert scale. GAP data were analyzed using Wilcoxon analysis.

The results showed that the actual score from all dimensions was 3.36-3.46, while the expected score was 3.58-3.62. These results are classified as very high. However, a GAP value is in the range of -0.4 to 0.4, but this difference is not significant (Sig. >0.05) based on the Wilcoxon test. This study concludes that the patient satisfaction value at the JHPI is based on the dimensions of tangible, reliability, responsiveness, assurance, and empathy with a very high category.

Keywords: Patient Satisfaction, Pharmaceutical Services, Servqual Method