

# Analisis Hubungan Tingkat Kepuasan Pasien Rawat Jalan Terhadap Pelayanan Instalasi Farmasi dengan Minat Menebus Kembali Resep Obat di Instalasi Farmasi RSUD Budhi Asih Tahun 2010 = Analysis of Relationship Between Outpatient Clinic Satisfaction Towards the Pharmacy Installation's Services With Interest to Re-purchase Prescription Drugs in Pharmacy Installation of General Hospital Budhi Asih in Year of 2010

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## Abstrak

Instalasi Farmasi merupakan salah satu terminal pelayanan kesehatan, jalur perbekalan farmasi yang berhadapan langsung dengan masyarakat, dan merupakan bagian dari revenue centre. Latar belakang penelitian ini adalah proporsi kunjungan instalasi farmasi dengan resep obat yang rendah, yaitu kurang dari 50%, serta keluhan pasien akan pelayanan instalasi farmasi. Penelitian ini dilakukan untuk mengetahui lebih rinci tingkat kepuasan pasien rawat jalan terhadap pelayanan instalasi farmasi dikaitkan dengan minat pasien menebus kembali resep obat di instalasi farmasi RSUD Budhi Asih.

Penelitian ini bersifat deskriptif analitik dengan pendekatan kuantitatif, desain penelitian ini adalah survey cross sectional. Pengumpulan data dilakukan melalui kuesioner kepada 100 orang responden. Analisis data dilakukan dengan analisis univariat yaitu membandingkan skor harapan dan kenyataan, kemudian diaplikasikan kedalam diagram kartesius, analisis bivariat dengan chi kuadrat, dan analisis multivariat dengan regresi logistic.

Hasil penelitian menunjukkan bahwa ada hubungan antara tingkat kepuasan dengan minat kembali menebus resep obat di instalasi farmasi RSUD Budhi Asih. Responden yang menyatakan puas sebanyak 15% responden, sedangkan responden yang menyatakan tidak puas akan pelayanan instalasi farmasi ada sebanyak 85% responden. Frekuensi responden yang berminat menebus kembali resep obat sebanyak 37% responden, sedangkan responden yang tidak berminat sebanyak 63% responden. Variabel yang dominan mempengaruhi minat menebus kembali resep obat yaitu usia, dan dimensi reliability.

Pharmacy is one of terminal health care, pharmaceutical supply lines dealing directly with the community, and is part of a revenue center. The background of this study is the proportion of visits with prescription drug pharmacy low, at less than 50%, and complaints of patients will service pharmacy. This study aimed to find out more detailed level of patient satisfaction of outpatient pharmacy services related to the interests of patients redemption pharmacy prescription drugs at Budhi Asih Hospital.

This study is descriptive and analytical with a quantitative approach, this study design was cross sectional survey. Data collected through questionnaires to 100 respondents. Data analysis was performed by univariate analysis that compared the scores of hope and reality, then applied into Cartesian diagrams, bivariate analysis using chi square, and multivariate analysis with logistic regression.

Results showed that there was a correlation between satisfaction with the interest to re-purchase a prescription drug in the pharmacy department Budhi Asih Hospital. Respondents who said they were satisfied as much as 15% of respondents, while respondents who expressed dissatisfaction pharmacy service will be there as much as 85% respondents. Frequency of respondents who are interested to re-purchase

prescription drugs as many as 37% of respondents, while respondents who are not interested as much as 63% respondents. Dominant variables that influence the intention to re-purchase prescription drugs are the age, and the dimension of reliability.