

ABSTRACT

RELATIONSHIP BETWEEN THE QUALITY OF PHARMACEUTICAL SERVICES AND INPATIENT SATISFACTION AT RSUD DR. H. ABDUL MOELOEK LAMPUNG PROVINCE

By

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Background: Pharmaceutical services play an important role in ensuring the safe, effective, and rational use of medicines, as well as influencing patient satisfaction. RSUD Dr. H. Abdul Moeloek, as a class A referral hospital, faces several challenges in inpatient pharmaceutical services, such as medication delays, incomplete stock, and less-than-optimal communication.

Methods: This study used a quantitative approach with a cross-sectional design. The sample consisted of 123 respondents, who were inpatient patients' family members, selected using accidental sampling. The data were collected through a standardized questionnaire and analyzed using Fisher's Exact Test.

Results: A total of 97.6% of respondents rated the quality of pharmaceutical services as "good" and 95.9% expressed satisfaction with the services received. There was a significant relationship between the quality of pharmaceutical services and patient satisfaction ($p = 0.004$).

Conclusion: Good-quality pharmaceutical services are significantly associated with inpatient satisfaction. Improvements are needed in communication, supporting facilities, and the competencies of pharmacy personnel.

Keywords: Hospital, Inpatient satisfaction, Pharmacy, Service quality

ABSTRAK

HUBUNGAN KUALITAS PELAYANAN KEFARMASIAN TERHADAP KEPUASAN PASIEN RAWAT INAP DI RSUD DR. H. ABDUL MOELOEK PROVINSI LAMPUNG

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Latar Belakang: Pelayanan kefarmasian berperan penting dalam menjamin penggunaan obat yang aman, efektif, dan rasional serta memengaruhi tingkat kepuasan pasien. RSUD Dr. H. Abdul Moeloek sebagai rumah sakit rujukan tipe A menghadapi tantangan dalam layanan kefarmasian di rawat inap seperti keterlambatan obat, stok tidak lengkap, dan komunikasi yang belum optimal.

Metode: Penelitian ini menggunakan pendekatan kuantitatif dengan desain *cross-sectional*. Sampel terdiri dari 123 responden keluarga pasien rawat inap yang dipilih melalui teknik *accidental sampling*. Instrumen berupa kuesioner terstandar dianalisis menggunakan *uji Fisher*.

Hasil: Sebanyak 97,6% responden menilai kualitas pelayanan kefarmasian sebagai “baik” dan 95,9% menyatakan puas terhadap layanan yang diterima. Terdapat hubungan yang signifikan antara kualitas pelayanan kefarmasian dengan kepuasan pasien ($p = 0,004$).

Simpulan: Kualitas pelayanan kefarmasian yang baik berhubungan signifikan terhadap kepuasan pasien rawat inap. Diperlukan peningkatan dalam aspek komunikasi, fasilitas penunjang, dan kompetensi petugas farmasi.

Kata Kunci: Kefarmasian, Kepuasan pasien, Kualitas pelayanan, Rawat inap, Rumah sakit