

## ABSTRAK

Rahayu, Duwi Adinda 2022, Tingkat Kepuasan Pasien Rawat Jalan Atau Keluarga Pasien Terhadap Pelayanan Kefarmasian Di Tumpang Kabupaten Malang.

Pembimbing : Widji Siti Lestari, SKM, MM

**Kata Kunci** : pelayanan kefarmasian, tingkat kepuasan, 5 dimensi mutu pelayanan

Tingkat kepuasan pasien adalah suatu perasaan pasien yang timbul setelah membandingkan dengan apa yang dirasakan dari kinerja layanan kesehatan yang diperoleh. Dalam penelitian ini tingkat kepuasan pasien ditinjau dari lima dimensi mutu pelayanan yaitu dimensi kehandalan (*reliability*), dimensi ketanggapan (*responsiveness*), dimensi jaminan (*assurance*), dimensi empati (*empathy*), dimensi bukti fisik (*tangible*). Metode yang digunakan oleh peneliti yaitu bersifat deskriptif. Pengumpulan data dilakukan dengan menyebarkan kuesioner kepada pasien rawat jalan atau keluarga pasien di Puskesmas Tumpang Kabupaten Malang. Populasi dalam penelitian ini adalah seluruh pasien rawat jalan atau keluarga pasien yang datang ke Puskesmas Tumpang Kabupaten Malang selama bulan Maret 2022 sebanyak 897 orang diambil sampel dengan menggunakan rumus *slovin* sebanyak 100 orang dengan teknik pengambilan sampel non-probability secara *accidental sampling*. Data dianalisa menggunakan skala *likert* dengan teknik skoring dan dikategorikan sangat puas, puas, cukup puas, kurang puas, dan tidak puas. Hasil penelitian tentang Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian di Puskesmas Tumpang Kabupaten Malang adalah 87,60% kategori sangat puas yang meliputi dimensi kehandalan 77% kategori puas, dimensi ketanggapan 96% kategori sangat puas, dimensi jaminan 96% kategori sangat puas, dimensi empati 81,75% kategori puas dan dimensi bukti fisik 87,25% kategori sangat puas.

## ABSTRACT

Rahayu, Duwi Adinda 2022, Level of Satisfaction of Outpatients or Patients' Families with Pharmaceutical Services in Tumpang, Malang Regency.

Pembimbing : Widji Siti Lestari, SKM, MM

Keywords: pharmaceutical service, satisfaction level, 5 dimensions of service quality

The level of patient satisfaction is a patient's feeling that arises after comparing with what is felt from the performance of health services obtained. In this study, the level of patient satisfaction is viewed from five dimensions of service quality, namely the dimension of reliability, the dimension of responsiveness, the dimension of assurance, the dimension of empathy (empathy), the dimension of physical evidence (tangible). The method used by the researcher is descriptive. Data was collected by distributing questionnaires to outpatients or their families at the Puskesmas Tumpang Kabupaten Malang. The population in this study were all outpatients or their families who came to the Puskesmas Tumpang Kabupaten Malang during March 2022 as many as 897 people were sampled using the Slovin formula as many as 100 people with non-probability sampling techniques by accidental sampling. The data were analyzed using a Likert scale with a scoring technique and were categorized as very satisfied, satisfied, quite satisfied, less satisfied, and dissatisfied. The results of the study on the level of patient satisfaction with pharmaceutical services at the Puskesmas Tumpang Kabupaten Malang, were 87.60% very satisfied category which included reliability dimension 77% satisfied category, responsiveness dimension 96% very satisfied category, assurance dimension 96% very satisfied category, empathy dimension 81,75% satisfied category and dimensions of physical evidence 87,25% very satisfied category.