

ABSTRAK

HUBUNGAN KUALITAS PELAYANAN PETUGAS KEFARMASIAN TERHADAP KEPUASAN PASIEN DI PUSKESMAS CEMPAKA KOTA BANJARBARU (Oleh: Irvana Santika Ayu Widyanti; Pembimbing Mochammad Maulidie Alfiannor Saputera dan Azmi Yunarti; 2024; 123 Halaman)

Kualitas pelayanan kefarmasian dapat dilihat dari petugas yang memberikan pengaruh terhadap kesehatan dan keselamatan pasien. Parameter yang digunakan dalam menentukan kualitas petugas pelayanan kefarmasian adalah keandalan (*reliability*), daya tanggap (*responsiveness*), jaminan (*assurance*), empati (*empathy*). Tujuan dari penelitian ini adalah untuk mengetahui hubungan kualitas pelayanan petugas kefarmasian terhadap kepuasan pasien. Penelitian ini menggunakan metode *observasional analitik* dengan pendekatan *cross sectional*. Sampel yang digunakan sebanyak 261 responden, dipilih dengan teknik *non probability sampling* dengan *accidental sampling*. Skala yang digunakan pada penelitian ini yaitu skala interval. Untuk mengukur kualitas pelayanan petugas kefarmasian terhadap kepuasan pasien digunakan kuesioner sebagai instrument penelitian berdasarkan indeks kepuasan masyarakat (IKM). Hasil penelitian diketahui bahwa ada hubungan kualitas pelayanan petugas kefarmasian dengan nilai $p = 0,002 < 0,005$ menggunakan uji *correlation spearman's rho*. Nilai interval konversi kualitas pelayanan petugas kefarmasian berada di rentang 76,61-88,30 dengan hasil yang didapatkan 77,870 dikategorikan baik. Nilai interval konversi kepuasan pasien berada di rentang 76,61-88,30 dengan hasil yang didapatkan 79,573 dikategorikan puas.

Kata kunci: Kualitas petugas, kepuasan pasien, puskesmas

ABSTRACT

THE RELATIONSHIP BETWEEN THE QUALITY OF SERVICE OF PHARMACEUTICAL OFFICERS AND PATIENT SATISFACTION AT THE CEMPAKA COMMUNITY HEALTH CENTER IN BANJARBARU CITY (By: Irvana Santika Ayu Widyanti; Advisors Mochammad Maulidie Alfiannor Saputera and Azmi Yunarti; 2024; 123 Pages)

The quality of pharmaceutical services can be seen from officers who have an influence on patient health and safety. The parameters used in determining the quality of pharmaceutical service officers are reliability, responsiveness, assurance, empathy. The purpose of this study was to determine the relationship between the quality of service of pharmaceutical officers and patient satisfaction. This study used an analytic observational method with a cross sectional approach. The sample used was 261 respondents, selected using non probability sampling technique with accidental sampling. The scale used in this study is an interval scale. To measure the quality of service of pharmaceutical officers on patient satisfaction, a questionnaire was used as a research instrument based on the public satisfaction index (IKM). The results showed that there was a relationship between the quality of service of pharmaceutical officers with a p value = 0.002 <0.005 using the Spearman's rho correlation test. The conversion interval value of the quality of service of pharmaceutical officers is in the range of 76.61-88.30 with the results obtained 77.870 categorized as good. The conversion interval value of patient satisfaction is in the range of 76.61-88.30 with the results obtained 79.573 categorized as satisfied.

Keywords: Officer quality, patient satisfaction, public health center