

ABSTRAK

Nama : Telisa Komitasari
Program Studi : Farmasi
Judul : Analisis Tingkat Kepuasan Pasien Rawat Jalan Terhadap Kualitas Pelayanan Di Instalasi Farmasi RSAU dr. Esnawan Antariksa

Pelayanan Kefarmasian bertanggung jawab langsung kepada pasien untuk meningkatkan mutu kehidupan pasien. Kualitas pelayanan dapat dinilai dari tingkat kepuasan pasien. Tujuan penelitian ini adalah mengukur tingkat kepuasan Pasien Terhadap Pelayanan Kefarmasian berdasarkan lima dimensi kualitas pelayanan di Instalasi Farmasi RSAU dr. Esnawan Antariksa. Jenis penelitian yang digunakan adalah jenis penelitian deskriptif kuantitatif secara *purposive sampling*. Analisa dilakukan berdasarkan metode servqual (*tangibles, realibility, responsiveness, assurance, dan emphaty*) menggunakan kuesioner dengan uji validitas dan uji reliabilitas yang selanjutnya pengukuran tingkat kepuasan berdasarkan skala likert. Hasil persentase rata – rata tingkat kepuasan Pasien terhadap kualitas pelayanan kefarmasian sebesar 83,44% secara keseluruhan pasien merasa sangat puas terhadap pelayanan yang diberikan oleh petugas instalasi farmasi RSAU dr. Esnawan Antariksa.

Kata Kunci : Lima Dimensi Kualitas Pelayanan, Instalasi Farmasi Rawat Jalan, Tingkat Kepuasan Pasien.

ABSTRACT

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Study Program : Farmasi
Title : Outpatient Patient Satisfaction Analysis of Service
Quality at the Pharmacy Installation RSAU dr. Esnawan
Antariksa

Pharmaceutical services are directly responsible to patients to improve the quality of life of patients. Quality of service can be assessed from the level of patient satisfaction. The purpose of this study is to measure the level of patient satisfaction with pharmaceutical services based on the five dimensions of service quality at the RSAU Pharmacy Installation, Dr. Esnawan Space. The type of research used is quantitative descriptive research by purposive sampling. Analysis is carried out based on servqual method (tangibles, reliability, responsiveness, assurance, and empathy) using a questionnaire with validity and reliability tests which then measures satisfaction levels based on the Likert scale. The results of the average percentage of patient satisfaction with the quality of pharmacy services amounted to 83.44% as a whole the patients were very satisfied with the services provided by the pharmaceutical installation staff of RSAU dr. Esnawan Antariksa.

Keywords: Five Dimensions of Service Quality, Outpatient Pharmacy Installation, Patient Satisfaction Level.