

ABSTRAK

Tingkat Kepuasan Pasien Peserta JKN Rawat Jalan Terhadap Pelayanan Farmasi Puskesmas Guntur 1 Kabupaten Demak. Ade Firda Strinaricwari (2021) Karya Tulis Ilmiah Penelitian Deskriptif Kuantitatif. Program Studi D3 Asuransi Kesehatan. Penguji A.A Istri Citra Dewiyani,SKM.,MARS, Pembimbing dr. Muzzamil. MMRS.

Kata Kunci : Kepuasan, Peserta JKN, Rawat Jalan, Farmasi, Puskesmas

Kepuasan pasien adalah perasaan senang atau kecewa seorang pasien yang muncul setelah membandingkan antara kesan terhadap hasil dan harapan-harapannya. Apabila hasil yang dirasakan pasien sama atau melebihi harapannya, maka akan timbul perasaan puas dan begitu pula sebaliknya. Tujuan dari penelitian ini yaitu untuk mengetahui tingkat kepuasan pasien peserta JKN rawat jalan terhadap pelayanan farmasi Puskesmas Guntur 1 Kabupaten Demak. Metode yang digunakan yaitu penelitian deskriptif kuantitatif. Objek penelitian ini yaitu 95 responden dari peserta JKN yang mendapat pelayanan farmasi di Puskesmas Guntur 1 Kabupaten Demak. Teknik pengumpulan data dilakukan dengan cara mengisi kuesioner. Hasil penelitian tingkat kepuasan pasien peserta JKN rawat jalan terhadap pelayanan farmasi Puskesmas Guntur 1 Kabupaten Demak dengan lima dimensi yaitu *Reliability* pasien puas (97,9%), *Responsiveness* pasien puas (92,6%), *Assurance* pasien puas (94,7%), *Emphaty* pasien puas (95,8%), *Tangible* pasien puas (96,8%). Kesimpulan dari penelitian ini mayoritas pasien merasa puas terhadap pelayanan farmasi di Puskesmas Guntur 1 Kabupaten Demak. Berdasarkan hasil penelitian, Puskesmas Guntur 1 Kabupaten Demak dapat mempertahankan dan meningkatkan pelayanan yang diberikan kepada pasien.

ABSTRACT

Satisfaction Levels of Outpatient JKN Participant Patients to Pharmacy Services at Guntur 1 Health Center, Demak Regency. Ade Firda Strinaricwari (2021) Quantitative Descriptive Scientific Research. D3 Health Insurance Study Program. Testers A.A Istri Citra Dewiyani, SKM., MARS, Advisor, dr. Muzzamil. MMRS.

Keywords: Satisfaction, JKN Participants, Outpatient, Pharmacy, Puskesmas

Patient satisfaction is the feeling of pleasure or disappointment a patient comes after compare between impressions against results and expectations. If that result feel the patient equals or exceeds his expectations, a feeling of satisfaction will arise and vice versa. The purpose of this study is to determine the level satisfaction of outpatient JKN participant patients with Guntur Health Center pharmacy services 1 Demak Regency. The method used is descriptive quantitative research. The object of this study was 95 respondents from JKN participants who received services pharmacy at Guntur 1 Health Center, Demak Regency. Data collection techniques were carried out by filling out a questionnaire. The results of the research on the satisfaction level of JKN participant patients outpatient care for pharmacy services at Guntur 1 Health Center, Demak Regency with Five dimensions, namely Reliability, satisfied patients (97.9%), Responsiveness of satisfied patients (92.6%), Assurance of the patient is satisfied (94.7%), Emphaty of the patient is satisfied (95.8%), Tangible of the patient is satisfied (96.8%). The conclusion of this study that the majority of patients were satisfied with the service pharmacy at Guntur 1 Health Center, Demak Regency. Based on the research results, Guntur 1 Health Center in Demak Regency can maintain and improve services provided to patients.