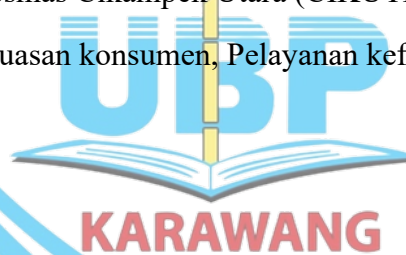


ABSTRAK

Pelayanan yang diberikan oleh petugas farmasi Puskesmas Cikampek Utara kurang memuaskan, karena terkait lamanya waktu menunggu obat non racik dan keramahan petugas. Maka dari itu dalam penelitian ini diharapkan dapat mengetahui tingkat kepuasan konsumen di Puskesmas Cikampek Utara. Tujuan penelitian ini untuk menganalisis hubungan waktu tunggu pelayanan obat non racik dengan kepuasan pasien di instalasi farmasi puskesmas cikampek utara. Jenis penelitian deskriptif dengan pendekatan kuantitatif. Cara pengambilan sampel dengan metode *non-probability* sampling dengan Teknik *purposive sampling*. Sampel yang diperoleh sebanyak 100 responden. Metode perhitungan menggunakan metode *Chisquare*. Hasil penelitian didapatkan tingkat kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Cikampek Utara dari 100 responden sebanyak 23 responden (23%) menyatakan sangat tidak puas, 46 responden (46%) tidak puas, 29 responden (29%) puas dan 2 responden menyatakan puas (2%). Berdasarkan hasil penelitian menggunakan uji chisquare di Instalasi Farmasi Puskesmas Cikampek Utara diperoleh nilai $P \text{ value} = 0.00 < \alpha 0.05$ yang artinya terdapat hubungan antara waktu tunggu dengan kepuasan pasien di Instalasi Farmasi Puskesmas Cikampek Utara (CIKUTRA)

Kata Kunci: Tingkat kepuasan konsumen, Pelayanan kefarmasian



ABSTRACT

The service provided by the pharmacy officer of the North Cikampek Public Health Center is not satisfactory, because it related to the length of time waiting for non-concoction drugs and the friendliness of the officer. Therefore, in this research, it is hoped that level of consumer satisfaction at the Puskesmas Cikampek Utara. The purpose of this study was to analyze the relationship between waiting time for non-concoction drug services and patient satisfaction at the pharmacy installation of the North Cikampek Public Health Center. Types of research descriptive with a quantitative approach. How to take samples with non-probability sampling method with purposive sampling. The samples oused is 100 respondents. The method of calculating the level of customer satisfaction using the Chisquire method. The results showed that the level of patient satisfaction with pharmaceutical services at the PuskesmasCikampek Utara from 100 respondent as many as 23 respondent (23%) respondent said they were very dissatisfied, 46 respondent said they were not satisfied, 29 respondent(29%) said they were satisfied and 2 (2%) respondent said they were very satisfied. Based on the results of the study using the chi-square test in the pharmacy installation of the North Cikampek Public Health Center, the P value = $0.00 < \alpha$ 0.05, which means that there is a relationship between waiting time and patient satisfaction at the North Cikampek Public Health Center.

Keywords: Level of consumer satisfaction, pharmaceutical services

