

# EVALUASI KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI PUSKESMAS GODEAN I SLEMAN TAHUN 2024

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## INTISARI

**Latar belakang:** Puskesmas merupakan unit pelaksana teknis yang bertanggung jawab atas pembangunan kesehatan, termasuk pelayanan kefarmasian yang berfokus pada penyediaan obat yang berkualitas. Pemantauan dan penilaian kualitas diperlukan untuk memastikan pelayanan kefarmasian berjalan dengan baik, salah satunya melalui kepuasan pasien. Kepuasan pasien mencerminkan sejauh mana layanan yang diterima sesuai dengan harapan mereka, yang dapat memengaruhi keputusan pasien untuk kembali menggunakan layanan tersebut atau tidak.

**Tujuan penelitian:** Mengevaluasi tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Godean 1 Sleman.

**Metode penelitian:** Desain penelitian yang digunakan yaitu deskriptif non-eksperimental dengan pendekatan secara *cross sectional*. Sampel pada penelitian ini sebanyak 109 responden yang dipilih sesuai kriteria inklusi dan pengambilan data menggunakan teknik *purposive sampling*. Data yang diperoleh dianalisis secara univariat untuk mendeskripsikan demografi dan tingkat kepuasan pasien.

**Hasil penelitian:** Demografi pasien rawat jalan di Puskesmas Godean 1 Sleman dapat digambarkan mayoritas berjenis kelamin wanita 74,31%, dengan kategori umur 45-59 tahun 44,04%, memiliki pendidikan terakhir SMA 62,39%, dengan pekerjaan ibu rumah tangga 44,04%, mempunyai penghasilan perbulan Rp. 0 atau belum berpenghasilan 38,53% dan jumlah kunjungan 3 bulan terakhir >1 kali 57,80%. Tingkat kepuasan pasien di Puskesmas Godean 1 terhadap pelayanan kefarmasian dapat digambarkan dengan hasil persentase untuk dimensi sarana fisik (*tangible*) 87,43%, kehandalan (*reliability*) 87,35%, jaminan (*assurance*) 86,81%, empati (*emphaty*) 86,75% dan ketanggapan (*responsivness*) 85,93%.

**Kesimpulan:** Tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Godean 1 Sleman rata-rata sebesar 86,97% yang masuk dalam kategori sangat puas.

**Kata Kunci:** Kepuasan, Pasien, Pelayanan Kefarmasian

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**PATIENT SATISFACTION EVALUATION TOWARDS PHARMACY  
SERVICES AT GODEAN I PUBLIC HEALTH CENTER, SLEMAN  
IN 2024**

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**ABSTRACT**

**Background:** The Health Center is a technical implementing unit responsible for health development, including pharmaceutical services that focus on providing quality medicines. Monitoring and quality assessment are needed to ensure that pharmaceutical services run well, one of which is through patient satisfaction. Patient satisfaction reflects the extent to which the services received are in accordance with their expectations, which can influence the patient's decision to return to using the service or not.

**Research objective:** To evaluate the level of patient satisfaction with pharmaceutical services at the Godean 1 Sleman Health Center.

**Research method:** The research design used was descriptive non-experimental with a *cross-sectional* approach. The sample in this study was 109 respondents selected according to the inclusion criteria and data collection using *purposive sampling techniques*. The data obtained were analyzed univariately to describe demographics and patient satisfaction levels.

**Research results:** The demographics of outpatients at the Godean 1 Health Center in Sleman can be described as the majority of female 74.31%, with an age category of 45-59 years 44.04%, having a high school education of 62.39%, with a housewife job 44.04%, having a monthly income of Rp. 0 or not yet earning 38.53% and the number of visits in the last 3 months > 1 time 57.80%. The level of patient satisfaction at the Godean 1 Health Center towards pharmaceutical services can be described by the percentage results for the dimensions of physical facilities (tangible) 87.43%, reliability 87.35%, assurance 86.81%, empathy 86.75% and responsiveness 85.93%.

**Conclusion:** The level of patient satisfaction with pharmaceutical services at the Godean 1 Sleman Health Center averaged 86.97%, which is in the very satisfied category.

**Keywords:** Satisfaction, Patient, Pharmaceutical Services

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