

ABSTRAK

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Program Studi : Farmasi
Judul : Analisis Tingkat Kepuasan Pasien BPJS Pada Pelayanan Kefarmasian Di Apotek Klinik Satkes Puskokkes Mabes Polri.

Kepuasan pelayanan tercapai jika apa yang didapatkan pasien melebihi apa yang menjadi harapan. Penelitian ini bertujuan mengetahui tingkat kepuasan pasien BPJS dan dimensi yang mempengaruhi tingkat kepuasan terhadap pelayanan kefarmasian yang diberikan di Apotek Klinik Satkes Puskokkes Mabes Polri. Penelitian ini dilakukan dengan pengambilan data pasien yang menebus obat di Apotek dan dilakukan pendekatan secara *cross sectional*, dengan cara menyebar kuesioner dan dianalisa secara deskriptif. Subyek penelitian diambil dengan teknik quota sampling. Tingkat kepuasan penelitian ini diukur berdasarkan lima dimensi kualitas layanan dan dianalisis menggunakan persentase dan skala *likert*. Hasil penelitian menunjukkan bahwa pasien yang berobat di Apotek Klinik Satkes Puskokkes Mabes Polri merasa puas terhadap pelayanan yang diberikan.

Kata kunci:

Tingkat kepuasan, pelayanan kefarmasian, apotek

ABSTRACT

Name : Eddy Zizwanto
Study Program : Pharmacy
Title : Analysis the level of satisfaction BPJS patients in pharmacy services at the Drugstore Clinic Satkes Pusedokkes Headquarter Police.

Service satisfaction is achieved if what the patient gets exceeds what is expected. This study to determine the level of BPJS patient satisfaction and dimensions affect the level of satisfaction with pharmaceutical services provided in Drugstore Clinic Satkes Pusedokkes Headquarter Police. This research was conducted the data of patients who were treated and carried out in *cross sectional*, by distribution questioner and analyzed descriptive. Research subjects were taken by quota sampling technique. The level of satisfaction of this study was measured based on five dimensions of service quality and analyzed using percentase and *likert scalet*. The results of the showed that patients who were treated at the Drugstore Clinic Satkes Pusedokkes Headquarter Police were satisfied with the services provided by the services provided.

Keywords:

Satisfaction level, pharmaceutical services, drugstore