

**STUDI DESKRIPTIF TINGKAT KEPUASAN PASIEN TERHADAP
PELAYANAN KEFARMASIAN DI RUANG FARMASI RAWAT JALAN
PUSKESMAS MANDIRAJA 1**

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ABSTRAK**

Latar Belakang: Pelayanan kefarmasian merupakan pelayanan yang langsung dan bertanggung jawab kepada pasien dengan tujuan dapat meningkatkan kualitas hidup pasien. Kepuasan merupakan perasaan senang atau kecewa yang muncul setelah membandingkan antara kinerja produk dengan kinerja yang diharapkan. Kepuasan dan pelayanan adalah dua hal yang tidak bisa dipisahkan, dengan adanya kepuasan pihak yang berkaitan dapat saling mengoreksi sudah sejauh mana peningkatan pelayanan yang telah diberikan. Pengukuran kepuasan menggunakan lima dimensi kualitas pelayanan yaitu bukti nyata (*Tangible*), ketanggapan (*Responsiveness*), jaminan (*Assurance*), empati (*Empathy*) dan kehandalan (*Reliability*). **Tujuan:** penelitian ini untuk mengetahui gambaran tingkat kepuasan pasien terhadap pelayanan kefarmasian di ruang farmasi rawat jalan Puskesmas Mandiraja 1. **Metode:** Jenis penelitian ini adalah deskriptif menggunakan metode pendekatan *cross sectional* dengan teknik pengambilan sampel secara *accidental sampling* dan pengumpulan data menggunakan kuesioner. **Hasil:** Berdasarkan hasil perhitungan pada masing-masing indikator penelitian, tingkat kepuasan pasien terhadap pelayanan kefarmasian di ruang farmasi rawat jalan Puskesmas Mandiraja 1 secara umum dikategorikan puas dengan persentase 75%. Pada dimensi bukti nyata sebesar 74,15%, dimensi ketanggapan sebesar 75,01%, jaminan sebesar 77,44%, dimensi empati 75,15% dan kehandalan sebesar 71,07%. **Kesimpulan:** Berdasarkan hasil penelitian, tingkat kepuasan pasien terhadap pelayanan kefarmasian di ruang farmasi rawat jalan Puskesmas Mandiraja 1 masuk kedalam kategori puas.

Kata kunci: pelayanan kefarmasian, kepuasan, pasien

**DESCRIPTION STUDY OF PATIENT SATISFACTION LEVEL WITH
PHARMACEUTICAL SERVICES IN THE OUTSTANDING
PHARMACEUTICAL ROOM OF PUSKESMAS MANDIRAJA 1**

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ABSTRACT

Background: *Pharmaceutical services are direct and responsible services to patients with the aim of improving the patient's quality of life. Satisfaction is a feeling of pleasure or disappointment that arises after comparing product performance with expected performance. Satisfaction and service are two things that cannot be separated, with the satisfaction of related parties, they can correct each other how far the improvement in the services that have been provided. Measurement of satisfaction uses five dimensions of service quality, namely tangible evidence (Tangible), responsiveness (responsiveness), assurance (assurance), empathy (Empathy) and reliability (Reliability).* **Objective:** *This study was to describe the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at Puskesmas Mandiraja 1.* **Methods:** *The type of research was descriptive using a cross sectional approach with the sampling technique of accidental sampling and data collection using questionnaires.* **Results:** *Based on the results of calculations on each research indicator the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at Mandiraja 1 Health Center is generally categorized as satisfied with the percentage of 75%. The real evidence dimension is 74.15%, the responsiveness dimension is 75.01 %, assurance dimension of 77.44%, the empathy dimension is 75.15% and reliability dimension of 71.07%.* **Conclusion:** *Based on the results of the study, the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at Puskesmas Mandiraja 1 was in the satisfied category.*

Keywords : *pharmaceutical services, level of satisfaction, patient*