

HUBUNGAN KARAKTERISTIK PASIEN DENGAN TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI PUSKESMAS GAMPING I

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INTISARI

Latar Belakang: Kepuasan pasien adalah suatu keadaan dimana keinginan, harapan dan kebutuhan pasien dipenuhi. Suatu pelayanan kefarmasian dinilai memuaskan bila pelayanan dapat memenuhi kebutuhan dan harapan pasien. Masing-masing pasien memiliki ciri khas karakteristik tersendiri seperti pribadi pasien, kondisi psikologis, hingga norma sosial dan budaya yang membedakannya dengan pasien lain, pembeda inilah yang dapat memengaruhi keputusan individu dalam menggunakan layanan kesehatan.

Tujuan Penelitian: Menganalisis hubungan karakteristik pasien dengan tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Gamping I.

Metode Penelitian: Penelitian observasional analitik (*non-eksperimental*) pendekatan *cross-sectional*, dengan melibatkan 108 responden. Penilaian kepuasan dilakukan dengan pengumpulan data menggunakan kuesioner selanjutnya di uji dengan univariat, bivariat dengan uji *chi-square*, dan uji multivariat dengan regresi logistik berganda.

Hasil Penelitian: Sebagian besar responden berjenis kelamin perempuan, berusia 19-59 tahun, pendidikan SMA/ Sederajat, tidak bekerja, berpendapatan <2.500.000, dan riwayat kunjungan ≥ 3 kali. Tingkat kepuasan pasien terhadap pelayanan kefarmasian mayoritas merasa tidak puas.

Kesimpulan: Tidak terdapat hubungan antara karakteristik pasien dengan tingkat kepuasan pasien terhadap pelayanan kefarmasian dengan nilai ($p > 0,05$).

Kata Kunci: Karakteristik, Pelayanan Kefarmasian, Tingkat Kepuasan

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THE RELATIONSHIP BETWEEN PATIENT CHARACTERISTICS AND PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICES AT THE GAMPING I HEALTH CENTER

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ABSTRACT

Background: Patient satisfaction is a condition when the patient's desires, hopes and needs are met. A pharmaceutical service is considered satisfactory if the service can meet the patient's needs and expectations. Each patient has their own characteristics such as the patient's personality, psychological condition, to social and cultural norms that distinguish them from other patients, these differences can influence individual decisions in using health services.

Objective: To Analyze the relationship between patient characteristics and the level of patient satisfaction with pharmaceutical services at the Gamping I Community Health Center.

Method: Analytical observational study (non-experimental) through a cross-sectional approach, involving 108 respondents. Satisfaction assessment was carried out by collecting data using a questionnaire, then tested with univariate, bivariate with chi-square test, and multivariate test with multiple logistic regression.

Results: The results of this study indicate that most respondents are female, aged 19-59 years, have a high school education/equivalent, are unemployed, have an income of <2,500,000, and have a history of visits ≥ 3 times. The level of patient satisfaction with pharmaceutical services is mostly dissatisfied.

Conclusion: There is no relationship between patient characteristics and the level of patient satisfaction with pharmaceutical services ($p > 0.05$).

Keywords: Characteristics, Pharmaceutical Services, Satisfaction Level

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