

ABSTRACT

THE RELATIONSHIP BETWEEN WAITING TIME FOR PRESCRIPTION SERVICES AND THE COMPLETENESS OF MEDICATIONS RECEIVED BY OUTPATIENTS TOWARDS THE LEVEL OF PATIENT SATISFACTION WITH PHARMACY SERVICES AT THE SUSUNAN BARU PUBLIC HEALTH CENTER IN BANDAR LAMPUNG IN 2025

By

RAHMADANI PUTRI RIYANTO

Background: Pharmaceutical services are one of the important components in the provision of health services at community health centers, playing a role in supporting therapeutic success and patient satisfaction. The waiting time for prescription services and the completeness of medications received by patients are indicators of the quality of pharmaceutical services that can influence the level of patient satisfaction. This study aimed to determine the relationship between prescription service waiting time and the completeness of medications received by outpatients and the level of patient satisfaction with pharmaceutical services at the Susunan Baru Public Health Center, Bandar Lampung. **Methods:** This study was an observational analytic study with a cross-sectional design. The study subjects were outpatients or patients' companions who collected medications at the Pharmacy Installation of the Susunan Baru Public Health Center, Bandar Lampung. Sampling was conducted using a purposive sampling technique with a total of 105 respondents. Data analysis was performed using univariate and bivariate analyses with the Chi-square test. **Results:** Based on the univariate analysis, 75 respondents (71,4%) were satisfied, while 30 respondents (28,6%) were not satisfied. The bivariate analysis showed that 74 prescriptions had waiting times that met the standard and patients were satisfied (98,7%), whereas 6 prescriptions had waiting times that met the standard but patients were not satisfied (20%). There was 1 prescription with a waiting time that did not meet the standard and the patient was satisfied (1,3%), and 24 prescriptions with waiting times that did not meet the standard and patients were not satisfied (80%). The results showed that 105 prescriptions were analyzed, and patients were satisfied with receiving complete medications. **Conclusions:** : There was a significant relationship between prescription service waiting time and the completeness of medications received by outpatients and the level of patient satisfaction with pharmaceutical services at the Susunan Baru Public Health Center, Bandar Lampung, with a p-value of $< 0,001$.

Keywords: Waiting time for prescription services, completeness of medications, outpatient satisfaction, pharmacy services.

ABSTRAK

HUBUNGAN ANTARA WAKTU TUNGGU PELAYANAN RESEP DAN KELENGKAPAN OBAT YANG DITERIMA PASIEN RAWAT JALAN TERHADAP TINGKAT KEPUASAN PASIEN PADA PELAYANAN KEFARMASIAN DI PUSKESMAS SUSUNAN BARU BANDAR LAMPUNG TAHUN 2025

Oleh

RAHMADANI PUTRI RIYANTO

Latar Belakang: Pelayanan kefarmasian merupakan salah satu komponen penting dalam penyelenggaraan pelayanan kesehatan di puskesmas yang berperan dalam menunjang keberhasilan terapi dan kepuasan pasien. Waktu tunggu pelayanan resep dan kelengkapan obat yang diterima pasien merupakan indikator mutu pelayanan kefarmasian yang dapat memengaruhi tingkat kepuasan pasien. Penelitian dilakukan dengan tujuan untuk mengetahui hubungan antara waktu tunggu pelayanan resep dan kelengkapan obat yang diterima pasien rawat jalan terhadap tingkat kepuasan pasien pada pelayanan kefarmasian di Puskesmas Susunan Baru Bandar Lampung. **Metode:** Penelitian ini merupakan penelitian analitik observasional dengan desain *cross-sectional*. Subjek penelitian adalah pasien rawat jalan atau pendamping pasien yang menebus obat di Instalasi Farmasi Puskesmas Susunan Baru Bandar Lampung. Pengambilan sampel dilakukan dengan teknik *purposive sampling* dengan jumlah responden sebanyak 105 orang. Analisis data dilakukan secara univariat dan bivariat menggunakan uji *Chi-Square*. **Hasil:** Berdasarkan hasil univariat didapatkan bahwa 75 responden (71,4%) merasa puas dan 30 responden (28,6%) merasa tidak puas. Hasil bivariat didapatkan 74 resep dengan waktu tunggu sesuai dan pasien puas (98,7%), sedangkan ada 6 resep dengan waktu tunggu sesuai namun pasien tidak puas (20%). Ada sebanyak 1 resep dengan waktu tunggu tidak sesuai namun pasien puas (1,3%) dan ada 24 resep dengan waktu tunggu tidak sesuai dan pasien tidak puas (80%). Hasil penelitian didapatkan 105 resep yang diteliti, sehingga pasien merasa puas dengan menerima obat yang lengkap. **Kesimpulan:** Terdapat hubungan yang signifikan antara waktu tunggu pelayanan resep dan kelengkapan obat yang diterima pasien rawat jalan terhadap tingkat kepuasan pasien pada pelayanan kefarmasian di Puskesmas Susunan Baru Bandar Lampung dengan nilai *p-value* yaitu $< 0,001$.

Kata Kunci: Waktu tunggu pelayanan resep, kelengkapan obat, kepuasan pasien, pelayanan kefarmasian.