

INTISARI

HUMAIRAH. C (2020) TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI PUSKESMAS PUNGGURPUNGGUR KUBU RAYA KALIMANTAN BARAT TAHUN 2020. FAKULTAS FARMASI UNIVERSITAS SETIA BUDI SURAKARTA .

Kepuasan adalah ukuran perasaan seseorang setelah menggunakan produk atau layanan dan membandingkan antara kenyataan dan harapannya. Kepuasan dalam pelayanan kesehatan dapat diukur berdasarkan 5 dimensi yaitu *reliability* (kehandalan), *responsiveness* (ketanggapan), *assurance* (jaminan), *emphaty* (empati), *tangible* (penampilan). Tujuan penelitian yaitu mengetahui kepuasan pasien terhadap pelayanan kefarmasian di Instalasi Farmasi Puskesmas Punggur Kubu Raya Kalimantan Barat.

Penelitian ini menggunakan desain survey pengumpulan data dengan memberikan kuesioner kepuasan pasien. Data kuesioner diolah lalu dibandingkan antara pelayanan yang didapat pasien dengan pelayanan yang diharapkan oleh pasien, setelah itu hasil pengolahan data dipresentasikan dalam bentuk diagram kartesius. Persentase kepuasan pasien dibagi menjadi tidak puas <40%, Kurang puas 40-50%, cukup puas 56-67%, Puas 76-85%, sangat puas 86-100%.

Hasil penelitian dari 315 responden menunjukkan persentase kepuasan pada dimensi *reliability* 81,59%, *responsiveness* 77,68%, *assurance* 79,42%, *emphaty* 79,31%. *tangible* 78,99%, dari hasil menunjukkan rata-rata sebanyak 79,42 % pasien menyatakan puas pada pelayanan kefarmasian di Instalasi Farmasi Puskesmas Punggur Kubu Raya Kalimantan Barat.

Kata kunci : Kepuasan pasien, pelayanan kefarmasian, kuesioner.

ABSTRACT

HUMAIRAH C (2020) LEVEL OF PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICES IN THE PHARMACY INSTALLATION OF PUBLIC HEALTH CENTER PUNGGUR KUBU RAYA WEST KALIMANTAN 2020. FACULTY OF PHARMACY UNIVERSITY OF SETIA BUDI SURAKARTA.

Satisfaction is a measure of how someone feels after using a product or service and compares the reality and expectations. Satisfaction in health services can be measured based on 5 dimensions, namely reliability (reliability), responsiveness (responsiveness), assurance (assurance), empathy (empathy), tangible (appearance). The purpose of this study to determine patient satisfaction with pharmaceutical services at the pharmacy installation at Public Health Center Punggur Kubu Raya West Kalimantan.

This study used a survey design by giving the patient satisfaction questionnaire. 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. Percentage of patient satisfaction divided into dissatisfied <40%, less satisfied 40-50%, quite satisfied 56-67%, satisfied 76-85%, very satisfied 86-100%.

The results of 315 respondents showed the percentage of satisfaction in the dimensions of *reliability* 81,59%, *responsiveness* 77,68%, *assurance* 79,42%, *emphaty* 79,31%. *tangible* 78,99%, the results above obtained an average percentage of the five dimensions of 79,42% with satisfied category.

Keywords: patient satisfaction, pharmacy services, questionnaire.