

EVALUASI TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI RS PKU MUHAMMADIYAH GAMPING YOGYAKARTA

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INTISARI

Latar Belakang: Kepuasan pasien adalah indikator penting untuk menilai kualitas pelayanan kefarmasian, diukur dari perbandingan antara harapan dan pelayanan yang diterima. Pasien yang merasa puas dengan pelayanan kefarmasian cenderung lebih patuh dalam mengikuti anjuran pengobatan dan lebih memahami penggunaan obat yang tepat, sehingga mendukung hasil pengobatan yang lebih baik dan optimal.

Tujuan Penelitian: Penelitian ini bertujuan untuk mengetahui evaluasi tingkat kepuasan pasien rawat jalan terhadap pelayanan kefarmasian yang ada di unit rawat jalan Instalasi Farmasi RS PKU Muhammadiyah Gamping Yogyakarta.

Metode Penelitian: Penelitian ini menggunakan desain deskriptif analitik kuantitatif. Instrumen penelitian berupa kuesioner yang mencakup karakteristik responden dan lima dimensi kepuasan. Sampel terdiri dari 99 responden rawat jalan yang mendapatkan layanan di instalasi farmasi pada bulan Januari-Juni 2024. Pengolahan data menggunakan *Microsoft Excel*, dengan menggunakan metode analisis univariat.

Hasil Penelitian: Mayoritas responden adalah perempuan (67%), usia 26-35 tahun (24,24%), ibu rumah tangga (39,40%), berpendidikan SMA/ sederajat (49,50%), dan menggunakan BPJS (76,77%). Hasil penelitian ini yaitu tingkat kepuasan responden terhadap dimensi bukti fisik 87%, empati 85,54%, kehandalan 85%, jaminan 85,28%, dan ketanggapan 84,01%.

Kesimpulan: Tingkat kepuasan pasien terhadap pelayanan kefarmasian di instalasi farmasi RS PKU Muhammadiyah Gamping Yogyakarta tergolong sangat baik, dengan rata-rata persentase 85,36% yang menunjukkan bahwa pasien sangat puas dengan pelayanan yang diberikan.

Kata kunci: Tingkat kepuasan pasien, Pelayanan kefarmasian, Rumah Sakit

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EVALUATION OF OUTPATIENT SATISFACTION LEVELS TOWARD PHARMACEUTICAL SERVICES AT THE PHARMACY DEPARTMENT OF PKU MUHAMMADIYAH GAMPING HOSPITAL YOGYAKARTA

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ABSTRACT

Background: Patient satisfaction is an important indicator for assessing the quality of pharmaceutical services, measured by the comparison between expectations and the services received. Patients who are satisfied with pharmaceutical services tend to be more compliant with treatment recommendations and better understand the proper use of medications, thereby supporting better and optimal treatment outcomes.

Research Objective: This study aims to evaluate the level of satisfaction of outpatient pharmacy services at the Outpatient Pharmacy Installation of RS PKU Muhammadiyah Gamping Yogyakarta.

Research Methods: This research uses a quantitative descriptive analytical design. The research instrument is in the form of a questionnaire that includes respondent characteristics and five dimensions of satisfaction. The sample consists of 99 outpatient respondents who received services at the pharmacy installation from January to June 2024. Data processing was carried out using Microsoft Excel, employing univariate analysis methods.

Research Results: The majority of respondents were women (67%), aged 26-35 years (24.24%), housewives (39.40%), educated to high school level or equivalent (49.50%), and using BPJS (76.77%). The results of this study show that the respondents' satisfaction levels with the dimensions of physical evidence were 87%, empathy 85.54%, reliability 85%, assurance 85.28%, and responsiveness 84.01%.

Conclusion: The level of patient satisfaction with pharmaceutical services at the pharmacy installation of RS PKU Muhammadiyah Gamping Yogyakarta is classified as very good, with an average percentage of 85.36%, indicating that patients are very satisfied with the services provided.

Keywords: Patient satisfaction levels, Pharmaceutical services, Hospital

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