

ABSTRAK

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Judul : Hubungan Pelayanan Kefarmasian Dengan Tingkat Kepuasan Pasien Di Rumah Sakit Ibu Dan Anak Daerah Ciputat

Pelayanan kefarmasian di rumah sakit perlu memenuhi standar minimal mutu pelayanan untuk memenuhi kebutuhan pasien sehingga tercapainya kepuasan pasien. Tujuan penelitian ini mengetahui hubungan antara pelayanan kefarmasian dengan kepuasan pasien. Penelitian ini menggunakan desain penelitian *cross sectional*. Populasi dalam penelitian ini pasien seluruh yang menebus obat. Sampel diambil menggunakan teknik *Purpose sampling* sejumlah 106 pasien. Data dianalisis menggunakan uji statistik *Chi-Square* dengan $p\text{-Value} \leq 0,05$. Hasil penelitian menunjukkan bahwa 63,2% menyatakan puas dengan pelayanan kefarmasian. Hasil uji Chi Square menyatakan ada hubungan antara bukti fisik ($p=0,000$), kehandalan ($p=0,000$), Ketanggapan ($p=0,000$), Jaminan ($p=0,000$), dan empati ($p=0,000$) dengan kepuasan pasien.

Kata Kunci : Kepuasan Pasien, Pelayanan Kefarmasian, Chi Square

ABSTRACT

Pharmaceutical services in hospitals need to meet minimum standards of service quality to meet patient needs so that patient satisfaction is achieved. The purpose of this study was to determine the relationship between pharmaceutical services and patient satisfaction. This study used a cross sectional research design. The population in this study were all patients who redeemed the drug. Samples were taken using the Purpose sampling technique with a total of 106 patients. Data were analyzed using Chi-Square statistical test with p-Value 0.05. The results showed that 63.2% expressed satisfaction with pharmaceutical services. The results of the Chi Square test stated that there was a relationship between physical evidence ($p=0.000$), reliability ($p=0.000$), responsiveness ($p=0.000$), assurance ($p=0.000$), and empathy ($p=0.000$) with patient satisfaction.

Keywords : Patient Satisfaction, Pharmaceutical services, Chi Square