

**PERSETUJUAN PEMBIMBING**

Skripsi yang berjudul:

**EVALUASI MUTU PELAYANAN KEFARMASIAN  
DI TIGA PUSKESMAS POPAYATO GRUP KABUPATEN POHUWATO  
PROVINSI GORONTALO**

Oleh


**AMALIA PRATAMA PUTRI B.**


**NIM : 821415091**

Telah diperiksa dan disetujui untuk diuji

**Pembimbing 1**

**Pembimbing 2**

  
**Madania, S.Farm., M.Sc., Apt**  
**NIP. 19830518 201012 2 005**

  
**Dr. Lintje Boekoesoe, M.Kes**  
**NIP. 19590110 198603 2 003**

**Mengetahui**

  
**Ketua Jurusan Farmasi**

**Dr. Widysusanti Abdulkadir, S.Si., M.Si., Apt**  
**NIP. 19711217 200012 2 001**

**LEMBAR PENGESAHAN**

Skripsi yang berjudul “Evaluasi Mutu Pelayanan Kefarmasian di Tiga Puskesmas Kecamatan Popayato Grup Kabupaten Pohuwato Provinsi Gorontalo”

Oleh

**AMALIA PRATAMA PUTRI B.**  
NIM : 821415091

Telah Dipertahankan di Depan Dewan Penguji

Hari/ Tanggal : Selasa / 30 April 2019

Waktu : 13.00 WITA s/d selesai

Penguji dan Pembimbing :

1. Nur Ain Thomas, S.Si., M.Si., Apt  
NIP. 19821231 200801 2 012
2. Mahdalena Sy. Pakaya, M.Si., Apt  
NIP. 19860616 201803 2 001
3. Madania, S.Farm., M.Sc., Apt  
NIP. 19830518 201012 2 005
4. Dr. Lintje Boekoesoe, M.Kes  
NIP. 19590110 198603 2 003

Gorontalo, April 2019

Mengetahui

**Dekan Fakultas Olahraga dan Kesehatan**



**Dr. Lintje Boekoesoe, M.Kes**

NIP. 19590110 198603 2 003



## ABSTRAK

**Amalia Pratama Putri. 2019. Evaluasi Mutu Pelayanan Kefarmasian di Tiga Puskesmas Kecamatan Popayato Grup Kabupaten Pohuwato Provinsi Gorontalo. Skripsi. Program Studi S1. Jurusan Farmasi, Fakultas Olahraga dan Kesehatan, Universitas Negeri Gorontalo. Pembimbing 1 Madania, S.Farm., M.Sc., Apt. dan Pembimbing II Dr. Lintje Boekoesoe, M.Kes.**

Pelayanan kefarmasian merupakan salah satu pelayanan kesehatan dimana farmasi berperan penting. Dalam menjamin mutu pelayanan kefarmasian, terdapat tiga indikator yang digunakan untuk proses evaluasinya, yaitu tingkat kepuasan pasien, dimensi waktu pelayanan obat dan adanya prosedur tetap. Penelitian ini bertujuan untuk mengetahui mutu pelayanan dari tiga Puskesmas yang ada di Popayato Grup. Desain penelitian menggunakan penelitian deskriptif dengan pendekatan *cross sectional*. Sampel berjumlah 40 orang dari tiap puskesmas yang ditentukan dengan teknik *accidental sampling*. Analisis data dilakukan dengan melihat indikator persentase pencapaian skor responden dan jumlah waktu yang dibutuhkan untuk menyiapkan obat. Hasil penelitian menunjukkan bahwa tingkat kepuasan pasien di Tiga Puskesmas Popayato Grup ialah pada Puskesmas Popayato Barat sebesar 66% puas, Puskesmas Popayato 68% puas dan Puskesmas Popayato Timur sebesar 66% puas. Dimensi waktu tunggu pelayanan resep di Tiga Puskesmas Popayato Grup telah memenuhi standar menurut Depkes tahun 2008 dimana obat non racik  $\leq 20$  menit dan obat racikan  $\leq 40$  menit serta pada ketiga puskesmas tersebut sudah tersedia prosedur tetap namun belum dijalankan semuanya.

**Kata kunci: Mutu Pelayanan Kefarmasian, Kepuasan Pasien, Dimensi Waktu Pelayanan Obat, Prosedur Tetap**

**Keywords: Pharmaceutical Service Quality, Patient Satisfaction, Drug Service Waiting Time Discussion, Standard Operating Procedure (SOP), Health Center.**



## ABSTRACT

**Amalia Pratama Putri. 2019. Evaluation of Pharmaceutical Service Quality at Three Community Health Centers in Popayato Sub-district Group in Pohuwato District, Gorontalo Province. Undergraduate Thesis. Bachelor Study Program of Pharmacy. Pharmaceutical Department, Faculty of Sports and Health, Gorontalo State University. Advisor Madania, S.Farm., M.Sc., Apt. and co-Advisor Dr. Lintje Boekoesoe, M.Kes.**

Pharmaceutical service is one of the health services where pharmacy plays an important role. In guaranteeing the quality of pharmaceutical service, there are three indicators used for the evaluation process, namely the level of patient satisfaction, the waiting time dimensions of drugs service and the existence of standard operating procedure (SOP). This study aimed to determine the pharmaceutical service quality at three Community Health Centers in Popayato sub-district group. This study design used descriptive research with a cross sectional approach. The total sample were 40 people from each Community Health Center determined by accidental sampling technique. Data analysis were carried out by looking at the indicators of the percentage of the respondents score achievement and the amount of time needed to prepare the drugs. The results showed that the patient satisfaction level at the Three Community Health Centers in Popayato Group were at West Popayato Community Health Center was 66% satisfied, Popayato Community Health Center was 68% satisfied and East Popayato Community Health Center was 66% satisfied. The waiting time dimension for prescription service at the Three Popayato Group Community Health Centers had met the standards according to the Ministry of Health, 2008 where the non-concoction drugs needed time for  $\leq 20$  minutes and concoction drugs needed time for  $\leq 40$  minutes and the three Community Health Centers had SOP but it had not all been implemented.

**Keywords: Pharmaceutical Service Quality, Patient Satisfaction, Drug Service Waiting Time Dimension, Standard Operating Procedure (SOP), Health Center**

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FAKULTAS OLAHRAGA DAN KESEHATAN  
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2019

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