

ABSTRACT

THE CORRELATION BETWEEN WAITING TIME FOR COMPOUNDED AND NON-COMPOUNDED PRESCRIPTION SERVICES AND OUTPATIENT SATISFACTION AT RAJABASA INDAH PUBLIC HEALTH CENTER, BANDAR LAMPUNG

By

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Background: Pharmaceutical services are an important part of efforts to improve the quality of health services, where good services can increase patient satisfaction. One measurable indicator of service quality is the waiting time for prescription medication. The purpose of this study was to determine the average waiting time for prescription medication, patient satisfaction levels, and the relationship between waiting time for prescription medications and non-prescription medications and patient satisfaction at the Rajabasa Indah Community Health Center.

Methods: This study used an observational analytical design with a cross-sectional approach. 106 patients or patient companions selected using a purposive sampling technique. Data were obtained using the SERVQUAL questionnaire, five assessment dimensions: tangibles, reliability, responsiveness, assurance, and empathy.

Results: The average waiting time for prescriptions for compounded drugs is 11.12 minutes and non-compounded drugs is 3.56 minutes. 99 respondents (93.4%) were satisfied, and 7 respondents (6.6%) were dissatisfied, so that 93.4% of respondents' satisfaction with the service was in the very satisfied range. Bivariate analysis of waiting time and patient satisfaction using Fisher's Exact Test yielded a p-value of 0.021. Bivariate analysis of prescription type and patient satisfaction yielded a p-value of 0.312. Bivariate analysis of prescription type and waiting time yielded a p-value of 0.013.

Conclusion: There is a relationship between the waiting time for prescription services for compounded and non-compounded drugs and the level of patient satisfaction at the Rajabasa Indah Community Health Center in Bandar Lampung.

Keywords: Community Health Centers, Patient Satisfaction, Waiting Time for Prescription Drug Services

ABSTRAK

HUBUNGAN WAKTU TUNGGU PELAYANAN RESEP OBAT RACIK DAN NON RACIK DENGAN KEPUASAN PASIEN RAWAT JALAN DI PUSKESMAS RAJABASA INDAH KOTA BANDAR LAMPUNG

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Latar Belakang: Pelayanan kefarmasian merupakan bagian penting dalam upaya meningkatkan mutu pelayanan kesehatan, dimana pelayanan yang baik dapat meningkatkan kepuasan pasien. Salah satu indikator yang dapat diukur adalah waktu tunggu pelayanan resep obat. Tujuan dari penelitian ini adalah mengetahui rata-rata waktu tunggu resep obat, tingkat kepuasan pasien, dan hubungan waktu tunggu resep obat racik dan non racik dengan kepuasan pasien di Puskesmas Rajabasa Indah Kota Bandar Lampung.

Metode: Penelitian ini menggunakan desain observasional analitik dengan pendekatan *cross-sectional*. Sampel penelitian adalah 106 pasien atau pendamping pasien yang dipilih menggunakan teknik *purposive sampling*. Data penelitian diperoleh menggunakan kuesioner *SERVQUAL* yang terdiri dari lima dimensi penilaian yaitu kenyataan, keandalan, ketanggapan, jaminan, dan empati.

Hasil: Rata-rata waktu tunggu resep obat racik yaitu 11.12 menit dan obat non racik yaitu 3.56 menit. Sebanyak 99 responden (93,4%) puas dan 7 responden (6,6%) tidak puas, sehingga kepuasan responden terhadap pelayanan yaitu 93,4% masuk ke dalam rentang sangat puas. Analisis bivariat waktu tunggu dengan kepuasan pasien menggunakan uji *Fisher's Exact Test* didapatkan hasil nilai *p-value* = 0,021. Analisis bivariat jenis resep dengan kepuasan pasien didapatkan hasil nilai *p-value* = 0,312. Analisis bivariat jenis resep dengan waktu tunggu didapatkan hasil nilai *p-value* = 0,013.

Kesimpulan: Terdapat hubungan antara waktu tunggu pelayanan resep obat racik dan non racik dengan tingkat kepuasan pasien di Puskesmas Rajabasa Indah Kota Bandar Lampung.

Kata Kunci: Kepuasan Pasien, Puskesmas, Waktu Tunggu Pelayanan Resep Obat