

ABSTRAK

Nama : Eti Sertika
Program Studi : Farmasi
Judul : Tingkat Kepuasan Pasien Rawat Jalan Terhadap Pelayanan Kefarmasian Di UPTD Puskesmas Beji Kota Depok Periode April – Mei 2025

Pelayanan kefarmasian di Puskesmas merupakan bagian yang tidak terpisahkan dari upaya pelayanan kesehatan dan berperan penting dalam meningkatkan mutu pelayanan kesehatan masyarakat. Kepuasan pasien merupakan indikator penilaian terhadap kinerja pelayanan yang diberikan oleh fasilitas kesehatan. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien dan menganalisis hubungan antara karakteristik sosiodemografi dengan tingkat kepuasan pasien rawat jalan terhadap pelayanan kefarmasian di UPTD Puskesmas Beji Kota Depok. Jenis penelitian ini adalah deskriptif kuantitatif dengan pendekatan *cross-sectional*. Sampel sebanyak 108 responden diperoleh menggunakan *purposive sampling*. Data dikumpulkan melalui kuesioner berbasis dimensi *Servqual* (*tangible, reliability, responsiveness, assurance, empathy*). Analisis data dilakukan menggunakan uji *chi-square*. Hasil penelitian menunjukkan bahwa tingkat kepuasan pasien secara keseluruhan tergolong puas, yaitu sebesar 76,95%. Tingkat kepuasan berdasarkan masing-masing dimensi meliputi: bukti fisik (*tangible*) sebesar 66,89%, kehandalan (*reliability*) sebesar 80,44%, daya tanggap (*responsiveness*) sebesar 82,96%, jaminan (*assurance*) sebesar 84,60%, dan empati (*empathy*) sebesar 69,86%. Hasil uji *chi-square* menunjukkan adanya hubungan yang signifikan antara pendidikan terakhir dan pekerjaan dengan tingkat kepuasan ($p = 0,022 < 0,05$ dan $p = 0,028 < 0,05$). Tidak terdapat hubungan antara jenis kelamin dan usia dengan tingkat kepuasan pasien di UPTD Puskesmas Beji Kota Depok.

Kata kunci:

Kepuasan Pasien, Pelayanan Kefarmasian, Puskesmas, *Servqual*

ABSTRACT

Name : Eti Sertika
Study Program : Farmasi
Title : *Outpatient Satisfaction level with Pharmaceutical Services at the UPTD Beji Community Health Center; Depok City, April - May 2025 Period*

Pharmaceutical services at the Community Health Center (Puskesmas) were an integral part of health care efforts and played a vital role in improving the quality of public health services. Patient satisfaction is an indicator for assessing the performance of services provided by health facilities. This study aimed to determine the level of patient satisfaction and analyzed the relationship between sociodemographic characteristics and the level of outpatient satisfaction with pharmaceutical services at the UPTD Beji Community Health Center in Depok City. This study used a quantitative descriptive study with a cross-sectional approach. A sample of 109 respondents was obtained using purposive sampling. Data were collected through a questionnaire based on the Servqual dimensions (tangibles, reliability, responsiveness, assurance, empathy). Data analysis was performed using the chi-square test. The results showed that the overall level of patient satisfaction was categorized as satisfactory, at 76.95%. The level of satisfaction based on each dimension included: tangible evidence of 66.89%, reliability of 80.44%, responsiveness of 82.96%, assurance of 84.60%, and empathy of 69.86%. The results of the chi-square test showed a significant relationship between the last education and occupation with the level of satisfaction ($p = 0.022 < 0.05$ and $p = 0.028 < 0.05$). There was no relationship between gender and age with the level of patient satisfaction at the UPTD Beji Health Center, Depok City.

Keywords:

Community Health Center, Patient Satisfaction, Pharmaceutical Services, Servqual