

ABSTRAK

SAIDAH, 2021, ANALISIS KUALITAS PELAYANAN DAN INFORMASI OBAT TERHADAP KEPUASAN PASIEN RAWAT JALAN INSTALASI FARMASI PUSKESMAS COLOMADU II KARANGANYAR TAHUN 2021. SKRIPSI. FAKULTAS FARMASI. UNIVERSITAS SETIA BUDI. SURAKARTA.

Pelayanan informasi obat yang lengkap sangat diperlukan terutama untuk pasien rawat jalan karena membantu keberhasilan terapi. Pelayanan yang baik berpengaruh pada kepuasan pasien. Kepuasan pasien diukur berdasarkan 5 dimensi yaitu *Reliability*, *Responsiveness*, *Empathy*, *Tangible*, dan *Assurance*. Tujuan penelitian ini untuk mengetahui tingkat kepuasan pasien terhadap pelayanan dan informasi obat pada 5 dimensi kepuasan, serta mengetahui perbandingan kenyataan dengan harapan pasien terhadap pelayanan dan informasi obat ditinjau menggunakan diagram kartesius di Instalasi Farmasi Puskesmas Colomadu II Karanganyar tahun 2021.

Penelitian ini merupakan penelitian deskriptif dengan teknik pengambilan sampel *purposive sampling*. Besar sampel dihitung menggunakan rumus Isaac Michael. Analisa data menggunakan metode servqual untuk mengetahui tingkat kepuasan pasien terhadap pelayanan dan informasi obat. Perbandingan antara kenyataan dengan harapan pasien terhadap pelayanan dan informasi obat diketahui melalui diagram kartesius.

Hasil penelitian dimensi realibility 87,65% sangat puas, responsiveness 87,81% sangat puas, empathy 89,69% sangat puas, tangible 88,59% sangat puas, dan assurance 87,52% sangat puas. Diagram karteius menunjukkan kecepatan petugas saat melayani pasien belum sesuai harapan sehingga harus ditingkatkan.

Kata Kunci: pelayanan dan informasi obat, kepuasan, puskesmas.

ABSTRACT

SAIDAH, 2021, THE QUALITY ANALYSIS OF SERVICE AND DRUG INFORMATION ON THE SATISFACTION OF OUTPATIENTS OF PHARMACEUTICAL INSTALLATIONS OF PUSKESMAS COLOMADU II KARANGANYAR IN 2021. Thesis. FACULTY OF PHARMACY. SETIA BUDI UNIVERSITY. SURAKARTA.

Complete drug information services are indispensable especially for outpatients as it helps the success of therapy. Good service affects patient satisfaction. Patient satisfaction can be measured based on 5 dimensions, means Reliability, Responsiveness, Empathy, Tangible, and Assurance. The purpose of this study is to know the level of patient satisfaction to the service and drug information on 5 dimensions of satisfaction, as well as to know the comparison between reality and patient expectations for services and drug information reviewed using Kartesius diagrams at the Pharmaceutical Installation of Puskesmas Colomadu II Karanganyar in 2021.

This research is descriptive research with purposive sampling techniques. The sample size is calculated using the Isaac Michael formula. Data analysis uses servqual method to manage patient satisfaction level of drug service and information. The comparison between reality and the patient's expectations for drug services and information is known through Kartesius diagrams.

The results of reliability study 87.65% very satisfied, responsiveness 87.81% very satisfied, empathy 89.69% very satisfied, tangible percentage 88.59% very satisfied, assurance 87.52% very satisfied. The results of the kartesius diagram show the patient's expectations for the cleanliness and comfort of the waiting room are so high. officer's speed when serving patients is not as expected so it must be improved.

Keywords: drug service and information, satisfaction, puskesmas.