

## INTISARI

### **DAMAYANTI, I., 2019, TINGKAT KEPUASAN PASIEN TERHADAP KINERJA PELAYANAN KEFARMASIAN DIRUANG OBAT PUSKESMAS KLIRONG II KEBUMEN BULAN MEI TAHUN 2019.**

Kinerja pelayanan kefarmasian di puskesmas berperan penting dalam meningkatkan mutu pelayanan kesehatan bagi masyarakat yang mengedepankan kepuasan pasien. Pelayanan kefarmasian yang dirasakan pasien meliputi 4 dimensi yaitu sarana dan prasarana, KIE, kecepatan pelayanan, dan keramahan petugas. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien terhadap kinerja pelayanan kefarmasian di Ruang Obat Puskesmas Klirong II Kebumen bulan Mei tahun 2019 pada tiap dimensi dan masing-masing unsurnya.

Penelitian ini merupakan penelitian deskriptif dengan pengambilan data menggunakan kuesioner, dengan jumlah responden 100 pasien. Analisis data mengacu Permenpan RB Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik.

Hasil penelitian menunjukkan, tingkat kepuasan pasien terhadap kinerja masing-masing dimensi pelayanan kefarmasian di Ruang Obat Puskesmas Klirong II Kebumen adalah pada dimensi sarana prasarana pasien tidak puas, pada dimensi KIE pasien puas, pada dimensi kecepatan pelayanan pasien kurang puas, pada dimensi keramahan petugas pasien sangat puas. Tingkat kepuasan pasien terhadap kinerja masing-masing unsur adalah pada unsur 1 pasien tidak puas, unsur 2 pasien tidak puas, unsur 3 pasien puas, unsur 4 pasien puas, unsur 5 pasien puas, unsur 6, pasien puas, unsur 7 pasien kurang puas, unsur 8 pasien puas, unsur 9 pasien sangat puas, unsur 10, pasien sangat puas.

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Kata kunci : tingkat kepuasan pasien, kinerja pelayanan kefarmasian, puskesmas.

## **ABSTRACT**

### **DAMAYANTI, I., 2019, LEVEL OF PATIENT SATISFACTION ON PERFORMANCE OF PHARMACEUTICAL SERVICES MEDICINE IN THE PUSKESMAS KLIRONG II KEBUMEN ON MAY 2019.**

The performance of pharmacy services at the puskesmas has an important role in improving the quality of health services for the community that prioritizes patient satisfaction. The pharmacy services felt by patients included 4 dimensions, namely facilities and infrastructure, KIE, speed of service, and friendliness of officers. This study aims to determine the level of patient satisfaction with the performance of pharmacy services in the Drug Room of the Puskesmas Klirong II Kebumen on May 2019 in each dimension and each of its elements.

This research is a descriptive study with data collection using a questionnaire, with the number of respondents 100 patients. Analysis of data refers to Permenpan RB Number 14 of 2017 concerning Guidelines for Preparing the Public Satisfaction Survey for Public Service Providers.

The results showed, the level of patient satisfaction on the performance of each dimension of pharmaceutical services in the Klirong II Health Center Kebumen is in the dimensions of the infrastructure of patients not satisfied, on the IEC dimension of patients satisfied, on the dimensions of speed of service of patients less satisfied, on the dimensions of speed of patient service very satisfied. The level of patient satisfaction with the performance of each element is in element 1, patients are not satisfied, element 2 patients are not satisfied, element 3 patients are satisfied, element 4 patients are satisfied, element 5 patients are satisfied, element 6, patients are satisfied, element 7 patients are less satisfied, element 8 patients were satisfied, element 9 patients were very satisfied, element 10, patients were very satisfied.

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Keywords: level of patient satisfaction, pharmacy service performance, health center.