

ABSTRAK

EVALUASI MUTU PELAYANAN FARMASI KLINIK DALAM KONTEKS TRANSFORMASI DIGITAL DI PUSKESMAS: ANALISIS WAKTU PELAYANAN RESEP DAN KEPUASAN PASIEN DENGAN PENDEKATAN *MIXED-METHODS*

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Penelitian ini bertujuan mengevaluasi mutu pelayanan farmasi klinik di puskesmas pasca-implementasi RME. Penelitian menggunakan desain *Mixed Method Sequential Explanatory*, terdiri dari tahap kuantitatif *cross-sectional* yang diikuti *case study* kualitatif. Sampel kuantitatif 100 responden direkrut secara consecutive sampling, Tahap kualitatif melibatkan 19 informan yang dipilih secara *purposive*. Pelaksanaan pada Oktober-November 2025 di Puskesmas Kota Bandar Lampung. Pengukuran menggunakan lembar observasi dan kuesioner *ServQual*. Analisis kuantitatif meliputi deskriptif, uji *Kolmogorov-Smirnov*, *Mann-Whitney*, dan *Spearman Rank Test*. Data kualitatif diperoleh melalui wawancara mendalam, *Focus Group Discussion*, observasi, serta analisis dokumen, kemudian dianalisis tematik. Hasil menunjukkan waktu pelayanan berkisar 4-15 menit. Terdapat perbedaan signifikan waktu pelayanan, tetapi tidak ada perbedaan distribusi kepuasan. Waktu pelayanan memiliki hubungan positif sangat lemah, tidak signifikan dengan kepuasan pasien, namun pada *reliability* ditemukan hubungan positif lemah, signifikan. Analisis kualitatif menghasilkan 18 tema utama yang mencerminkan kendala pada pasien dan petugas pasca RME, meliputi aspek adaptasi penggunaan sistem, keterbatasan infrastruktur dan akses internet, kendala teknis dan operasional, dinamika komunikasi antarunit, serta beban kerja dan emosional petugas. Selain itu, analisis juga mengungkap persepsi pasien dan petugas terhadap pelayanan pasca RME, yang mencakup efisiensi dan kecepatan pelayanan, kualitas pelayanan yang dirasakan, preferensi sebagian pasien terhadap sistem manual, serta pandangan petugas mengenai RME sebagai alat pendukung mutu, asuhan kefarmasian, manajemen logistik, dan monitoring mutu pelayanan. Kesimpulannya, mutu pelayanan resep telah memenuhi standar. Meski terdapat perbedaan waktu pelayanan antar-puskesmas dan masih ada kendala teknis maupun nonteknis yang dirasakan petugas serta pasien, kepuasan pasien tidak berbeda signifikan. Persepsi petugas dan pasien secara keseluruhan relatif positif terhadap implementasi RME.

Kata Kunci: kepuasan pasien, mutu pelayanan farmasi, RME, waktu pelayanan resep, *ServQual*.

ABSTRACT

EVALUATION OF PHARMACEUTICAL SERVICE QUALITY FOLLOWING ELECTRONIC MEDICAL RECORD IMPLEMENTATION IN PUBLIC HEALTH CENTERS WITH MIXED METHODS APPROACH

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This study aimed to evaluate the quality of clinical pharmacy services at public health centers following the implementation of the Electronic Medical Record (EMR). A Mixed Method Sequential Explanatory design was employed, consisting of a cross-sectional quantitative phase followed by a qualitative case study. The quantitative phase involved 100 respondents selected through consecutive sampling, while the qualitative phase included 19 purposively selected informants. The study was conducted from October to November 2025 at public health centers in Bandar Lampung City. Data were collected using observation checklists and the ServQual questionnaire. Quantitative analysis comprised descriptive statistics, the Kolmogorov–Smirnov test, Mann–Whitney test, and Spearman Rank correlation, while qualitative data from in-depth interviews, Focus Group Discussions, observations, and document review were analyzed thematically. The results indicated that prescription service time ranged from 4 to 15 minutes. A significant difference in service time was observed between public health centers; however, no significant difference was found in patient satisfaction distribution. Service time showed a very weak and non-significant positive correlation with overall patient satisfaction, whereas a weak but statistically significant positive correlation was identified with the reliability dimension. Qualitative analysis revealed key constraints experienced by patients and pharmacy staff after EMR implementation, including challenges in system adaptation, limitations in infrastructure and internet access, technical and operational issues, inter-unit communication dynamics, and staff workload. The findings also highlighted patient and staff perceptions of post-EMR services, particularly regarding service efficiency, perceived quality of care, partial preference for manual systems among some patients, and staff views of EMR as a supportive tool for improving service quality, pharmaceutical care, logistics management, and quality monitoring. In conclusion, prescription service quality met established standards. Despite variations in service time and persisting technical and non-technical constraints, patient satisfaction did not differ significantly, and overall perceptions toward EMR implementation were relatively positive.

Keywords: EMR, patient satisfaction, pharmaceutical service quality, patient service time, ServQual.