

ABSTRAK

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Program Studi : Farmasi S-1
Judul : “Tingkat Kepuasan Pasien BPJS Terhadap Pelayanan Kefarmasian di Depo Rawat Jalan Instalasi Farmasi RSAU dr. Esnawan Antariksa Jakarta Periode April 2022”

Kepuasan merupakan perasaan senang atau kecewa seseorang yang muncul setelah membandingkan persepsi antara harapan dan pelayanan yang diterimanya terhadap suatu jasa atau produk. Jika pelayanan berada dibawah harapan maka pelanggan tidak puas. Jika pelayanan memenuhi harapan maka pelanggan puas. Dalam mengukur kepuasan pelayanan dapat digunakan berdasarkan karakteristik dan lima dimensi tingkat kepuasan terdiri dari Bukti Langsung (*Tangibles*), Keandalan (*Reliability*), Ketanggapan (*Responsiveness*), Jaminan (*Assurance*), Empati (*Emphaty*).

Metode ini adalah deskriptif analitik, digunakan untuk mengetahui tingkat kepuasan pasien BPJS terhadap pelayanan kefarmasian di depo rawat jalan RSAU. Instrumen dalam penelitian ini menggunakan kuesioner. Data dikumpulkan dengan mengisi lembar kuesioner yang didapat dari pasien BPJS yang berobat di RSAU dr.Esnawan Antariksa. Hasil penelitian menunjukkan gambaran karakteristik responden diperoleh hasil : berdasarkan jenis kelamin Perempuan sebanyak 54,6%, dengan usia 46 – 65 tahun sebanyak 48,1% dan pendidikan SMA sebesar 60,2%, jenis pekerjaannya adalah Ibu rumah tangga sebesar 35,2% serta poli pemeriksaan yang sering dikunjungi adalah poli dalam sebanyak 30,6%. Tingkat kepuasan berdasarkan dimensi didapatkan hasil bahwa rata – rata pengunjung rumah sakit merasa puas berdasarkan dimensi bukti langsung yaitu 64,81%, keandalan sebesar 55,56%, ketanggapan sebanyak 62,02%, jaminan sebanyak 64,8%, dan empati 63,9%. Kesimpulan inididapat karakteristik dan tingkat kepuasan responden/pasien dengan jumlah dari 108 responden menghasilkan respon baik serta nilai tertinggi rata– rata mendapatkan puas.

Kata Kunci : Tingkat Kepuasan Pasien, Pelayanan Kefarmasian,BPJS.

ABSTRACT

Name : Nur Faridah
Study Program : Pharmacy S-1
Title : “The Level of Satisfaction of BPJS Patients with Pharmaceutical Services at the Outpatient Depot of the Pharmacy Installation of dr. Esnawan Antariksa Jakarta April 2022 Period”

Satisfaction is a person's feelings of pleasure or disappointment that arise after comparing perceptions between expectations and the services he receives for a service or product. If the service is below expectations, the customer is dissatisfied. If the service meets expectations, the customer is satisfied. In measuring service satisfaction, it can be used based on the characteristics and five dimensions of the level of satisfaction consisting of Tangibles, Reliability, Responsiveness, Assurance, Empathy.

This method is a descriptive analytic, used to determine the level of satisfaction of BPJS patients with pharmaceutical services at the outpatient depot of the RSAU. The instrument in this study used a questionnaire. Data were collected by filling out questionnaire sheets obtained from BPJS patients seeking treatment at dr. Esnawan Antariksa Hospital. The results showed a description of the characteristics of the respondents obtained the results: based on gender Female as much as 54.6%, with the age of 46-65 years as much as 48.1% and high school education by 60.2%, the type of work is housewife by 35.2% and the polyclinic that is frequently visited is the internal polyclinic as much as 30.6%. The level of satisfaction based on the dimensions showed that the average hospital visitor was satisfied based on the dimensions of direct evidence that was 64,81%, reliability was 55,56%, responsiveness was 62,02%, assurance was 64,8%, and empathy was 63,9%. From this conclusion, the characteristics and level of satisfaction of respondents/patients with a total of 108 respondents resulted in a good response, but the highest average score was satisfied.

Keywords : Patient Satisfaction Level, Pharmaceutical Services, BPJS.