

ABSTRAK

PERBEDAAN ANTARA TINGKAT KEPUASAN PASIEN LAYANAN KEFARMASIAN DI PUSKESMAS INDUK NATAR DAN PUSKESMAS RAJABASA INDAH

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Latar Belakang: Pelayanan kefarmasian di Puskesmas memegang peranan penting dalam mendukung mutu layanan kesehatan primer. Namun, tingkat kepuasan pasien terhadap pelayanan ini masih bervariasi, dipengaruhi oleh faktor seperti kualitas layanan dan karakteristik demografis pasien. Puskesmas Induk Natar dan Puskesmas Rajabasa Indah memiliki karakteristik wilayah yang berbeda, yang berpotensi memengaruhi persepsi dan kepuasan pasien terhadap pelayanan kefarmasian.

Metode: Metode penelitian yang digunakan adalah penelitian observasional analitik dengan rancangan potong lintang. Pengambilan sampel dilakukan dengan metode sistematis *accidental sampling* dengan jumlah sampel 100 responden tiap puskesmas. Pengumpulan data berupa data kuantitatif dari kuisioner Servqual dan karakteristik sosiodemografi pasien. Analisis data kuantitatif menggunakan uji *Mann Whitney* dan *Chi-Square*.

Hasil: Pada dimensi *reliability* di Puskesmas Induk Natar dan Puskesmas Rajabasa Indah memiliki tingkat kepuasan tertinggi, 90,10%, dan 94,05%, sedangkan pada masing-masing puskesmas, dimensi *tangible* memiliki tingkat kepuasan terendah yaitu 88,60% dan 92,08%. Ada perbedaan signifikan dalam tingkat kepuasan pasien layanan kefarmasian di kedua fasilitas tersebut. Tidak ada korelasi yang signifikan antara karakteristik pasien dengan tingkat kepuasan dengan *p-value* > 0.05 dari analisis karakteristik yang mencakup usia, jenis kelamin, pendidikan, dan pekerjaan.

Simpulan: Puskesmas Rajabasa Indah memiliki tingkat kepuasan pasien yang lebih tinggi dibandingkan Puskesmas Induk Natar. Terdapat perbedaan signifikan antara kedua puskesmas dari hasil uji statistik *Mann Whitney*.

Kata kunci: Kepuasan pasien, pelayanan kefarmasian, dan puskesmas

ABSTRACT

DIFFERENCES IN PATIENT SATISFACTION LEVELS WITH PHARMACEUTICAL SERVICES AT INDUK NATAR AND RAJABASA INDAH PRIMARY HEALTH CARE CENTERS

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Background: Pharmaceutical services at primary health centers (puskesmas) play a vital role in supporting the quality of primary healthcare services. However, patient satisfaction with these services varies, influenced by factors such as service quality and demographic characteristics of the patients. In Lampung Province, the Induk Natar and Rajabasa Indah primary health care centers have different regional characteristics, which may influence patients' perceptions and satisfaction with pharmaceutical services.

Methods: This study employed an analytical observational method with a cross-sectional design. Samples were selected using systematic accidental sampling, with 100 respondents from each primary health care center. Quantitative data were collected using the Servqual questionnaire and patient sociodemographic characteristics. Data were analyzed using the *Mann-Whitney* test and the *Chi-Square* test.

Result: The reliability dimension showed the highest satisfaction level in both Induk Natar primary health care centers (90.10%) and Rajabasa Indah primary health care centers (94.05%). Conversely, the tangible dimension had the lowest satisfaction levels, with 88.60% in Induk Natar primary health care centers and 92.08% in Rajabasa Indah primary health care centers. A significant difference in patient satisfaction levels was found between the two health centers. However, no significant correlation was found between patient characteristics (age, gender, education, and occupation) and satisfaction levels ($p\text{-value} > 0.05$).

Conclusion: Rajabasa Indah primary health care centers demonstrated a higher level of patient satisfaction compared to Induk Natar primary health care centers. A significant difference in satisfaction levels between the two centers was confirmed by the *Mann-Whitney* test.

Key words: Patient satisfaction, pharmaceutical services, and primary health care centers