

**Analysis of Patient Satisfaction Levels to Services at the Outpatient Pharmacy
Installation in Palmatak District Hospital Anambas Islands Regency Riau
Islands Province**

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ABSTRAK

Pharmacy installation was a functional unit which organize all activities on hospital. Proper and good service will give satisfaction to the patients. Evaluation of service quality are involving measurement process, and assessment of all pharmaceutical service activities in a hospital. The quality of good and safe services are very important to determine the consideration of personnel needs by the type of service and responsibilities. The aim of this study is to find out the level of patient satisfaction with services at the Outpatient Pharmacy Installation. This study are very important because there are no previous study held in Palmatak Regional Hospital Anambas Islands Regency, Riau Islands Province before. This type of research are using descriptive analysis method with survey approaches. Data Analysis Techniques implied using univariate analysis to describe patient characteristics, and bivariate analysis with product moment correlation analysis to find the relationship between respondents character with patient satisfaction level. The results showed that the level of patient satisfaction with services based on tangible indicators have average value at 90.44%, reliability indicators have average value at 93%, responsive indicator has an average value at 91%, assurance indicator have average value at 95%, empathy indicators have average value at 94%. Satisfaction level have average value at 93%. There is a relationship between the characteristics of education, employment against patient satisfaction level, and there is no relationship between gender characteristics, marital status, age, insurance against patient satisfaction level in pharmacy services at Palmatak District Hospital Anambas Islands Regency. There is no correlation between satisfaction with services at the Pharmaceutical Installation in Palmatak Regional General Hospital, Anambas Islands Regency.

Keywords: *Service, Satisfaction Level, Palmatak District Hospital Anambas Islands Regency*