

## ABSTRAK

Ibrahim Suronoto. 2012. *“Gambaran Tingkat Kepuasan Pasien Askes Terhadap Pelayanan Resep di Apotek Motilango Kota Gorontalo”*.

Karya Tulis Ilmiah, Program Studi Diploma III Farmasi, Jurusan Farmasi, Fakultas Ilmu-ilmu Kesehatan dan Keolahragaan, Universitas Negeri Gorontalo. Salah satu pelayanan kefarmasian di Apotek adalah pelayanan resep. Resep obat di Apotek bisa dibeli dengan cara menggunakan biaya dari asuransi kesehatan (ASKES). Apotek Motilango adalah salah satu apotek di Kota Gorontalo yang banyak melayani resep pasien yang menggunakan jaminan kesehatan (ASKES). Untuk itu telah dilakukan penelitian terkait kualitas pelayanan kesehatan yang diterima para peserta ASKES di Apotek Motilango terhadap 5 (lima) variable pelayanan yaitu : bukti fisik, kehandalan, daya tanggap, jaminan dan empati. Metode pengambilan sampel secara acak dengan menggunakan alat kuisioner. Sebanyak 224 kuisioner dianalisa menggunakan metode analisis deskriptif dengan menggunakan bantuan program SPSS 17. Hasil analisa data dari tingkat kepuasan pasien ASKES Apotek Motilango terhadap lima dimensi tersebut adalah sebanyak 13% sangat puas, 31% puas, 35 cukup puas, 16% tidak puas dan 5% responden merasa sangat tidak puas.

**Kata Kunci :** Kepuasan Pasien Askes, Pelayanan Resep, Apotek Motilango.

## ABSTRACT

Ibrahim Suronoto. Of 2012. "*The image of Askes Against Patient Satisfaction in Pharmacies Prescription Services Motilango Gorontalo City*".

Scientific Writing, Diploma III Program of Pharmacy, Department of Pharmacy, Faculty of Health Sciences and Sports, State University of Gorontalo. One of the pharmacy services at pharmacies is a prescription service. Prescription drugs can be bought at the pharmacy by using the cost of health insurance (Askes). Motilango pharmacy is one of the pharmacies in the city of Gorontalo serves a lot of patients who use prescription health insurance (Askes). For it has been done related research quality of health care received by the participants in the pharmacy ASKES Motilango to 5 (five) service variables, namely: the physical evidence, reliability, responsiveness, assurance and empathy. Random sampling method by using a questionnaire. A total of 224 questionnaires were analyzed using descriptive analysis method using SPSS 17. The results of analysis of data from patient satisfaction Apotek ASKES Motilango to five dimensions are as much as 13% very satisfied, 31% satisfied, 35 fairly satisfied, 16% were not satisfied and 5% of respondents felt very dissatisfied.

**Keywords:** Patient satisfaction Askes, Prescription Services, Pharmacy Mootilango.