

**TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN
FARMASI KLINIK DI APOTEK PASIRAMAN KECAMATAN
PEKUNCEN
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ABSTRAK

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Pelayanan kefarmasian di apotek diperlukan oleh masyarakat untuk memberikan jaminan pengobatan rasional (efektif, aman, tersedia, dan biaya terjangkau). Mutu kualitas pelayanan kefarmasian dapat berpengaruh terhadap kepuasan pasien. Tujuan: Untuk mengetahui tingkat kepuasan pasien terhadap pelayanan farmasi klinik di Apotek Pasiraman Kecamatan Pekuncen dengan mengukur kualitas pelayanann melalui 5 dimensi yaitu *Reliability, Responsiveness, Assurance, Empathy, Tangible*. Metode: Penelitian ini dianalisis secara deskriptif kualitatif yaitu berdasarkan skala likert dengan metode *Customer Satisfaction Indeks*. Hasil penelitian mengukur presentase pada dimensi kehandalan (*reliability*) 78% yang berarti puas, dimensi ketanggapan (*responsiveness*) 78% yang berarti puas, dimensi jaminan (*assurance*) 79% yang berarti puas, dimensi kepedulian (*emphaty*) 78,8% yang berarti puas, dan dimensi bukti fisik (*tangible*) 77% yang berarti puas. Secara keseluruhan tingkat kepuasan pasien apotek terhadap pelayanan farmasi klinik di Apotek Pasiraman Kecamatan Pekuncen dengan menggunakan metode *Customer Satisfaction Indeks* (CSI) didapatkan nilai yakni 78,16% yang menunjukkan bahwa secara keseluruhan pasien apotek merasakan puas terhadap pelayanan yang diberikan.

kata kunci : Tingkat kepuasan pasien, pelayanan farmasi klinik, apotek

**THE PATIENT SATISFACTION LEVEL OF CLINICAL
PHARMACEUTICAL SERVICES AT PASIRAMAN PHARMACY
PEKUNCEN DISTRICT
YEAR 2022**

ABSTRACT

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Pharmaceutical services in pharmacies are needed by the people to provide guarantees of rational treatment (effective, safe, available, and affordable). The quality of pharmaceutical service quality can affect on patient satisfaction. Objective: To determine the level of patient satisfaction with clinical pharmacy services at Apotek Pasiraman, Pekuncen District by measuring service quality through 5 dimensions, namely Reliability, Responsiveness, Assurance, Empathy, Tangible. Methods: This research was analyzed descriptively qualitatively based on the Likert scale with the Customer Satisfaction Index method. The results of the study measure the percentage of the reliability dimension (reliability) 78% which means satisfied, the responsiveness dimension (responsiveness) 78% which means satisfied, the dimension of assurance (assurance) 79% which means satisfied, the dimension of caring (emphaty) 78.8% which means satisfied , and the dimensions of physical evidence (tangible) 77% which means satisfied. The overall level of satisfaction of pharmacy patients with clinical pharmacy services at Apotek Pasiraman, Pekuncen District, using the Customer Satisfaction Index (CSI) method, obtained a value of 78.16% which indicates that overall pharmacy patients are satisfied with the services provided.

Key words: *Patient satisfaction level, clinical pharmaceutical services, pharmacy*