

INTISARI

Mutu pelayanan farmasi rumah sakit adalah pelayanan farmasi yang merujuk pada tingkat kesempurnaan pelayanan dalam menimbulkan kepuasan pasien sesuai dengan tingkat kepuasan rata – rata masyarakat. Tujuan penelitian ini adalah untuk mengetahui gambaran kepuasan pasien terhadap pelayanan kefarmasian rawat jalan serta ada tidaknya hubungan antara karakteristik pasien dengan kepuasan.

Penelitian ini menggunakan desain penelitian *cross sectional* dengan pendekatan kuantitatif dengan subyek penelitian adalah pasien rawat jalan berusia 17 tahun ke atas pada periode Januari – Maret 2018 (*response rate* 88%). Instrumen penelitian berupa kuesioner yang diberikan kepada 450 responden secara *accidental* sampling. Kuesioner terdiri dari 15 pertanyaan sesuai dengan dimensi mutu *reliability*, *assurance*, *tangible*, *empathy*, dan *responsiveness*. Analisis data menggunakan diagram kartesius. Hubungan karakteristik pasien terhadap kepuasan pasien dianalisis menggunakan *chi-square*.

Hasil penelitian terhadap kelima dimensi mutu menunjukkan bahwa dimensi mutu *assurance* dan *empathy* telah memuaskan pasien. Dimensi mutu *tangible*, *responsiveness* dan *reliability* belum memuaskan pasien sehingga kinerja perlu ditingkatkan. Hasil uji *chi square* diketahui bahwa terdapat hubungan antara jenis kelamin, usia, biaya berobat, pelayanan obat yang pernah diterima dan penghasilan dengan kepuasan pasien ($p < 0,05$) sedangkan tidak terdapat hubungan antara pekerjaan dan pendidikan dengan kepuasan pasien ($p > 0,05$).

Kata kunci : kepuasan pasien, mutu pelayanan kefarmasian, RATER

ABSTRACT

The quality of pharmaceutical services in hospitals is the pharmaceutical services that refers to the the level of perfection of the service in raising the patients satisfaction according to the level of average satisfaction of the community. The purpose of this study was to capture patient's satisfaction with outpatient pharmaceutical services and the relationship between patient characteristics with patient's satisfaction.

This research was conducted by cross sectional design with quantitative approach with outpatients aged 17 years and over in the period of January – March 2018 (*response rate* 88%) as a subject. The instruments used for this research was questionnaire that was distributed to 450 respondents by accidental sampling. The questionnaires consisted of 15 questions according to the quality dimension of reliability, assurance, tangible, empathy and responsiveness. Data was analyzed using diagram cartesian. The correlation of patient characteristics to patient's satisfaction was analyzed using chi-square.

The result of the research on the five dimensions of quality showed that the quality dimension assurance and empathy have satisfied the patient. Dimensions of tangible, responsiveness and reliability has not satisfied the patient in which the performance needs to be improved. The result of chi square test showed that there is correlation between sex, age, cost of treatment, service ever received and income with patient's satisfaction ($p < 0,05$) but there is no correlation between occupation and education with patient's satisfaction ($p > 0,05$).

Keywords: patient's satisfaction, quality of pharmaceutical service, RATER