

DAFTAR ISI

COVER	Error! Bookmark not defined.
LEMBAR PERSETUJUAN	Error! Bookmark not defined.
LEMBAR PENGESAHAN	Error! Bookmark not defined.
LEMBAR PERNYATAAN	Error! Bookmark not defined.
KATA PENGANTAR.....	Error! Bookmark not defined.
ABSTRAK	Error! Bookmark not defined.
ABSTRACT	Error! Bookmark not defined.
DAFTAR ISI.....	1
DAFTAR TABEL	Error! Bookmark not defined.
DAFTAR GAMBAR.....	Error! Bookmark not defined.
DAFTAR LAMPIRAN	Error! Bookmark not defined.
BAB I PENDAHULUAN.....	Error! Bookmark not defined.
1.1 Latar Belakang	Error! Bookmark not defined.
1.2 Rumusan Masalah	Error! Bookmark not defined.
1.3 Tujuan Penelitian.....	Error! Bookmark not defined.
1.4 Manfaat Penelitian.....	Error! Bookmark not defined.
BAB II TINJAUAN PUSTAKA.....	Error! Bookmark not defined.
2.1 Tinjauan Umum Apotek	Error! Bookmark not defined.
2.2 Pelayanan Kefarmasian di Apotek	Error! Bookmark not defined.
2.2.1 Pengkajian dan Pelayanan Resep	Error! Bookmark not defined.
2.2.2 Dispensing.....	Error! Bookmark not defined.
2.2.3 Pelayanan Informasi Obat (PIO)	Error! Bookmark not defined.

2.2.4	Konseling	Error! Bookmark not defined.
2.2.5	Pelayanan Kefarmasian di Rumah (<i>home pharmacy care</i>).....	Error! Bookmark not defined.
2.2.6	Pemantauan Terapi Obat (PTO).....	Error! Bookmark not defined.
2.2.7	Monitoring Efek Samping Obat (MESO)	Error! Bookmark not defined.
2.3	Sejarah Kimia Farma Apotek	Error! Bookmark not defined.
2.4	BPJS Kesehatan.....	Error! Bookmark not defined.
2.5	Program Rujuk Balik Badan Penyelenggara Jaminan Sosial Kesehatan	Error! Bookmark not defined.
2.6	Kepuasan Pasien.....	Error! Bookmark not defined.
2.7	Faktor Yang Mempengaruhi Kepuasan Pasien	Error! Bookmark not defined.
2.8	Tingkat Kepuasan Pasien	Error! Bookmark not defined.
2.9	Metode SERVQUAL	Error! Bookmark not defined.
2.10	Penelitian Yang Relevan	Error! Bookmark not defined.
2.11	Hipotesis	Error! Bookmark not defined.
BAB III METODE PENELITIAN		Error! Bookmark not defined.
3.1	Jenis dan Rancangan Penelitian	Error! Bookmark not defined.
3.2	Populasi dan Sampel	Error! Bookmark not defined.
3.3	Kriteria Inklusi dan Eksklusi	Error! Bookmark not defined.
3.3.1	Kriteria Inklusi	Error! Bookmark not defined.
3.3.2	Kriteria Eksklusi.....	Error! Bookmark not defined.
3.4	Bahan dan Alat Penelitian	Error! Bookmark not defined.
3.4.1	Alat Penelitian.....	Error! Bookmark not defined.
3.4.2	Bahan Penelitian.....	Error! Bookmark not defined.

3.5	Waktu Penelitian	Error! Bookmark not defined.
3.6	Variabel Penelitian	Error! Bookmark not defined.
3.7	Definisi Operasional.....	Error! Bookmark not defined.
3.8	Prosedur Penelitian.....	Error! Bookmark not defined.
3.9	Analisis Data	Error! Bookmark not defined.
BAB IV HASIL DAN PEMBAHASAN		Error! Bookmark not defined.
4.1	Uji Validitas	Error! Bookmark not defined.
4.2	Uji Reliabilitas.....	Error! Bookmark not defined.
4.3	Karakteristik Pasien.....	Error! Bookmark not defined.
4.4	Analisis Kepuasan Pasien.....	Error! Bookmark not defined.
4.4.1	Analisis Kepuasan Pasien pada dimensi <i>Tangible</i>	Error! Bookmark not defined.
4.4.2	Analisis Kepuasan Pasien pada dimensi <i>Reliability</i>	Error! Bookmark not defined.
4.4.3	Analisis Kepuasan Pasien pada dimensi <i>Responsiveness</i>	Error! Bookmark not defined.
4.4.4	Analisis Kepuasan Pasien pada dimensi <i>Assurance</i>	Error! Bookmark not defined.
4.4.5	Analisis Kepuasan Pasien pada dimensi <i>Empathy</i>	Error! Bookmark not defined.
BAB V KESIMPULAN DAN SARAN		Error! Bookmark not defined.
5.1	Kesimpulan.....	Error! Bookmark not defined.
5.2	Saran	Error! Bookmark not defined.
LAMPIRAN.....		Error! Bookmark not defined.
RIWAYAT PENULIS.....		Error! Bookmark not defined.