

ABSTRAK

Pelayanan kefarmasian yang baik penting untuk menjamin mutu layanan rumah sakit, terutama bagi pasien Jaminan Kesehatan Nasional (JKN). Namun, keterbatasan stok atau obat yang tidak sesuai formularium masih menjadi kendala, yang dapat memengaruhi kepuasan pasien. Penelitian ini bertujuan mengevaluasi kesesuaian obat dengan Formularium Nasional dan menilai hubungan antara kualitas pelayanan dan kepuasan pasien JKN di Rumah Sakit X Karawang. Penelitian dilakukan secara kuantitatif dengan pendekatan retrospektif dan prospektif. Data diperoleh dari dokumen permintaan obat dan kuesioner kepada 250 pasien rawat jalan JKN menggunakan instrumen SERVQUAL. Uji Spearman digunakan untuk melihat hubungan antara kualitas pelayanan dan kepuasan pasien. Hasil menunjukkan kesesuaian obat dengan Formularium Nasional sebesar 91,61%, yang mencerminkan kepatuhan terhadap standar JKN. Terdapat hubungan sangat kuat dan signifikan antara kualitas pelayanan dan kepuasan pasien ($r = 0,958$; $p < 0,01$). Mutu pelayanan kefarmasian sangat berpengaruh terhadap kepuasan pasien. Rumah sakit perlu terus menjaga ketersediaan obat dan meningkatkan kualitas pelayanan.

Kata Kunci: JKN, Pelayanan Farmasi, Kepuasan Pasien, Formularium Nasional



ABSTRACT

Introduction: Good pharmaceutical services are essential to ensure the quality of hospital care, especially for patients under the National Health Insurance (JKN) program. However, stock limitations or non-conformity of medicines with the national formulary remain obstacles that can affect patient satisfaction. This study aims to evaluate the conformity of medicines with the National Formulary and assess the relationship between service quality and patient satisfaction at Hospital X in Karawang. This study used a quantitative approach with both retrospective and prospective methods. Data were collected from drug request documents and questionnaires distributed to 250 outpatient JKN patients using the SERVQUAL instrument. The Spearman correlation test was used to determine the relationship between service quality and patient satisfaction. Results for the conformity of available medicines with the National Formulary reached 91.61%, reflecting compliance with JKN standards. A very strong and significant relationship was found between pharmaceutical service quality and patient satisfaction ($r = 0.958$; $p < 0.01$). The quality of pharmaceutical services has a significant impact on JKN patient satisfaction. The hospital should continue to ensure drug availability and improve service quality.

Keywords: JKN, Pharmaceutical Services, Patient Satisfaction, National Formulary

