

INTISARI

RAHMAWATI. S,A (2020) TINGKAT KEPUASAN PASIEN TERHADAP KUALITAS PELAYANAN KEFARMASIAN DI PUSKESMAS TERAS KABUPATEN BOYOLALI TAHUN 2020. FAKULTAS FARMASI UNIVERSITAS SETIA BUDI SURAKARTA .

Era modern ini, berkembangnya ilmu pengetahuan dan teknologi mendorong masyarakat untuk semakin memperlihatkan derajat kesehatan demi peningkatan kualitas hidup lebih baik. Banyaknya informasi yang dapat diakses secara bebas mengenai kesehatan membuat masyarakat lebih kritis dengan kondisi kesehatan. Kepuasan pelayanan kesehatan dapat diukur berdasarkan 5 dimensi *SERVQUAL* yaitu *tangible*, *responsiveness*, *reliability*, *assurance*, dan *emphaty*. Tujuan dari penelitian ini yaitu mengetahui kepuasan pasien pada masing-masing dimensi *servqual* dan mengetahui tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Teras secara keseluruhan berdasarkan skala range kepuasan.

Penelitian ini merupakan penelitian kuantitatif dengan cara pengisian kuesioner kepuasan pasien. Pengambilan sampel dalam penelitian ini menggunakan metode *consecutif sampling*. Data kuisisioner diolah lalu dibandingkan antara pelayanan yang didapat pasien dengan pelayanan yang diharapkan oleh pasien, setelah itu hasil pengolahan data dipresentasikan dalam bentuk diagram kartesius.

Melalui penelitian ini didapatkan hasil dimensi *tangible* 79,73%, *responsiveness* 78,63%, *reliability* 84,18%, *assurance* 86,85%, dan *emphaty* 87,39%, dari hasil diatas didapatkan rata-rata persentase dari kelima dimensi sebesar 83.36 % dengan kategori sangat puas.

Kata kunci : Kepuasan pasien, pelayanan kefarmasian, kuesioner

ABSTRACT

RAHMAWATI. S,A (2020) LEVEL OF PATIENT SATISFACTION WITH THE QUALITY OF PHARMACEUTICAL SERVICES AT THE PUBLIC HEALTH CENTER TERAS BOYOLALI DISTRICT 2020. FACULTY OF PHARMACY UNIVERSITY OF SETIA BUDI SURAKARTA .

In this modern era, the development of science and technology encourages people to increasingly demonstrate the degree of health in order to improve the quality of life for the better. The large amount of information that can be accessed freely about health makes people more critical about their health conditions. Health service satisfaction can be measured based on 5 SERVQUAL dimensions, namely tangible, responsiveness, reliability, assurance, and empathy. The purpose of this study is to determine patient satisfaction in each dimension of servqual and to determine the level of patient satisfaction with pharmaceutical services at Teras Puskesmas as a whole based on a scale of satisfaction range.

This research is a quantitative study by filling out a patient satisfaction questionnaire. Sampling in this study using consecutive sampling method. The questionnaire data is processed and then compared between the services the patient receives and the services expected by the patient, after which the results of data processing are presented in the form of a Cartesian diagram.

Through this study, the results obtained tangible dimensions 79,73%, 78,63% responsiveness, 84,18% reliability, 86,85% assurance, and 87,39% empathy, from the results above obtained an average percentage of the five dimensions of 83.36% with very satisfied category.

Keywords: patient satisfaction, pharmacy services, questionnaire