

EVALUASI TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI PUSKESMAS KASIHAN II BANTUL 2025

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INTISARI

Latar belakang: Pusat kesehatan masyarakat (puskesmas) merupakan fasilitas kesehatan yang menyelenggarakan pelayanan kefarmasian. Pelayanan kefarmasian perlu dilakukan monitoring dan evaluasi secara berkala untuk menjamin mutu serta kualitas layanan yang diberikan. Salah satu indikator yang dapat digunakan untuk menilai kualitas pelayanan adalah evaluasi tingkat kepuasan pasien.

Tujuan penelitian: Mengevaluasi kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Kasihan II Bantul

Metode penelitian: Desain penelitian yang digunakan yaitu deskriptif non-eksperimental dengan pendekatan *cross sectional*. Sampel pada penelitian ini sebanyak 97 pasien yang dipilih sesuai kriteria inklusi dan pengambilan data menggunakan teknik *purposive sampling*. Data yang diperoleh dianalisis secara univariat untuk mendapatkan gambaran karakteristik dan tingkat kepuasan pasien.

Hasil penelitian: Karakteristik pasien di Puskesmas Kasihan II Bantul mayoritas berjenis kelamin Perempuan (85,57%) dengan kategori umur 26 – 44 tahun (46,39%), memiliki pendidikan terakhir SMK/SMA (64,95%), sebagian besar tidak bekerja (ibu rumah tangga) (54,64%), dan mayoritas mempunyai penghasilan ≤ 1 juta (68,04%). Tingkat kepuasan pasien di Puskesmas Kasihan II Bantul terhadap pelayanan kefarmasian dapat digambarkan dengan hasil nilai persentase untuk dimensi bukti nyata (*tangible*) 79,02%, dimensi kehandalan (*reliability*) 81,23%, dimensi ketanggapan (*responsiveness*) 79,73%, dimensi jaminan (*assurance*) 80,99%, dan dimensi empati (*emphaty*) 81,38%.

Kesimpulan: Tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Kasihan II Bantul rata-rata sebesar 80,51% dengan kategori sangat puas.

Kata kunci: Kepuasan, Pelayanan Kefarmasian, Puskesmas

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EVALUATION OF PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICES AT KASIHAN II COMMUNITY HEALTH CENTER BANTUL IN 2025

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ABSTRACT

Background: Community health centers (puskesmas) are health facilities that provide pharmaceutical services. Pharmaceutical services need to be monitored and evaluated regularly to ensure the quality of the services provided. One of the indicators that can be used to assess service quality is an evaluation of the level of patient satisfaction.

Research objective: Evaluating patient satisfaction with pharmaceutical services at Puskesmas Kasihan II Bantul

Research method: The research design used was descriptive non-experimental with a cross sectional approach. The sample in this study were 97 patients who were selected according to the inclusion criteria and data collection using purposive sampling technique. The data obtained were analyzed univariately to describe demographics and patient satisfaction levels.

Research results: The demographics of patients at Puskesmas Kasihan II Bantul are mostly female (85.57%) with an age category of 26 - 44 years (46.39%), have the last education of SMK / SMA (64.95%), mostly do not work (housewife) (54.64%), and the majority have an income of \leq 1 million (68.04%). The level of patient satisfaction at Puskesmas Kasihan II Bantul towards pharmaceutical services can be described by the results of the percentage value for the tangible dimension 79.02%, the reliability dimension 81.23%, the responsiveness dimension 79.73%, the assurance dimension 80.99%, and the empathy dimension 81.38%.

Conclusion: The level of patients' satisfaction with pharmaceutical services at the Kasihan II Bantul Health Center averaged 80.51% with a very satisfied category.

Keywords: Satisfaction, Patient, Pharmaceutical Services

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