

ABSTRAK

Nama : Chaera Afridayne

NPM : 14334105

Program Studi : SI Farmasi

Judul Skripsi : **TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI APOTEK SESUAI DENGAN PERMENKES NOMOR 73 TAHUN 2016**

Telah dilakukan penelitian tentang tingkat kepuasan pasien terhadap pelayanan kefarmasian di apotek sesuai dengan Permenkes No.73 tahun 2016 berdasarkan karakteristik pasien dan mutu pelayanan. Penelitian ini bersifat deskriptif dengan metode survei yaitu dilakukan dengan penyebaran kuosioner kepada pasien yang mengambil obat di apotek roxy. Kuoisioner berisi tentang pertanyaan tertutup, aspek yang ditanyakan adalah rasa kepuasan tentang pelayanan farmasi dari segi *tangible, reliability, responsiveness, assurance* dan *empathy*. Analisis data dilakukan dengan cara uji validitas dan reabilitas, Analisis Univariat dan Analisis Bivariat. Hasil penelitian menunjukkan karakteristik responden yang memberikan kontribusi pada penelitian ini sebagian besar laki-laki (68%), umur 25-43 tahun (44,8%), tamat SMA (68,8%), pekerjaan pegawai swasta (40,8%) pendapatan 3.000.000 sampai 5.000.000 (57,6%) dan lama pelayanan 15-25 menit(42,8%). Dilihat dari 5 dimensi servqual bahwa pada dimensi fisik (80%) kategori baik dan sebanyak (20%) menyatakan bahwa dimensi tidak baik. Dimensi empathy (80,8%). Dimensi kehandalan terdapat (84,4%). Dimensi cepat tanggap (76,8%). Dimensi jaminan (77,6%).

Kata kunci :

Tingkat kepuasan pasien, Permenkes No.73, Standar Pelayanan Farmasi, Anaipsis Univariat, Analisis Bivariate.

ABSTRACT

Nama : Chaera Afridayne

NPM : 14334105

Program Studi : S1 Farmasi

Judul Skripsi : **LEVEL OF PATIENT SATISFACTION ON PHARMACEUTICAL SERVICES IN PHARMACEUTICAL ACCORDING TO PERMENKES NUMBER 73 OF 2016**

Research has been conducted on the level of patient satisfaction with pharmacy services in pharmacies according to Permenkes No.73 in 2016 based on patient characteristics and service quality. This research is descriptive with survey method which is done by distributing questionnaires to patients who take drugs at Roxy Pharmacy. Quoisoner contains closed questions, the aspect being asked is a sense of satisfaction about pharmaceutical services in terms of tangibility, reliability, responsiveness, assurance and empathy. Data analysis was performed by testing the validity and reliability, Univariate Analysis and Bivariate Analysis. The results showed the characteristics of respondents who contributed to this study were mostly men (68%), aged 25-43 years (44.8%), graduated high school (68.8%), private sector employees' jobs (40.8%) income of 3,000,000 to 5,000,000 (57.6%) and 15-25 minutes of service time (42.8%). Judging from the 5 dimensions of servqual, the physical dimensions (80%) are good. Dimensions empathy (80.8%). The dimensions of reliability are (84.4%). The dimensions are fast responsive (76.8%). Dimensions of collateral (77.6%).

Keywords :

Level of patient satisfaction, Permenkes No.73, Standards for Pharmaceutical Services, Univariate Analysis, Bivariate Analysis