

# EVALUASI KEPUASAN RESPONDEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI PUSKESMAS GONDOKUSUMAN I

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## INTISARI

**Latar Belakang:** Puskesmas adalah unit pelaksana teknis yang bertanggung jawab dalam pembangunan kesehatan, termasuk pelayanan kefarmasian yang menyediakan obat bermutu. Pelayanan kefarmasian yang optimal dapat menunjang terapi atau pengobatan responden, tingkat kepuasan responden menjadi indikator penting dalam menilai kualitas pelayanan kefarmasian

**Tujuan Penelitian:** Penelitian ini bertujuan untuk mengevaluasi kepuasan responden rawat jalan terhadap pelayanan kefarmasian di Puskesmas Gondokusuman I.

**Metode Penelitian:** Penelitian ini menggunakan metode deskriptif dengan pendekatan *cross-sectional*. Instrumen penelitian ini berupa kuesioner dengan menggunakan metode SERVQUAL yang mencakup lima dimensi: bukti fisik (*tangible*), kehandalan (*reliability*), ketanggapan (*responsiveness*), jaminan (*assurance*), dan keramahan (*empathy*). Jumlah sampel sebanyak 110 responden rawat jalan yang memenuhi kriteria inklusi. Pada penelitian ini, seluruh data yang diperoleh dianalisis secara univariat menggunakan aplikasi komputer berupa *microsoft excel*.

**Hasil Penelitian:** Sosiodemografi responden di Puskesmas Gondokusuman I dapat digambarkan dengan hasil mayoritas sebagian besar responden adalah perempuan (70,91%), kategori usia 56–65 tahun sebanyak (22,73%), sebagian responden memiliki pendidikan terakhir SMA sebanyak (42,73%), dengan mayoritas responden yang bekerja sebanyak (58,18%), mempunyai pendapatan perbulan Rp. 0 atau belum berpenghasilan sebanyak (46,36%) dan status jaminan sosial responden mayoritas yaitu BPJS sebanyak (50,91%). Hasil kepuasan responden rawat jalan di Puskesmas Gondokusuman I terhadap pelayanan kefarmasian dapat digambarkan dengan hasil persentase tertinggi yaitu dimensi keramahan (*empathy*) sebesar 85,38%, jaminan (*assurance*) sebesar 85,28%, kehandalan (*reliability*) sebesar 83,01%, bukti fisik (*tangible*) sebesar 81,18%, dan ketanggapan (*responsiveness*) sebesar 81,05%.

**Kesimpulan:** Tingkat kepuasan responden rawat jalan terhadap pelayanan kefarmasian di Puskesmas Gondokusuman I berada pada kategori sangat puas di seluruh dimensi SERVQUAL.

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

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# EVALUATION OF OUTPATIENT RESPONDENTS' SATISFACTION WITH PHARMACEUTICAL SERVICES AT GONDOKUSUMAN I PUBLIC HEALTH CENTER

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## ABSTRACT

**Background:** The Public Health Center (Puskesmas) is a technical implementation unit responsible for health development, including pharmaceutical services that provide quality medicines. Optimal pharmaceutical services can support the effectiveness of therapy or treatment, and patient satisfaction is an important indicator in assessing the quality of pharmaceutical care.

**Research Objective:** This study aims to evaluate outpatient satisfaction with pharmaceutical services at Puskesmas Gondokusuman I.

**Research Method:** This research employed a descriptive method with a cross-sectional approach. The research instrument was a questionnaire based on the SERVQUAL method, which includes five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. The total sample consisted of 110 outpatients who met the inclusion criteria. All collected data were analyzed univariately using Microsoft Excel.

**Research Results:** The sociodemographic profile of respondents at Puskesmas Gondokusuman I showed that the majority were female (70.91%), aged 56–65 years (22.73%), had completed high school education (42.73%), were employed (58.18%), had no monthly income (46.36%), and were mostly BPJS (Indonesia's National Health Insurance) participants (50.91%). The highest satisfaction score was found in the empathy dimension (85.38%), followed by assurance (85.28%), reliability (83.01%), tangibles (81.18%), and responsiveness (81.05%).

**Conclusion:** The level of outpatient satisfaction with pharmaceutical services at Puskesmas Gondokusuman I falls into the “very satisfied” category across all SERVQUAL dimensions.

**Keywords:** Patient Satisfaction, Pharmaceutical Services, Public Health Center.

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