

## ABSTRAK

Meli, Maria Theresia. 2021. Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian Di Puskesmas Cisadea Kota Malang. Karya Tulis Ilmiah. Akademi Farmasi Putra Indonesia Malang. Pembimbing apt. Ressa Marisa, S.Si

Puskesmas adalah fasilitas pelayanan kesehatan yang menyelenggarakan upaya kesehatan masyarakat dan upaya kesehatan perseorangan tingkat pertama yang didukung dengan pelayanan kefarmasian yang bermutu dan berpegang pada Standar Pelayanan Kefarmasian. Studi pendahuluan yang dilakukan peneliti bahwa jumlah tenaga kefarmasian di Puskesmas Cisadea tidak sebanding dengan jumlah pasien yang berkunjung sehingga mempengaruhi kualitas pelayanan kefarmasian. Pengukuran kepuasan pasien juga belum dilakukan secara berkala. Pasien yang puas dengan suatu pelayanan akan terus memakai jasa di Puskesmas Cisadea Kota Malang. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien terhadap kualitas pelayanan kefarmasian di Puskesmas Cisadea Kota Malang Penelitian ini adalah jenis penelitian deskriptif dengan menggunakan kuesioner sebagai instrumen pengumpulan data. Penelitian ini dilakukan pada 5 April-5 Mei 2021. Data diperoleh dengan menyebarkan kuesioner yang mencakup 5 dimensi yaitu, Dimensi Keandalan (*Reliability*) diperoleh persentase sebesar 84,45%, Dimensi Ketanggapan (*Responsiveness*) diperoleh persentase sebesar 81,45%, Dimensi Jaminan (*Assurance*) diperoleh persentase sebesar 83,55%, Dimensi Empati (*Empaty*) diperoleh persentase sebesar 84,35%, dan yang terakhir Dimensi Penampilan (*Tangible*) diperoleh persentase 83,8%. Sehingga didapatkan persentase rata-rata tingkat kepuasan pasien di Puskesmas Cisadea Kota Malang secara keseluruhan dari 5 dimensi 83,52%. Kesimpulan berdasarkan hasil penelitian dan pembahasan tentang Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian di Puskesmas Cisadea Kota Malang, responden sudah merasa puas.

Kata kunci : Kepuasan, Pelayanan Kefarmasian, Puskesmas

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Puskesmas is a health service facility that organizes health efforts community and first-level individual health efforts supported by quality pharmaceutical services and adhere to Pharmaceutical Service Standards. Preliminary study conducted by researchers that the number of pharmacists at the Puskesmas Cisadea is not proportional to the number of patients who visit so it affects quality of pharmaceutical services. Measuring patient satisfaction has also not been carried out systematically periodically. Patients who are satisfied with a service will continue to use the services at the Puskesmas Cisadea Malang City. This study aims to determine the level of patient satisfaction on the quality of pharmaceutical services at the Cisadea Public Health Center, Malang City is a type of descriptive research using a questionnaire as an instrument data collection. This research was conducted on April 5-5 May 2021. Data obtained by distributing questionnaires that include 5 dimensions, namely, the Dimension of Reliability (*Reliability*) obtained a percentage of 84.45%, the Dimension of Responsiveness (*Responsiveness*) was obtained a percentage of 81.45%, Dimensions of Assurance (*Assurance*) obtained a percentage of 83.55%, the Empathy Dimension (*Empaty*) obtained a percentage of 84.35%, and the last Dimensions of Appearance (*Tangible*) obtained a percentage of 83.8%. So you get a percentage the average level of patient satisfaction at the Cisadea Public Health Center in Malang City as a whole is from 5 dimensions 83.52%. Conclusions based on the results of research and discussion on Level Patient Satisfaction with Pharmaceutical Services at Cisadea Health Center Malang City, respondents were very satisfied.

Keywords : satisfaction, pharmaceutical services, health centers.