

ABSTRAK

Latar belakang: Beberapa jurnal penelitian mengatakan bahwa pasien peserta JKN belum merasa puas terhadap pelayanan yang diberikan dari instalasi kefarmasian rumah sakit, sehingga peneliti menganalisis mengenai gambaran kepuasan pasien JKN terhadap pelayanan instalasi farmasi rumah sakit menggunakan studi literatur. **Tujuan:** untuk mengetahui gambaran kepuasan Pasien JKN rawat jalan pada pelayanan instalasi farmasi di rumah sakit dan untuk mengetahui kualitas pelayanan berdasarkan indikator ukuran kepuasan konsumen yang terletak pada dimensi *reliability*, *responsiveness*, *assurance*, *empathy*, dan *tangibles*. **Metode:** penelitian ini menggunakan *traditional review*, pencarian jurnal menggunakan database Garuda Ristekbrin yang sesuai dengan kriteria inklusi, peneliti memperoleh 6 jurnal. **Hasil:** terdapat 4 dari 6 jurnal yang menyatakan puas terhadap dimensi *reliability* dan pada dimensi *responsiveness*, *assurance*, *empathy*, dan *tangibles* terdapat 3 dari 6 jurnal yang menyatakan puas. **Kesimpulan:** hasil kepuasan pasien pada setiap dimensi berturut-turut antara lain: *reliability* (puas), *responsiveness* (cukup puas), *assurance* (cukup puas), *empathy* (cukup puas), dan *tangibles* (cukup puas). **Saran:** untuk rumah sakit: dapat meningkatkan kualitas dan memperbaiki kinerja pada pelayanan di instalasi farmasi khususnya pada dimensi *responsiveness*, *assurance*, *empathy*, dan *tangibles*; untuk BPJS Kesehatan: dapat meningkatkan pengawasan terhadap kualitas pelayanan instalasi farmasi rumah sakit; untuk peneliti selanjutnya: dapat melakukan penelitian tentang strategi meningkatkan kualitas pelayanan kefarmasian.

Kata kunci: gambaran kepuasan, pasien JKN rawat jalan, kualitas pelayanan farmasi.

ABSTRACT

Background: Several research journals said that JKN participant patients were not satisfied with the services provided by the hospital pharmacy installation, so the researchers analyzed the description of JKN patient satisfaction with hospital pharmacy installation services using a literature study. Purpose: to determine the description of outpatient JKN patient satisfaction at pharmacy installation services in hospitals and to determine the quality of service based on indicators of consumer satisfaction which lie in the dimensions of reliability, responsiveness, assurance, empathy, and tangibles. Methods: This study uses a traditional review, the search for journals using the Garuda Ristekbrin database that matches the inclusion criteria, the researcher obtains 6 journals. Results: there are 4 out of 6 journals that are satisfied with the dimensions of reliability and on the dimensions of responsiveness, assurance, empathy, and tangibles, there are 3 out of 6 journals that state they are satisfied. Conclusion: the results of patient satisfaction on each dimension are: realibility (satisfied), responsiveness (quite satisfied), assurance (quite satisfied), empathy (quite satisfied), and tangibles (quite satisfied). Suggestion: for hospitals: can improve quality and improve performance of services in pharmaceutical installations, especially in the dimensions of responsiveness, assurance, empathy, and tangibles; for BPJS Kesehatan: can increase supervision of the quality of hospital pharmacy installation services; for next researchers: can conduct research on strategies to improve the quality of pharmaceutical services.

Keywords: Level of satisfaction, outpatient JKN members, quality of pharmaceutical service.