

**POLITEKNIK KESEHATAN KEMENKES TANJUNGPONOROK
JURUSAN FARMASI
Laporan Tugas Akhir, Mei 2025**

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Gambaran Tingkat Kepuasan Pasien BPJS Rawat Jalan Terhadap Mutu Pelayanan Kefarmasian Di Instalasi Farmasi RSUD Jenderal Ahmad Yani Kota Metro Tahun 2025

Xviii + 96 halaman + 11 tabel + 4 gambar + 17 lampiran

ABSTRAK

Pelayanan farmasi klinik merupakan bagian dari pelayanan kefarmasian yang bertanggung jawab langsung terhadap obat dan bahan medis habis pakai untuk pasien dengan tujuan mencapai efek tertentu dan meningkatkan kualitas hidup pasien. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien rawat jalan terhadap pelayanan kefarmasian di RSUD Jenderal Ahmad Yani Kota Metro. Penelitian ini merupakan penelitian deskriptif, dimana peneliti melakukan wawancara pada pasien dengan media kuesioner.

Berdasarkan hasil penelitian menunjukkan bahwa Karakteristik sosiodemografi pasien rawat jalan di RSUD Jenderal Ahmad Yani Kota Metro diambil 100 responden berdasarkan usia terbanyak yaitu pada kelompok umur 46-55 tahun dengan persentase (30%). Responden terbanyak berdasarkan jenis kelamin yaitu perempuan dengan persentase (71,9%) dan responden terbanyak berdasarkan pekerjaan yaitu tidak bekerja dengan persentase (51%). Responden terbanyak berdasarkan Pendidikan terakhir yaitu SMA dengan persentase (53%). Hasil persentase dari kepuasan berdasarkan 5 dimensi di dapatkan hasil persentase *reability* (81,971%), *responsive* (80,6%), *assurance* (83,275%), *empathy* (82,075%), *tangible* (84,475%).

Kata Kunci :Tingkat Kepuasan di Rumah Sakit, Pelayanan Kefarmasian
Daftar Bacaan : 21 (2001-2024)

**HEALTH POLYTECHNIC OF THE MINISTRY OF HEALTH
TANJUNGKARANG
DEPARTEMENT OF PHARMACY
Final Project Report, May 2025**

Cici Nur Arizka Sudirman

An Overview of the Satisfaction Level of Outpatient BPJS Patients Towards the Quality of Pharmaceutical Services at the Pharmacy Installation of General Ahmad Yani Hospital Metro City Year 2025

Xviii + 96 pages + 11 tables + 4 figures + 17 attachments

ABSTRACT

Clinical pharmacy services are part of pharmaceutical services that are directly responsible for drugs and medical consumables for patients with the aim of achieving certain effects and improving the quality of life of patients. This study aims to determine the level of satisfaction of outpatients with pharmaceutical services at RSUD Jenderal Ahmad Yani Metro City. This study is a descriptive study, where researchers conducted interviews with patients with questionnaires.

Based on the results of the study, it shows that the sociodemographic characteristics of outpatients at RSUD Jenderal Ahmad Yani Metro City were taken 100 respondents based on the highest age, namely in the age group 46-55 years with a percentage of (30%). The most respondents based on gender are women with a percentage of (71.9%) and the most respondents based on work are not working with a percentage of (51%). The most respondents based on the latest education are high school with a percentage of (53%). The percentage results of satisfaction based on 5 dimensions obtained the percentage results of reability (81.971%), responsiveness (80.6%), assurance (83.275%), empathy (82.075%), tangible (84.475%).

Keywords : Level of Satisfaction in Hospital, Pharmaceutical Services

Reading List : 21 (2001-2024)