

ABSTRAK

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Program Studi : Farmasi
Judul : Gambaran Waktu Tunggu Pelayanan Resep Dan Tingkat Kepuasan Pasien Di Puskesmas Serpong 2.

Penelitian ini bertujuan untuk mengetahui gambaran waktu tunggu pelayanan resep dan tingkat kepuasan pasien Puskesmas Serpong 2. Penelitian ini menggunakan metode deskriptif kuantitatif. Teknik sampling yang digunakan adalah teknik *purposive sampling*. Hasil penelitian menunjukkan rata-rata waktu tunggu pelayanan resep obat non racikan adalah 4.79 menit. Rata-rata waktu tunggu resep racikan adalah 8.45 menit. Jumlah responden terbanyak yaitu perempuan sebanyak 75 orang (75%). Mayoritas responden merasa puas sejumlah 98 responden (98%) sedangkan yang merasa cukup puas sebanyak 2 responden (2%).

Kata kunci:

Waktu tunggu, Kepuasan Pasien, Puskesmas Serpong 2

ABSTRACT

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Title : The Overview of Waiting Time for Prescription Services and Patient Satisfaction Level at Puskesmas Serpong 2.

The purpose of this study is to know the waiting time for prescription services and patient satisfaction level of Puskesmas Serpong 2. This research design uses quantitative descriptive methods. The sampling technique is purposive sampling. The study result shows the average waiting time for prescription services for non-concocted drugs is 4.79 minutes. The average waiting time for prescription services for concocted drugs was 8.45 minutes, the highest number of respondents were women as many as 75 people (75%). Most of the respondents were satisfied amounted to 98 respondents (98%) while those who felt quite satisfied were 2 respondent (2%).

Keyword:

Waiting Time, Patient Satisfaction, Puskesmas Serpong 2