

**TINGKAT KEPUASAN PASIEN TERHADAP WAKTU TUNGGU
PELAYANAN RESEP DI PUSKESMAS KETANGGUNGAN PERIODE 2021**

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INTISARI

Puskesmas termasuk fasilitas kesehatan tingkat pertama yang harus berupaya meningkatkan mutu jasa kefarmasian. Salah satu caranya yaitu dengan adanya peningkatan mutu pelayanan resep dengan memperbaiki waktu tunggu pelayanan resep rawat jalan. Penelitian ini tujuannya guna melihat rata-rata waktu tunggu pelayanan resep, Tingkat kepuasan pasien terhadap waktu tunggu pelayanan resep, dan hubungan antara tingkat kepuasan pasien terhadap waktu tunggu pelayanan resep di puskesmas Ketanggungan. Penelitian ini merupakan penelitian observasional dengan metode non-eksperimental, Data yang digunakan berupa data kuantitatif. Prosedur penarikan sampel menggunakan purposive sampling. Waktu tunggu dianalisis menggunakan metode *chi square* dan diuji dengan menghitung nilai rata-rata, standar deviasi dan persentase. Data rata-rata waktu tunggu pelayanan resep diperoleh dari pengisian lembar observasi dan data tingkat kepuasan pasien diperoleh dari lembar kuesioner. kepuasan pasien dalam menunggu obat racikan menyatakan puas sebanyak 99,4% sedangkan kepuasan pasien terhadap obat non racikan diperoleh sebanyak 85,5% menyatakan puas. Rata-rata waktu dispensing obat racikan selama 29 menit, waktu terlama 69 menit dan waktu tercepat selama 4 menit. Hasil uji statistik chi-square didapatkan nilai $p = 0,00$ ($p < 0,05$) maksudnya yaitu terdapat hubungan lama waktu tunggu dengan kepuasan pasien di Puskesmas Ketanggungan.

Kata kunci: Pelayanan resep, Puskesmas, Waktu tunggu

**LEVEL OF PATIENT SATISFACTION WITH WAITING TIME FOR
PRESCRIPTION SERVICES AT THE KETANGGUNGAN PUBLIC
HEALTH CENTER FOR THE 2021 PERIOD**

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Pharmacy Study

Program

ABSTRACT

Puskesmas is a first-level health facility that must strive to improve the quality of pharmaceutical services. One way is to improve the quality of prescription services by improving the waiting time for outpatient prescription services. This study aims to see the average waiting time for prescription services, the level of patient satisfaction with the waiting time for prescription services, and the relationship between the level of patient satisfaction and the waiting time for prescription services at the Ketanggungan Health Center. This research is an observational study with non-experimental methods. The data used are quantitative data. The sampling procedure used purposive sampling. Waiting time was analyzed using the *chi square* method and tested by calculating the average value, standard deviation and percentage. Data on the average waiting time for prescription services were obtained from filling out observation sheets and data on patient satisfaction levels were obtained from questionnaires. Patient satisfaction in waiting for concoction drugs stated that they were satisfied as much as 99.4% while patient satisfaction with non-concoction drugs was obtained as much as 85.5% stated that they were satisfied. The average time of dispensing the compounded drug was 29 minutes, the longest time was 69 minutes and the fastest time was 4 minutes. The results of the *chi-square* statistical test obtained p value= 0.00 ($p < 0.05$) meaning that there is a relationship between the length of waiting time and patient satisfaction at the Ketanggungan Health Center.

Keywords : Prescription services, Puskesmas, Waiting time.