

ABSTRAK

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Program Studi : Farmasi
Judul : Gambaran Tingkat Kepuasan Pasien Terhadap Pelayanan
Kefarmasian Di Polkes Kesdam Jaya Wilayah Jakarta Timur

Kepuasan menjadi bagian penting dalam pelayanan kesehatan sebab kepuasan pasien tidak dapat dipisahkan dari kualitas pelayanan kesehatan. Untuk mengetahui lebih jelas kondisi kepuasan pasien, peneliti tertarik untuk melakukan penelitian yang bertujuan untuk mengetahui gambaran tingkat kepuasan pasien terhadap pelayanan kefarmasian di Polkes Kesdam Jaya Wilayah Jakarta Timur. Penelitian ini dilakukan secara deskriptif periode Mei 2019 dengan jumlah sampel 390 pasien. Pengukuran tingkat kepuasan pasien menggunakan Metode *Service Quality (ServQual)* yang meliputi dimensi ketanggapan, keandalan, empati, jaminan dan bukti fisik. Diperoleh hasil tertinggi adalah puas dengan rata-rata 73,1% dengan tingkat kepuasan tertinggi pada dimensi bukti fisik sebanyak 69,7% dan tingkat kepuasan terendah sebesar 51,8% pada dimensi keandalan. Hal ini menunjukkan secara keseluruhan pengunjung apotek merasa puas terhadap pelayanan yang mereka terima di Polkes Kesdam Jaya Wilayah Jakarta Timur.

Kata kunci :

Tingkat kepuasan, pelayanan kefarmasian, *Service Quality*

ABSTRACT

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Title : An Overview of the Level of Patient Satisfaction with the
Pharmaceutical Services at the Kesdam Jaya Health Center in
the East Jakarta Region

Satisfaction is an important part of health services because patient satisfaction cannot be separated from the quality of health services. To find out more clearly the condition of patient satisfaction, researchers are interested in conducting research that aims to describe the level of patient satisfaction with pharmacy services at the Kesdam Jaya Health Center East Jakarta Region. This study was conducted descriptively in the period May 2019 with a sample size of 390 patients. Measuring the level of patient satisfaction using Service Quality (ServQual) Method which includes dimensions of responsiveness, reliability, empathy, assurance and physical evidence. The highest results obtained were satisfied with an average of 73.1% with the highest level of satisfaction on the physical evidence dimension of 69.7% and the lowest satisfaction level of 51.8% on the dimensions of reliability. This shows that overall pharmacy visitors were satisfied with the service they received at the East Jakarta Regional Police Health Center.

Keywords :
level of satisfaction, pharmacy services, service quality