

EVALUASI KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI RSU MITRA PARAMEDIKA YOGYAKARTA

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INTISARI

Latar Belakang: Pelayanan kefarmasian yang baik adalah pelayanan yang berorientasi langsung dalam proses penggunaan obat, bertujuan menjamin keamanan, efektif dan rasional. Tuntutan pasien dan masyarakat akan mutu pelayanan kefarmasian mengharuskan perubahan paradigma pelayanan dari paradigma lama ke paradigma baru yang berorientasi pada pasien.

Tujuan Penelitian: Mengetahui kepuasan pasien terhadap pelayanan dan mengetahui hubungan karakteristik responden dengan tingkat kepuasan pasien rawat jalan terhadap pelayanan di Instalasi Farmasi Rawat Jalan RSU Mitra Paramedika Yogyakarta.

Metode Penelitian: *Non-eksperimental* dengan pendekatan metode *cross sectional*. Populasi adalah seluruh pasien rawat jalan instalasi farmasi RSU Mitra Paramedika periode April – Mei 2021 dan sampel yang digunakan sebanyak 174 responden.

Hasil Penelitian: Menunjukkan 68,4% responden puas pada dimensi kehandalan, 84,5% responden sangat puas pada dimensi kehandalan, 88,5% responden sangat puas pada dimensi empati, 91,4% responden sangat puas pada dimensi jaminan dan 60,9% responden puas pada dimensi bukti fisik.

Kesimpulan: Hasil tingkat kepuasan responden secara keseluruhan terhadap pelayanan kefarmasian di RSU Mitra Paramedika Yogyakarta adalah memuaskan sebanyak 96 orang (55,2%). Berdasarkan faktor karakteristik pasien, terdapat hubungan antara variabel umur dan pendapatan dengan kepuasan pasien terhadap pelayanan kefarmasian, dan tidak ada hubungan antara variabel jenis kelamin, pekerjaan dan pendidikan dengan kepuasan pasien terhadap pelayanan kefarmasian.

Kata kunci: Tingkat kepuasan, Pelayanan kefarmasian, RSU Mitra Paramedika Yogyakarta

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EVALUATION OF PATIENT SATISFACTION TOWARDS PHARMACEUTICAL SERVICES AT MITRA PARAMEDIKA YOGYAKARTA HOSPITAL

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ABSTRACT

Background: Good pharmaceutical services are services that are directly oriented in the process of drug use, aimed at ensuring safety, effective and rational. The demands of patients and the public on the quality of pharmaceutical services require a change in the service paradigm from the old paradigm to a new paradigm oriented to patients.

Objective: Patient satisfaction with service and knowing the relationship of respondents characteristics with the level of outpatient satisfaction with services at RSU Mitra Paramedika Yogyakarta Outpatient Pharmacy Installation.

Method: Non-experimental with cross-sectional method approach. The population is all outpatients of RSU Mitra Paramedika pharmacy installations from April to May 2021 and the sample used as many as 174 respondents.

Result: 68.4% of respondents were satisfied with the reliability dimension, 84.5% of respondents were very satisfied with the reliability dimension, 88.5% of respondents were very satisfied with the empathy dimension, 91.4% of respondents were very satisfied with the assurance dimension and 60.9% of respondents were satisfied with the physical evidence dimension.

Conclusion: The overall level satisfaction of respondents to pharmaceutical services at RSU Mitra Paramedika Yogyakarta was satisfactory for 96 people (55.2%). Based on patient characteristic factors, there is a relationship between age and income variables and patient satisfaction with pharmaceutical services, and there is no relationship between gender, employment and education variables and patient satisfaction with pharmaceutical services.

Keywords: Satisfaction level, Pharmaceutical services, RSU Mitra Paramedika Yogyakarta

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