

ABSTRAK

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Program Studi : Farmasi
Judul : “Evaluasi Kepuasan Pelanggan Terhadap Waktu Tunggu Pelayanan Resep Di Klinik Pratama Rawat Jalan Pertiwi 1”.

Waktu tunggu merupakan masalah yang sering menimbulkan keluhan pasien di beberapa rumah sakit atau pun klinik. Kepuasan konsumen adalah tanggapan untuk setiap jasa pelayanan yang diberikan. Mengetahui gambaran karakteristik pasien menurut usia, jenis kelamin, pendidikan, pekerjaan, sumber biaya, dan kunjungan. Mengevaluasi kesesuaian waktu tunggu pelayanan resep berdasarkan distribusi jumlah jenis obat. Mengevaluasi kesesuaian waktu tunggu pelayanan resep berdasarkan distribusi jumlah Resep Obat Racikan dan Non Racikan. Mengevaluasi tingkat kepuasan pasien terhadap waktu tunggu pelayanan berdasarkan Resep Obat Racikan dan Non Racikan di Klinik Pratama Rawat Jalan Pertiwi 1 di Depok. Jenis penelitian ini adalah deskriptif analitik melalui rancangan *cross sectional*. Teknik sampel yang digunakan yaitu *random sampling*. Instrumen penelitian ini antara lain beberapa lembar kuesioner. Analisis data menggunakan analisis univariat, bivariat dengan uji chi-square. Rata-rata waktu tunggu pelayanan pasien di Klinik Pratama Rawat Jalan Pertiwi 1 di Depok dengan waktu tunggu Resep Non Racikan 12'18", dan untuk Resep Racikan 20'17" dan sudah memenuhi standar SPM yaitu ≤ 30 menit untuk resep non racikan dan ≤ 60 menit untuk resep racikan (Sesuai SPM). Adanya hubungan antara kepuasan pasien terhadap waktu tunggu pelayanan resep obat racikan di Klinik Pratama Rawat Jalan Pertiwi 1 ditunjukkan dengan nilai $p\text{ value} = 0,020$ dan untuk resep obat non racikan dengan nilai $p\text{ value} = 0,099 (<0,1)$.

Kata Kunci : Evaluasi, waktu tunggu terhadap kepuasan, kepuasan pelanggan, Klinik Pratama Rawat Jalan Pertiwi 1

ABSTRACT

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Title : "Evaluation of Customer Satisfaction Against Waiting Time for Prescription Services in Primary Clinic Outpatient Pertiwi 1"

Waiting time is a problem that often causes patient complaints in several hospitals or clinics. Customer satisfaction is a response to every service provided. To determine the description of patient characteristics according to age, sex, education, occupation, source of funds, and visits. Evaluating the suitability of waiting time for prescription services based on the distribution of the number of types of drugs. Evaluating the suitability of the waiting time for prescription services based on the distribution of the number of Prescription Blended and Non-Blended Medicines. Evaluating the level of patient satisfaction with service waiting times based on Prescription Concoction and Non-Concoction Drugs at the Primary Outpatient Clinic of Pertiwi 1 in Depok. This type of research is descriptive analytic through cross sectional design. The sample technique used is random sampling. The research instrument included several questionnaire sheets. Data analysis used univariate, bivariate analysis with chi-square test. The average waiting time for patient services at the Primary Outpatient Clinic of Pertiwi 1 in Depok with the waiting time for Non-Concoction Prescriptions is 12'18 ", and for Mixing Prescriptions 20'17" and has met the SPM standards, namely ≤ 30 minutes for non-concocted prescriptions and ≤ 60 minutes for the concoction recipe (according to SPM). There is a relationship between patient satisfaction and waiting time for concocted prescription drug services at the Primary Clinic Outpatient Pertiwi 1 indicated by p value = 0.020 and non-mix with p value = 0,099 (<0.1).

Keywords: evaluation, waiting time for prescription services, customer satisfaction, Primary Clinic Outpatient Pertiwi 1.