

ABSTRAK

MUTIA ARINDA AL AFGHANI, 2025, ANALISIS TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI RSUD WARAS WIRIS BOYOLALI, KARYA TULIS ILMIAH, PROGRAM STUDI DIII FARMASI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI. Dibimbing oleh apt Ganet Eko Pramukantoro S.Farm., M.Si

Pelayanan kefarmasian yaitu salah satu dari komponen penting dalam meningkatkan mutu pelayanan kesehatan di rumah sakit. Tingkat kepuasan pasien menjadi indikator utama dalam menilai kualitas pelayanan tersebut. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien rawat jalan terhadap pelayanan kefarmasian di RSUD Waras Wiris Boyolali.

Penelitian ini merupakan deskriptif kuantitatif. Pengambilan sampel ini dengan metode *purposive sampling* berdasarkan kriteria inklusi dan eksklusi. Sumber data penelitian diperoleh berdasarkan kuisioner yang di bagikan kepada pasien rawat jalan yang menebus obat di RSUD Waras Wiris Boyolali. Penelitian ini dengan jumlah 125 responden dan dilaksanakan pada bulan Februari-April 2025 yang berisi lima dimensi kualitas pelayanan yaitu kehandalan (*realibity*), Ketanggapan (*responsiveness*), Jaminan (*assurance*), Empati (*Emphaty*), dan Berwujud (*tangible*).

Hasil penelitian menunjukan bahwa pada tingkat kepuasan pasien pada dimensi kehandalan mencapai 91,48%, daya tanggap 89,66%, jaminan 90,49%, dan empati 88,60% dari keempatnya termasuk kategori sangat puas. Sementara itu, untuk dimensi berwujud diperoleh hasil dengan presentase 80% yang termasuk dalam kategori puas. Dari hasil keseluruhan, pelayanan kefarmasian di RSUD Waras Wiris Boyolali di nilai sangat baik oleh pasien rawat jalan. Meskipun dari dimensi berwujud/fisik untuk aspek fasilitas atau sarana yang tersedia perlu ditingkatkan lebih baik.

Kata kunci : Rumah Sakit, Pelayanan Kefarmasian, Pasien Rawat Jalan

ABSTRACT

MUTIA ARINDA AL AFGHANI, 2025, ANALYSIS OF OUTPATIENT PATIENT SATISFACTION LEVEL TOWARDS PHARMACY SERVICES AT WARAS WIRIS BOYOLALI REGIONAL HOSPITAL, SCIENTIFIC PAPER, DIII PHARMACY STUDY PROGRAM, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY. Supervised by apt. Ganet Eko Pramukantoro, M.Si

Pharmaceutical services are one of the important components in improving the quality of health services in hospitals. The level of patient satisfaction is the main indicator in assessing the quality of these services. This study aims to determine the level of satisfaction of outpatients with pharmaceutical services at RSUD Waras Wiris Boyolali.

This research is descriptive quantitative. Sampling was done using purposive sampling method based on inclusion and exclusion criteria. The source of research data was obtained based on questionnaires distributed to outpatients who redeemed drugs at Waras Wiris Boyolali Hospital. This study with a total of 125 respondents and was conducted in February April 2025 which contains five dimensions of service quality, namely reliability (reliability), responsiveness, assurance, empathy, and tangible.

The results showed that the level of patient satisfaction in the reliability dimension reached 91.48%, responsiveness 89.66%, assurance 90.49%, and empathy 88.60% of the four were in the very satisfied category. Meanwhile, for the tangible dimension, the results obtained with a percentage of 80% are included in the satisfied category. From the overall results, pharmaceutical services at Waras Wiris Boyolali Hospital are rated very well by outpatients. Although from the tangible / physical dimension for the aspect of facilities or facilities available, it needs to be improved better.

Keywords: Hospital, Pharmaceutical Services, Outpatients