

INTISARI

HASANAH, S. 2020. LITERATUR REVIEW TINGKAT KEPUASAN PASIEN TERHADAP KINERJA PELAYANAN KEFARMASIAN DI INSTALASI FARMASI RAWAT JALAN RUMAH SAKIT, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA

Kepuasan pasien merupakan cerminan kualitas pelayanan kesehatan yang diterima oleh pasien. Mutu pelayanan kesehatan merujuk pada tingkat kesempurnaan pelayanan kesehatan dalam menimbulkan rasa puas pada diri setiap pasien. Makin sempurna kepuasan tersebut, semakin baik pula mutu pelayanan kesehatan. Penelitian ini bertujuan untuk mengetahui pengaruh kualitas pelayanan kefarmasian yang ditinjau dari dimensi tampilan fisik, keandalan, daya tanggap, jaminan dan empati terhadap kepuasan pasien rawat jalan di rumah sakit.

Metode penelitian ini menggunakan literature review, yaitu studi pustaka/riset pustaka yang dilakukan dengan penelusuran pustaka. Diperoleh 16 literature yang telah memenuhi kriteria inklusi yaitu terdiri jurnal internasional, jurnal nasional. Sumber data yang digunakan adalah jurnal internasional yang berasal dari publisher seperti google scholar dan jurnal nasional dipublish antara tahun 2010 sampai 2020.

Hasil perhitungan nilai rata-rata dari lima dimensi diperoleh persentase, *Responsiveness* 52,85%, *Reliability* 63,33%, *Assurance* 55,74%, *Tangible* 57,06% dan *Empathy* 53,78%. Disimpulkan bahwa sebagian besar pasien merasa puas atas pelayanan yang diberikan, hal ini dapat dilihat dari nilai rata-rata kelima dimensi yaitu 2,8 dimana dalam tabel klasifikasi persepsi pasien masuk klasifikasi cukup puas.

Kata kunci : Rumah sakit, Kepuasan, pelayanan kefarmasian, pasien rawat jalan

ABSTRACT

HASANAH, S. 2020. LITERATURE REVIEW OF PATIENT SATISFACTION TOWARDS THE PERFORMANCE OF PHARMACEUTICAL SERVICES IN HOSPITAL STREET PHARMACY INSTALLATION, SKRIPSI, FACULTY OF PHARMACY, UNIVERSITY SETIA BUDI, SURAKARTA

Patient satisfaction is a reflection of the quality of health services received by patients. The quality of health services refers to the level of perfection of health services in generating satisfaction in each patient. The more perfect the satisfaction, the better the quality of health services. This study aims to determine the effect of the quality of pharmaceutical services in terms of dimensions of physical appearance, reliability, responsiveness, assurance and empathy on outpatient satisfaction in the hospital.

This research method uses literature review, namely literature study / library research conducted by searching the literature. There were 16 literatures that met the inclusion criteria, namely international journals and national journals. Sources of data used are international journals from publishers such as Google Scholar and national journals published between 2010 and 2020.

The results of the calculation of the average value of the five dimensions obtained the percentage, Responsiveness 52.85%, Reliability 63.33%, Assurance 55.74%, Tangible 57.06% and Empathy 53.78%. It was concluded that most patients were satisfied with the services provided, the average value of the five dimensions, namely 2.8, where in the classification table the patient's perception was classified as quite satisfied.

Keywords: Hospital, satisfaction, pharmaceutical services, outpatients