

# TINGKAT KEPUASAN PASIEN JAMINAN KESEHATAN NASIONAL TERHADAP PELAYANAN KEFARMASIAN RAWAT JALAN DI PUSKESMAS GAMPING 1

Gestina Alfa Nurfaizah<sup>1</sup>, Niken Larasati<sup>2</sup>, Wunawar<sup>3</sup>

## INTISARI

**Latar Belakang:** Jaminan Kesehatan Nasional (JKN) merupakan salah satu upaya pemerintah dalam meningkatkan kesehatan masyarakat. Puskesmas menjadi fasilitas kesehatan pertama dalam mengupayakan kesehatan masyarakat. Pelayanan kefarmasian merupakan satu kesatuan yang tidak dapat dipisahkan dari pelaksanaan upaya kesehatan. Pelayanan yang berkualitas akan memberikan loyalitas kepada pasien, dan sudah selayaknya pasien mendapatkan perlakuan yang layak karena pasien merupakan faktor penentu suatu kepuasan.

**Tujuan Penelitian:** Untuk mengetahui tingkat kepuasan pasien JKN terhadap pelayanan kefarmasian rawat jalan di Puskesmas Gamping 1 dan hubungan karakteristik responden terhadap pelayanan kefarmasian rawat jalan di Puskesmas Gamping 1.

**Metode Penelitian:** Menggunakan survei analitik secara *cross sectional* dengan pengambilan populasi secara *purposive sampling*. Populasi dalam penelitian ini merupakan seluruh pasien yang menggunakan pelayanan kefarmasian di Puskesmas Gamping 1 dan sampel yang digunakan yaitu sebanyak 100 responden.

**Hasil Penelitian:** Tingkat kepuasan pasien yaitu sebanyak 71% responden merasa puas pada dimensi keandalan, 76% responden merasa puas pada dimensi ketanggapan, 61% responden merasa puas pada dimensi jaminan, 87% responden merasa puas pada dimensi empati, 59% pasien merasa puas dalam dimensi bukti fisik, dan hasil tingkat kepuasan keseluruhan yaitu 73% pasien merasa puas. Analisis data menggunakan uji *Chi Square* menghasilkan kesimpulan tidak terdapat hubungan antara karakteristik responden yaitu jenis kelamin, umur, pekerjaan, pendidikan, dan pendapatan dengan tingkat kepuasan pasien JKN terhadap pelayanan kefarmasian rawat jalan di Puskesmas Gamping 1.

**Kesimpulan:** Tingkat kepuasan secara keseluruhan 73% pasien merasa puas, dan tidak ada hubungan antara karakteristik responden dengan tingkat kepuasan.

**Kata Kunci :** Jaminan Kesehatan Nasional, Pelayanan Kefarmasian, Tingkat Kepuasan.

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<sup>1</sup> Mahasiswa Farmasi Universitas Jenderal Achmad Yani Yogyakarta

<sup>2</sup> Dosen Farmasi Universitas Jenderal Achmad Yani Yogyakarta

<sup>3</sup> Apoteker Pengelola Apotek Farmarin Yogyakarta

# LEVEL OF PATIENT SATISFACTION NATIONAL HEALTH INSURANCE WITH OUTPAGE PHARMACEUTICAL SERVICES AT GAMPING 1 HEALTH CENTER

Gestina Alfa Nurfaizah<sup>1</sup>, Niken Larasati<sup>2</sup>, Wunawar<sup>3</sup>

## ABSTRACT

**Background:** The National Health Insurance (JKN) is one of the government's efforts to improve public health. The Puskesmas is the first health facility to seek public health. Pharmaceutical services are an integral part of the implementation of health efforts. Quality service will give loyalty to the patient, and it is proper for the patient to get proper treatment because the patient is the determining factor of satisfaction.

**Objective:** This study aims to determine the level of satisfaction of JKN patients with outpatient pharmaceutical services at the Gamping 1 Health Center and the relationship between the characteristics of respondents to outpatient pharmaceutical services at Gamping 1 Health Center.

**Method:** Using a cross sectional analytic survey with purposive sampling of the population. The population in this study were all patients who used pharmaceutical services at the Gamping 1 Health Center and the sample used was 100 respondents.

**Result:** The level of patient satisfaction is 71% of respondents are satisfied with the reliability dimension, 76% of respondents are satisfied with the responsiveness dimension, 61% of respondents are satisfied with the assurance dimension, 87% of respondents are satisfied with the empathy dimension, 59% of patients were satisfied in the dimensions of physical evidence, and the results of the overall level of satisfaction were 73% of patients were satisfied. Data analysis using the Chi Square test concluded that there was no relationship between the characteristics of the respondents, namely gender, age, occupation, education, and income with the level of satisfaction of JKN patients with outpatient pharmaceutical services at the Gamping 1 Health Center.

**Conclusion:** The overall level of satisfaction is 73% of patients are satisfied, and there is no relationship between the characteristics of the respondents and the level of satisfaction.

**Keywords:** National Health Insurance, Pharmaceutical Services, Satisfaction Level

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<sup>1</sup> Mahasiswa Farmasi Universitas Jenderal Achmad Yani Yogyakarta

<sup>2</sup> Dosen Farmasi Universitas Jenderal Achmad Yani Yogyakarta

<sup>3</sup> Apoteker Pengelola Apotek Farmarin Yogyakarta