

# EVALUASI KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI PUSKESMAS GANDOMANAN KOTA YOGYAKARTA

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## INTISARI

**Latar belakang:** Pelayanan kefarmasian di puskesmas memiliki peran penting dalam menjamin ketepatan dan keamanan penggunaan obat. Kepuasan pasien menjadi salah satu indikator utama mutu layanan, sehingga evaluasi di Puskesmas Gondomanan dilakukan untuk menilai kualitas pelayanan yang diberikan.

**Tujuan penelitian:** Mengevaluasi kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Gondomanan Kota Yogyakarta.

**Metode penelitian:** Penelitian ini menggunakan metode deskriptif observasional dengan pendekatan *cross-sectional* pada 109 pasien sesuai kriteria inklusi dengan teknik pengambilan sampel menggunakan *purposive sampling*. Data diperoleh melalui kuesioner lima dimensi Servqual yang meliputi dimensi berupa bukti fisik, kehandalan, ketanggapan, jaminan, dan empati. Data dianalisis secara deskriptif menggunakan *Microsoft Excel* dan disajikan dalam bentuk frekuensi atau persentase (%) untuk data karakteristik dan data kepuasan pasien.

**Hasil penelitian:** Gambaran karakteristik pasien di Puskesmas Gondomanan Kota Yogyakarta menunjukkan bahwa sebagian besar berjenis kelamin perempuan (71,56%), berusia 26–44 tahun (38,53%), memiliki pendidikan terakhir SMA/SMK (48,62%), dengan mayoritas pasien yang tidak bekerja (44,95%), dan mempunyai penghasilan perbulan sebesar Rp ≤ 1juta (54,13%). Berdasarkan hasil penelitian, tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Gondomanan Kota Yogyakarta pada kategori sangat puas, dengan persentase keseluruhan sebesar 85,51%. Dimensi kehandalan (*reliability*) sebesar 87,19%, dimensi jaminan (*assurance*) sebesar 85,21%, empati (*empathy*) sebesar 85,15%, ketanggapan (*responsiveness*) sebesar 85,02%, dan dimensi bukti fisik (*tangible*) sebesar 84,31%.

**Kesimpulan:** Kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Gondomanan Kota Yogyakarta termasuk dalam kategori sangat puas.

**Kata kunci:** Kepuasan, Pelayanan Kefarmasian, Puskesmas.

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# EVALUATION OF PATIENT SATISFACTION WITH PHARMACY SERVICES AT GANDOMANAN HEALTH CENTER YOGYAKARTA CITY

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## *ABSTRACT*

**Background:** Pharmacy services at public health centers have an important role in ensuring the accuracy and safety of drug use. Patient satisfaction is one of the main indicators of service quality, so the evaluation at the Gondomanan Health Center is carried out to assess the quality of the service provided.

**Objective:** Evaluating patient satisfaction with pharmacy services at the Gondomanan Health Center in Yogyakarta City.

**Method:** This research uses an observational descriptive method with a cross-sectional approach on 109 patients according to the inclusion criteria with sampling techniques using purposive sampling. Data is analyzed descriptively using Microsoft Excel and presented in the form of frequency or percentage (%) for characteristic data and patient satisfaction data.

**Results:** The description of the characteristics of patients at the Gondomanan Health Center in Yogyakarta City shows that most of them are female (71,56%), aged 26–44 years old (38.53%), have the last education of SMA/SMK (48,62%), with the majority of patients who do not work (44,95%), and have a monthly income of Rp ≤ 1 million (54,13%). Based on the research results, the level of patient satisfaction with pharmacy services at the Gondomanan Health Center of Yogyakarta City is in the very satisfied category, with an overall percentage of 85.51%. Reliability dimension is 87.19%, assurance dimension is 85.21%, empathy is 85.15%, responsiveness is 85.02%, and tangible evidence dimension is 84.31%.

**Conclusion:** Patient satisfaction with pharmacy services at the Gondomanan Health Center of Yogyakarta City is included in the very satisfied category.

**Keywords:** Satisfaction, Pharmacy Services, Health Centers.

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