

## ABSTRAK

Bara, Vinsensia Yuyunsa. 2022. Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian Di Puskesmas Arjuno Kota Malang. Karya Tulis Ilmiah. Akademi Farmasi Putra Indonesia Malang. Pembimbing Dr. apt. Erna Susanti, M.Biomed.

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 Arjuno 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 Arjuno Kota Malang. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien terhadap kualitas pelayanan kefarmasian di Puskesmas Arjuno Kota Malang. Penelitian ini adalah jenis penelitian deskriptif dengan menggunakan kuesioner sebagai instrumen pengumpulan data. Penelitian ini dilakukan pada bulan Juni 2022. Data diperoleh dengan menyebarkan kuesioner yang mencakup 5 dimensi yaitu, Dimensi Keandalan (*Reliability*) diperoleh persentase sebesar 71,33%, Dimensi Ketanggapan (*Responsiveness*) diperoleh persentase sebesar 69,66%, Dimensi Jaminan (*Assurance*) diperoleh persentase sebesar 67,5%, Dimensi Empati (*Empaty*) diperoleh persentase sebesar 68,16%, dan yang terakhir Dimensi Penampilan (*Tangible*) diperoleh persentase 66,66%. Sehingga didapatkan persentase rata-rata tingkat kepuasan pasien di Puskesmas Arjuno Kota Malang secara keseluruhan dari 5 dimensi 68,66%. Kesimpulan berdasarkan hasil penelitian dan pembahasan tentang Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian di Puskesmas Arjuno Kota Malang, responden merasa puas.

**Kata Kunci :** *Kepuasan, Pelayanan Kefarmasian, Puskesmas*

## ABSTRACT

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Health center is a health service facility that organizes public health efforts 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 Arjuno 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 Arjuno Malang City. This study aims to determine the level of patient satisfaction on the quality of pharmaceutical services at the Arjuno Health Center, Malang City is a type of descriptive research using a questionnaire as an instrument data collection. This research was conducted in June 2022. Data obtained by distribute a questionnaire that includes 5 dimensions, namely, the Dimension of Reliability (*Reliability*) obtained a percentage of 71,33%, the Dimension of Responsiveness (*Responsiveness*) was obtained percentage of 69.66%, Dimensional Assurance (*Assurance*) obtained a percentage of 67.5%, Dimensions of Empathy (*Empaty*) obtained a percentage of 68.16%, and the last Dimension Appearance (*Tangible*) obtained a percentage of 66.66%. So that the average percentage is obtained the level of patient satisfaction at the Arjuno Public Health Center Malang City as a whole from 5 dimensions 68.66%. Conclusions based on the results of research and discussion of the Level of Satisfaction Patients Against Pharmaceutical Services at Arjuno Health Center Malang City, respondents satisfied.

**Keywords:** *Satisfaction, Pharmaceutical Services, Health center*