

ABSTRACT

The Pharmaceutical services standards as an implementation reference of Pharmaceutical services in the pharmacy is intended to improve the quality of pharmaceutical services. Referral program is one *BPJS* health program for people with chronic diseases. The drugs for this program are taken in pharmacies outside the capitation fee system claims. The Quality of services affects patient satisfaction. Individual characteristics associated with satisfaction. This study aims to determine the effect of the implementation of the standard pharmaceutical services on the satisfaction and the relationship between the characteristics and the patient satisfaction in the pharmacies in the Referral Program.

This research is descriptive analytic method of data collection is done by survey. Data obtained through a questionnaire which contains characteristics of respondents, respondents' perceptions of the implementation of pharmaceutical service standards and satisfaction. The research is supported with qualitative data as the results of interviews about opinions and input. The location of the research is in referral pharmacy in Yogyakarta with the samples as many as 101 respondents that were divided proportionally.

There is the influence of the standard implementation of pharmaceutical services to the satisfaction of the patient in the pharmacy at Referral Program. Significant influence on the clinical aspects of pharmaceutical services ($p = 0.000$) and pharmaceutical resource ($p = 0.000$) while the aspects of the supplies management were not significant ($p = 0.436$). Patient characteristics associated with the satisfaction were age and the distance between the residence and the pharmacy, while the characteristics of gender, education, employment, disease were not related with the patient satisfaction.

Keywords: pharmaceutical service standard, Referral Pharmacy Program

INTISARI

Standar pelayanan kefarmasian sebagai acuan pelaksanaan pelayanan kefarmasian di apotek ditujukan untuk meningkatkan mutu pelayanan kefarmasian. Program Rujuk Balik merupakan salah satu program BPJS kesehatan untuk penderita penyakit kronis. Obat program ini diambil di apotek diluar biaya kapitasi dengan sistem klaim. Kualitas pelayanan mempengaruhi kepuasan pasien. Karakteristik individu berhubungan dengan kepuasan. Penelitian ini bertujuan untuk mengetahui pengaruh pelaksanaan standar pelayanan kefarmasian terhadap kepuasan dan hubungan antara karakteristik dengan kepuasan pasien di Apotek pada Program Rujuk Balik.

Penelitian ini merupakan penelitian deskriptif analitik Data diperoleh dengan menggunakan kuesioner yang berisi karakteristik responden, persepsi responden terhadap pelaksanaan standar pelayanan kefarmasian dan kepuasan. Penelitian, dilengkapi data kualitatif hasil wawancara tentang pendapat dan masukan. Lokasi penelitian di apotek Rujuk Balik di Kota Yogyakarta dengan sampel yang digunakan sebanyak 101 responden yang terbagi secara proporsional.

Terdapat pengaruh pelaksanaan standar pelayanan kefarmasian terhadap kepuasan pasien di Apotek pada Program Rujuk Balik. Pengaruh signifikan pada aspek pelayanan farmasi klinis ($p=0,000$) dan sumber daya kefarmasian ($p=0,000$) sedangkan aspek pengelolaan barang tidak berpengaruh secara signifikan ($p=0,436$). Karakteristik pasien yang berhubungan dengan kepuasan adalah umur dan jarak antara tempat tinggal dengan apotek, sedangkan karakteristik jenis kelamin, pendidikan, pekerjaan, penyakit tidak berhubungan dengan kepuasan pasien.

Kata kunci: standar pelayanan kefarmasian, Apotek, Program Rujuk Balik