

## **ABSTRAK**

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Program Studi : Farmasi

Judul : Tingkat Kepuasan Pasien Terhadap Pelayanan Di Farmasi Rawat Jalan Instalasi Farmasi Puskesmas Depok Jaya Dan Puskesmas Sukmajaya Kota Depok.

Pelayanan kefarmasian Puskesmas merupakan salah satu kegiatan di Puskesmas yang berperan penting untuk menunjang pelayanan kesehatan bagi masyarakat yang bermutu. Standar Pelayanan Kefarmasian adalah tolak ukur yang dipergunakan sebagai pedoman bagi tenaga kefarmasian dalam menyelenggarakan pelayanan kefarmasian. Kualitas pelayanan kefarmasian sangat penting untuk dilakukan sesuai dengan standar yang ada, hal ini dapat menimbulkan kepuasan dari pasien. Penelitian ini merupakan penelitian deskriptif, dengan model penelitian survei yang menggunakan pendekatan cross sectional. Hasil penelitian berdasarkan dimensi Tangible (75,6%) Instalasi Farmasi UPTD Puskesmas Sukmajaya Depok. Dan Reability (82,3%), Responsivines (82,1%), Assurance (83,0%), Empathy (82,4%), dan Tangible (88,3%) Instalasi Farmasi UPTD Puskesmas Depok Jaya dan dimensi Reability (78,4%), Responsivines (76,8%), Assurance (79,9%), Empathy (77,7%). Dari penelitian ini dapat disimpulkan bahwa UPTD Puskesmas Sukmajaya Depok mendapatkan nilai (77,68%) dengan kategori Puas sedangkan UPTD Puskesmas Depok Jaya mendapatkan nilai (83,62%) dengan kategori Sangat Puas lebih baik dari Puskesmas Sukmajaya Depok dalam bidang pelayanan.

Kata kunci :

Pelayanan Kefarmasian, Kepuasan, Puskesmas.

## **ABSTRACT**

Name : Arienda Tri Septiawati

Study Program : Pharmacy

Title : Level of Patient Satisfaction with Services in Outpatient Pharmacy Pharmacy Installation at the Depok Jaya Health Center and Sukmajaya Health Center Depok City.

Health center pharmacy services are one of the activities in the health center which plays an important role in supporting quality health services for the community. Pharmaceutical Service Standards are benchmarks used as guidelines for pharmaceutical personnel in administering pharmaceutical services. The quality of pharmaceutical services is very important to be carried out according to existing standards, this can lead to patient satisfaction. This research is a descriptive research, with a survey research model that uses a cross sectional approach. The results of the study were based on the Tangible dimension (75.6%) of the UPTD Pharmacy Installation at the Sukmajaya Health Center, Depok. And Reability (82.3%), Responsivines (82.1%), Assurance (83.0%), Empathy (82.4%), and Tangible (88.3%) Pharmacy Installation UPTD Puskesmas Depok Jaya and Reability dimensions (78.4%), Responsiveness (76.8%), Assurance (79.9%), Empathy (77.7%). From this study it can be concluded that the UPTD Puskesmas Sukmajaya Depok got a score (77.68%) in the Satisfied category while the UPTD Puskesmas Depok Jaya got a score (83.62%) in the Very Satisfied category better than the Sukmajaya Depok Health Center in the service sector.

Keywords:

Pharmaceutical Services, Satisfaction, Puskesmas.