

**EVALUASI KEPUASAN PASIEN TERHADAP PELAYANAN DI
INSTALASI FARMASI PUSKESMAS MINDIPTANA KABUPATEN
BOVEN DIGOEL PAPUA**



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ABSTRAK

EVALUASI KEPUASAAN PASIEN TERHADAP INSTALASI FARMASI DIPUSKESMAS MINDIPTANA KABUPATEN BOVEN DIGOEL

PAPUA

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Pusat Kesehatan Masyarakat (Puskesmas) merupakan upaya penyelenggara kesehatan tingkat pertama memiliki tanggung jawab dalam memberikan pelayanan kesehatan kepada seluruh masyarakat sehingga perlu adanya evaluasi kepuasan pasien terhadap pelayanan kefarmasian. Evaluasi ini dilakukan untuk meningkatkan kualitas pelayanan pasien dan memaksimalkan kapasitas profesional kefarmasian sesuai standar dan kode etik yang telah ditetapkan, yang menjadi kepuasan tersendiri bagi pasien. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien terhadap pelayanan kefarmasian di instalasi farmasi Puskesmas Mindiptana. Penelitian ini bersifat deskriptif kuantitatif dengan teknik pengumpulan data secara *purposive sampling*. Terdapat 105 pasien memenuhi kriteria inklusi dari 259 populasi. Hasil penelitian ditemukan sebanyak 50 pasien berjenis kelamin laki-laki (47,6%) dan 55 pasien berjenis kelamin perempuan (52,4%). Usia dominan ditemukan pada kategori usia dewasa akhir dengan rentang usia 36-45 tahun yaitu sebanyak (38,1%). Tingkat pendidikan yang sering dijumpai yaitu SMA (54,3%) dan pekerjaan lebih dominan ditemukan pada ibu rumah tangga sebanyak (45,7%). Berdasarkan evaluasi tingkat kepuasan berdasarkan masing-masing dimensi didapatkan (69,5%) dimensi *Tangible*, (68,6%) dimensi *Reliability* dan dimensi *responsive*, (66,7%) dimensi *assurance* dan (65,7%) dimensi *Emphaty*. Dapat disimpulkan bahwa tingkat kepuasan pasien di Puskesmas Mindiptana Kabupaten Boven Digoel Papua tertinggi ditemukan pada dimensi *Tangible* yaitu sebanyak (69,5%).

Kata Kunci : Pelayanan Kefarmasian, Tingkat Kepuasan, Puskesmas Mindiptana Kabupaten Boven Digoel Papua.

ABSTRACT

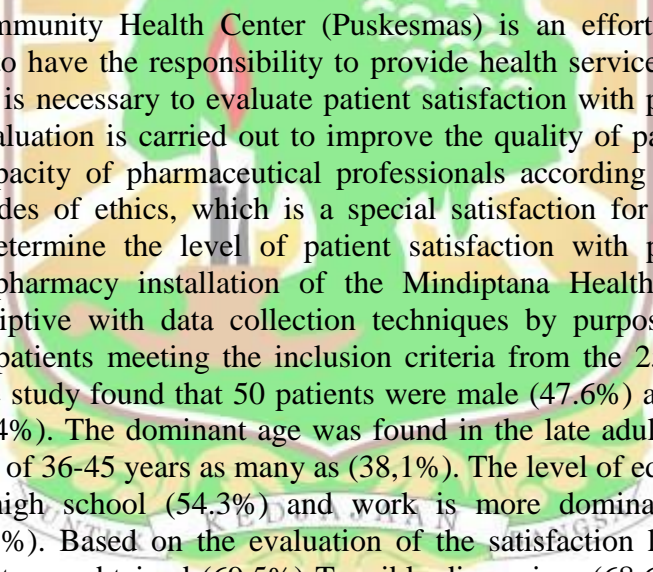
EVALUATION OF PATIENT SATISFACTION WITH PHARMACEUTICAL INSTALLATION AT MINDIPTANA HEALTH CENTER, BOVEN DIGOEL DISTRICT PAPUA

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The Community Health Center (Puskesmas) is an effort by first-level health providers to have the responsibility to provide health services to the entire community, so it is necessary to evaluate patient satisfaction with pharmaceutical services. This evaluation is carried out to improve the quality of patient care and maximize the capacity of pharmaceutical professionals according to established standards and codes of ethics, which is a special satisfaction for patients. This study aims to determine the level of patient satisfaction with pharmaceutical services at the pharmacy installation of the Mindiptana Health Center. This research is descriptive with data collection techniques by purposive sampling. There were 105 patients meeting the inclusion criteria from the 259 population. The results of the study found that 50 patients were male (47.6%) and 55 patients were female (52.4%). The dominant age was found in the late adult age category with an age range of 36-45 years as many as (38,1%). The level of education that is often found is high school (54.3%) and work is more dominantly found in housewives (45.7%). Based on the evaluation of the satisfaction level based on each dimension, it was obtained (69.5%) Tangible dimension, (68.6%) Reliability dimension and responsive dimension, (66.7%) assurance dimension and (65.7%) Empathy dimension. It can be concluded that the highest level of patient satisfaction at the Mindiptana Health Center, Boven Digoel Papua, was found in the Tangible dimension, which was as much as (69.5%).

Keywords: Pharmaceutical Services, Level of Satisfaction, Mindiptana HealthCenter, Boven Digoel Regency, Papua.

