

INTISARI

Pelayanan farmasi klinik berperan penting dalam meningkatkan kualitas perawatan pasien di rumah sakit. Namun, keterbatasan sumber daya dan tingginya beban kerja apoteker dapat memengaruhi mutu layanan yang berdampak pada persepsi serta kepuasan pasien rawat inap. Penelitian ini bertujuan untuk mengevaluasi persepsi dan kepuasan pasien terhadap pelayanan farmasi klinik di instalasi rawat inap RSUD Sultan Fatah Kabupaten Demak.

Penelitian ini bersifat observasional dengan desain *cross-sectional*. Data dikumpulkan melalui survei menggunakan kuesioner berbasis *5-point Likert scale* yang dikembangkan dari sejumlah penelitian sebelumnya, khususnya model kepuasan SERVQUAL (*Service Quality*) dengan lima dimensi, yaitu bukti fisik, keandalan, daya tanggap, jaminan, dan empati. Responden dipilih dengan teknik *accidental sampling* sesuai kriteria inklusi dan eksklusi, dengan total 100 pasien rawat inap yang menerima kunjungan apoteker klinis pada April–Mei 2025. Analisis deskriptif dan inferensial dilakukan untuk mengetahui hubungan karakteristik pasien berupa usia, jenis kelamin, domisili, pendidikan, pekerjaan, pendapatan, metode pembayaran, dan asal bangsa pasien dengan tingkat persepsi serta kepuasan pasien menggunakan uji *chi-square* pada IBM SPSS *Statistics 27* dengan tingkat kepercayaan 95% ($p < 0,05$).

Hasil menunjukkan bahwa pasien memiliki persepsi cukup baik (58%) hingga sangat baik (42%) terhadap pelayanan farmasi klinik (*mean* skor per item = $3,66 \pm 0,402$). Aspek edukasi obat memperoleh persepsi tertinggi ($4,01 \pm 0,301$), namun peran apoteker dalam tim interprofesional dinilai masih rendah ($2,95 \pm 0,947$). Tingkat kepuasan pasien tergolong cukup puas (43%) hingga sangat puas (57%) terhadap pelayanan farmasi klinik (*mean* skor per item = $3,74 \pm 0,499$). Dimensi bukti fisik menunjukkan kepuasan tertinggi ($3,99 \pm 0,174$), sedangkan dimensi keandalan menunjukkan kepuasan terendah ($3,165 \pm 0,765$) khususnya pada aspek dokumentasi *visite* ($2,40 \pm 0,765$). Tidak ditemukan hubungan signifikan antara karakteristik pasien terhadap tingkat persepsi maupun kepuasan pasien terhadap pelayanan farmasi klinik ($p > 0,05$). Digitalisasi dan kedisiplinan dalam dokumentasi *visite*, penataan jadwal kunjungan, serta edukasi peran apoteker perlu menjadi fokus dalam peningkatan kualitas layanan.

Kata kunci: pelayanan farmasi klinik, pasien, persepsi, kepuasan, SERVQUAL, rumah sakit.

ABSTRACT

Clinical pharmacy services play a crucial role in improving the quality of inpatient care in hospitals. However, limited resources and high pharmacist workloads may affect service quality, subsequently influencing patients' perceptions and satisfaction. This study aims to evaluate inpatient perceptions and satisfaction toward clinical pharmacy services at the inpatient ward of RSUD Sultan Fatah, Demak.

This observational study employed a cross-sectional design. Data were collected through a survey using a 5-point Likert scale questionnaire adapted from previous studies, particularly based on the SERVQUAL (Service Quality) model, which consists of five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. Respondents were selected through accidental sampling based on inclusion and exclusion criteria, involving 100 inpatients who had received pharmacist visits between April-May 2025. Descriptive and inferential analyses were conducted to examine the relationship between patient characteristics (age, gender, residence, education, occupation, income, payment method, and inpatient ward) with patient perceptions and satisfaction using the chi-square test with a 95% confidence level ($p < 0.05$) via IBM SPSS Statistics 27.

Results indicated that patients had good (58%) to very good (42%) perceptions of clinical pharmacy services (mean score per item = $3,66 \pm 0,402$). The highest perception was related to medication education ($4,01 \pm 0,301$), while pharmacists' role equality within the interprofessional healthcare team remained relatively low ($2,95 \pm 0,947$). Patient satisfaction was categorized as satisfied (43%) and very satisfied (57%) with the clinical pharmacy services (mean score per item = $3,74 \pm 0,499$). Tangible scored the highest satisfaction dimension ($3,99 \pm 0,174$), while reliability had the lowest ($3,165 \pm 0,765$), particularly in visit documentation ($2,40 \pm 0,765$). No significant associations were found between patient characteristics and their level of perception or satisfaction ($p > 0,05$). Enhancing digital documentation, enforcing disciplined visit records, optimizing visit schedules, and strengthening patient education on pharmacists' roles are recommended for service improvement.

Keywords: *clinical pharmacy services, patient, perception, satisfaction, SERVQUAL, hospital*