

SATISFACTION LEVELS OUTPATIENT PHARMACY DEPARTEMNT IN DISTRIC GENERAL HOSPITAL TIDAR MAGELANG CITY

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Abstract

Installation of a facility pharmacy service providers. Pharmacy services play an important role in health efforts to improve the quality of health services for the community. Quality health services can be seen from the level of patient satisfaction with services obtained in a care facility. This study aims to describe the level of satisfaction of outpatients in Pharmacy Installation District General Hospital Tidar Magelang city to quality pharmacy services. The study is a type of non-experimental research with observational descriptive design with a quantitative approach. The collection of data obtained from the administration of the questionnaire (self-administered) to the respondents who pay for healthcare outpatient pharmacy at the Regional Public House Tidar Magelang city, survey respondents as many as 120 patients were selected by accidental sampling. Analysis of the collected data is then performed data processing using descriptive analysis. The results obtained in each of the dimensions of the highest satisfaction level is the dimension of assurance (assurance) amounted to 77.02% that the clerk was friendly and courteous to the patient when giving medications while the dimensions of the lowest satisfaction levels are tangibles (tangibles) amounted to 73.19%, ie Related lounge facilities. Then the data analysis Spearman rank correlation test and Kendall tau so that it can be concluded that there is a significant relationship between the sociodemographic characteristics of patients with patient satisfaction level in the Regional General Hospital Tidar Magelang city.

Keywords : Hospital, Patient satisfaction, department of pharmacy.