

HUBUNGAN ANTARA KARAKTERISTIK PASIEN DAN TINGKAT KEPUASAN TERHADAP PELAYANAN FARMASI DI PUSKESMAS SEYEGAN KABUPATEN SLEMAN

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INTISARI

Latar Belakang: Kepuasan pasien setelah mendapatkan pelayanan kefarmasian di instalasi farmasi dapat dilakukan pengukuran menggunakan beberapa dimensi dari teori *service quality (servqual)* yaitu, dimensi kehandalan (*reliability*), ketanggapan (*responsiveness*), jaminan (*assurance*), empati (*emphaty*) dan bukti fisik (*tangible*).

Tujuan Penelitian: Mengetahui hubungan karakteristik pasien terhadap tingkat kepuasan pelayanan kefarmasian di Puskesmas Seyegan Kabupaten Sleman.

Metode Penelitian: Penelitian ini menggunakan metode observasional analitik dengan pendekatan *cross sectional* untuk mengetahui hubungan antar variabel. Teknik *sampling* yang digunakan adalah *purposive sampling* dengan jumlah sampel 97 responden yang memenuhi kriteria inklusi, serta bersedia menjadi responden dengan mengisi *informed consent*. Analisis data meliputi analisis univariat dan bivariat menggunakan korelasi uji *Rank Spearman*.

Hasil Penelitian: Mayoritas responden di Puskesmas Seyegan berjenis kelamin perempuan (65,98%), usia didominasi pada rentang usia 36 - 45 tahun (26,80%), mayoritas responden bekerja (71,13%) dengan pendidikan didominasi SMA (62,89%) dan mayoritas berpenghasilan 1 juta – 3 juta rupiah (56,70%). Tingkat kepuasan pasien terhadap pelayanan kefarmasian dengan hasil persentase pada dimensi kehandalan (*reliability*) (81,79%), dimensi ketanggapan (*responsiveness*) (80,67%), dimensi jaminan (*assurance*) (80,61%), dimensi sarana fisik (*tangible*) (80,41%), dan persentase terendah dimensi kepedulian (*empathy*) (80,28%). rata-rata tingkat kepuasan pada seluruh dimensi sebesar (80,83%) termasuk dalam kategori sangat puas. Uji korelasi *Rank Spearman* diperoleh nilai *p-value* dari masing-masing karakteristik responden meliputi jenis kelamin, usia, pekerjaan, pendidikan dan penghasilan beturut-turut sebesar 0,585; 0,945; 0,461; 0,271; 0,702 (*p-value* > 0,05).

Kesimpulan: Tidak ada hubungan antara karakteristik responden dengan tingkat kepuasan terhadap pelayanan farmasi di Puskesmas Seyegan Kabupaten Sleman.

Kata kunci: Karakteristik pasien, Layanan farmasi, Pusat kesehatan, Tingkat kepuasan.

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THE RELATIONSHIP BETWEEN PATIENT CHARACTERISTICS AND THE LEVEL OF SATISFACTION WITH PHARMACEUTICAL SERVICES AT THE SEYEGAN HEALTH CENTER, SLEMAN REGENCY

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ABSTRACT

Background: Patient satisfaction after receiving pharmaceutical services at a pharmaceutical facility can be measured using several dimensions of the theory known as *service quality (servqual)*, namely, the dimension of *reliability, responsiveness, assurance (assurance empathy (emphaty) and physical evidence (tangible)*.

Research Objective: To determine the relationship between patient characteristics and the level of satisfaction with pharmaceutical services at the Seyegan Health Center, Sleman Regency.

Research Method: This study uses an observational analytical method with a *cross sectional approach* to determine the relationship between variables. The *sampling technique* used was *purposive sampling* with a sample of 97 respondents who met the inclusion criteria, and were willing to become respondents by filling in *informed consent*. Data analysis included univariate and bivariate analysis using the Spearman Rank test correlation.

Research Results: The majority of respondents at the Seyegan Health Center were female (65.98%), age was dominated in the age range of 36 - 45 years (26.80%), the majority of respondents worked (71.13%) with education dominated by high school (62.89%) and the majority had an income of 1 million - 3 million rupiah (56.70%). the level of patient satisfaction with pharmaceutical services was measured by the percentage results in the reliability dimension (81.79%), *the responsiveness dimension (80.67%), the assurance dimension (80.61%), the physical facilities dimension (tangible) (80.41%), and the lowest percentage in the care dimension (emphaty) (80,28%). the average satisfaction level in all dimensions (80.83%) is included in the category of very satisfied. the spearman rank correlation test obtained a p-value from each respondent's characteristics including gender, age, occupation, education and income of 0.585; 0.945; 0.461; 0.271; 0.702 (p-value > 0.05).*

Conclusion: There was no relationship between respondents' characteristics and the level of satisfaction with pharmaceutical services at the Seyegan Health Center Sleman Regency.

Keywords: Patient characteristics, Pharmaceutical services, Health centers, Satisfaction level.

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