

## ABSTRAK

### **HUBUNGAN KUALITAS PELAYANAN KEFARMASIAN TERHADAP TINGKAT KEPUASAN PASIEN PENYAKIT HIPERTENSI DI PUSKESMAS SUNGAI ULIN(Oleh : Yuni Rahima Baidatun; Pembimbing : Rahmayanti Fitriah, Depy Oktapian Akbar; 2022; halaman)**

Pelayanan dan kepuasan merupakan dua hal yang tidak dapat dipisahkan, pelayanan kefarmasian yang diberikan oleh apoteker dari instalasi farmasi Puskesmas merupakan salah satu bagian terpenting yang perlu diperhatikan untuk meningkatkan kualitas instalasi Puskesmas. Oleh karena itu, dengan adanya kualitas pelayanan yang baik maka kepuasan pasien dapat terpenuhi. Tujuan dari penelitian ini untuk mengetahui hubungan kualitas pelayanan kefarmasian terhadap kepuasan pasien penyakit hipertensi di Puskesmas Sungai Ulin. Penelitian ini bersifat deskriptif analitik dengan pendekatan *cross sectional* pada 106 responden. Instrumen penelitian ini berupa kuesioner. Secara keseluruhan dari hasil penelitian yang dilakukan kualitas pelayanan kefarmasian pasien penyakit hipertensi di Puskesmas Sungai Ulin kategori sangat baik sebanyak 84 orang (79,2%), baik sebanyak 22 orang (20,8%) dan tidak ada yang menyatakan tidak baik. Tingkat kepuasan pasien penyakit hipertensi terhadap kualitas pelayanan kefarmasian di Puskesmas Sungai Ulin kategori sangat puas 72 orang (67,9%), puas sebanyak 25 orang (23,6%), tidak puas sebanyak 9 orang (8,5%). Pada uji statistik *chi square* diperoleh nilai *p-value*  $0,000 < 0,05$  yang berarti ada hubungan antara kualitas pelayanan kefarmasian dengan kepuasan pasien penyakit hipertensi di Puskesmas Sungai Ulin.

**Kata kunci :** Kualitas Pelayanan Kefarmasian, Tingkat Kepuasan Pasien, Puskesmas Sungai Ulin.

## ABSTRACT

***THE RELATIONSHIP OF QUALITY OF PHARMACEUTICAL SERVICES TO SATISFACTION LEVEL OF HYPERTENSION DISEASE IN SUNGAI ULIN Public Health Center (By : Yuni Rahima Baidatun; Supervisor : Rahmayanti Fitriah, Depy Oktapian Akbar; 2022; page)***

*Service and satisfaction are two things that cannot be separated, pharmaceutical services provided by pharmacists from the Puskesmas pharmacy installation are one of the most important parts that need to be considered to improve the quality of the Puskesmas installation. Therefore, with good service quality, patient satisfaction can be fulfilled. The purpose of this study was to determine the relationship between pharmaceutical service quality and patient satisfaction with hypertension at Sungai Ulin Community Health Center. This research is descriptive analytic with a cross sectional approach to 106 respondents. The instrument of this research is a questionnaire. Overall, the results of the research conducted on the relationship between the quality of pharmaceutical services and the level of satisfaction of patients with hypertension at the Sungai Ulin Health Center with the results that the quality of pharmaceutical services for patients with hypertension at the Sungai Ulin Health Center was categorized very good as many as 84 people (79,2%), as good as many as 22 people (20,8%) and no one said it was not good. The level of satisfaction of patients with hypertension on the quality of pharmaceutical services at the Sungai Ulin Health Center was categorized very satisfied as 72 people (67,9%), as satisfied as many as 25 people (23,6%), not satisfied as many as 9 people (8,5%). In the chi-square statistical test, the p-value was  $0.000 < 0.05$ , which means that there is a relationship between the quality of pharmaceutical services and the satisfaction of patients with hypertension at Sungai Ulin Public Health Center.*

**Keywords :** *Pharmaceutical Service Quality, Patient Satisfaction Level, Sungai Ulin Community Health Center.*