

ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI PUSKEMAS NGENEMPLAK I KABUPATEN SLEMAN

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INTISARI

Kepuasan pasien merupakan tanggap terhadap terpenuhinya kebutuhan dan termasuk hal terpenting yang harus dicapai oleh setiap fasilitas kesehatan. Puskesmas merupakan fasilitas kesehatan yang paling banyak digunakan dan salah satunya pasien yang melakukan pengobatan untuk mendapatkan pelayanan yang diterima, sehingga dapat mempengaruhi tingkat kepuasan pasien. Penelitian dilakukan untuk mengetahui gambaran tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Ngenemplak I Kabupaten Sleman, dan mengetahui hubungan antara sosiodemografi pada tingkat kepuasan pasien di Puskesmas Ngenemplak I Kabupaten Sleman. Jenis penelitian yang digunakan adalah penelitian observasional analitik dengan rancangan *cross-sectional*. Pengambilan sampel dilakukan dengan metode *Accidental Sampling* dengan jumlah sampel 114 responden. Pengumpulan data berupa data kuantitatif yaitu kuisioner yang diadaptasi dari buku Zeitntamil Parasuraman yang memiliki lima dimensi *servqual* (*tangible, reliability, responsiveness, assurance, empathy*), dan karakteristik sosiodemografi pasien. Analisis data menggunakan uji *Chi Square*, uji *Spearman Rank Correlation*. Hasil gambaran tingkat kepuasan pasien dari seluruh dimensi *servqual* memiliki persentase 100%, yaitu didapatkan dari 71,05% pasien merasa puas, pasien yang merasa sangat puas yaitu 28,95% dan pasien tidak puas yaitu 0,00% terhadap pelayanan kefarmasian di Puskesmas Ngenemplak I. Tingkat kepuasan pada masing-masing dimensi menunjukkan bahwa pasien yang merasa puas pada dimensi *tangible* 97,36%, *reliability* 99,99%, *responsiveness* 99,12%, *assurance* 100%, *empathy* 99,99% dan dapat disimpulkan dimensi *assurance* memiliki persentase tertinggi yaitu 100% sedangkan persentase terendah 97,36% yaitu *tangible*. Sedangkan di Puskesmas Ngenemplak I semua karakteristik sosiodemografi tidak terdapat hubungan dengan tingkat kepuasan.

Kata kunci : Puskesmas, Kepuasan pasien, Pelayanan farmasi

**ANALYSIS OF PATIENT SATISFACTION
LEVEL TO SERVICE
IN PUSKESMAS NGEMPLAK I DISTRICT SLEMAN**

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ABSTRACT

Patient satisfaction is an appropriate response to the unmet needs and expectations, including the most important thing is to be achieved by each health facility. Health centre is the mostly used health facility and of the patients who performs treatment to get the service received, so that it can affect the satisfaction level of patients to find out the description of patient satisfaction. The study was aim to describe the level of patient satisfaction with pharmacy services at Ngemplak I Health Center, Sleman Regency, and to discover the relationship between sociodemography on the level of patient satisfaction at Ngemplak I Health Center, Sleman Regency. The type of research was analytic observational research with cross-sectional design. Sampling is done by Accidental Sampling method with 114 respondents. Data collection is using form of quantitative the which was adapted from the book Zeintamil Parasuraman which five-dimensional questionnaire (tangible, reliability, responsiveness, assurance, empathy), and sociodemographic characteristics of patients. The analysis was using Square test, Spearman Rank Correlation test. The analysis results from patient satisfaction of all servqual dimensions had the percentage 100%, that is obtained from 71,05% of patients satisfied, patients who felt very satisfied are 28,95% and patients were dissatisfied that is 0,00% in pharmacy services at Ngemplak Health Center I. The level of satisfaction in each dimensions showed patients that felt satisfied on tangible dimensions 97,36%, reliability 99,99%, responsiveness 99,12%, assurance 100%, empathy 99,99% and it could be concluded that the assurance dimension had the highest percentage 100% while the lowest percentage was 97,36% from tangible dimension. Whereas in primary health of Ngemplak I all sociodemographic characteristics there was no correlation with the level of satisfaction.

Keyword : *Primary health care, Satisfaction, Pharmaceutical service*