

**PERSETUJUAN PEMBIMBING**

**Skripsi Yang Berjudul**

**EVALUASI PELAYANAN FARMASI KLINIK DI PUSKESMAS  
HULONTALANGI DAN PUSKESMAS KOTA SELATAN KOTA  
GORONTALO BERDASARKAN PERATURAN MENTERI KESEHATAN  
REPUBLIK INDONESIA NOMOR 74 TAHUN 2016**

**Oleh:**

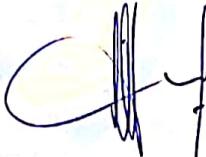
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## LEMBAR PENGESAHAN

Skripsi Yang Berjudul

### EVALUASI PELAYANAN FARMASI KLINIK DI PUSKESMAS HULONTALANGI DAN PUSKESMAS KOTA SELATAN KOTA GORONTALO BERDASARKAN PERATURAN MENTERI KESEHATAN REPUBLIK INDONESIA NOMOR 74 TAHUN 2016

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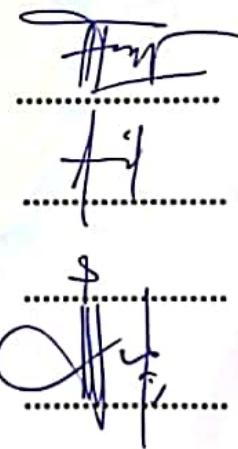
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Hari/Tanggal : Kamis, 13 Januari 2022

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Gorontalo, Januari 2022



## ABSTRAK

**Istiqomah Sa'adah, 2021. Evaluasi Pelayanan Farmasi Klinik di Puskesmas Hulonthangi dan Puskesmas Kota Selatan Kota Gorontalo Berdasarkan Peraturan Menteri Kesehatan Republik Indonesia No.74 Tahun 2016. Pembimbing I Dr.Nur Rasdianah,S.Si, M.Si,Apt, Pembimbing II Madania, S.Farm, M.Si, Apt.**

Pelayanan farmasi klinik adalah pelayanan yang dilakukan oleh tenaga kefarmasian yang memiliki wewenang dan keahlian dalam menjalankan pelayanan kefarmasian. Tujuan penelitian ini adalah untuk mengevaluasi pelayanan farmasi klinik di Puskesmas Hulonthangi dan Puskesmas Kota Selatan Kota Gorontalo berdasarkan Peraturan Menteri Kesehatan Nomor 74 Tahun 2016 dan tingkat kepuasan dari pelayanan tersebut. Metode penelitian ini menggunakan jenis penelitian dengan pendekatan deskriptif. Teknik pengambilan sampel menggunakan teknik *purposive sampling* dan *accidental sampling* dengan jumlah sampel 214. Pengujian data dilakukan dengan menggunakan SPSS versi 21. Instrumen yang digunakan adalah pedoman wawancara, *checklist* dan kuesioner. Analisis data yang digunakan yakni univariat menggunakan spss. Hasil penelitian penerapan pelayanan farmasi klinik di Puskesmas Hulonthangi masuk dalam kategori kurang yakni sebesar 12 (33,33%) yang sesuai dan 24 (66,67%) yang tidak sesuai sedangkan Puskesmas Kota Selatan masuk dalam kategori baik yakni sebesar 26 (72,22%) yang sesuai dan 10 (27,78%) yang tidak sesuai, berdasarkan kepuasan pasien di Puskesmas Hulonthangi diperoleh persentase pada indikator kehandalan sebesar 72,56%, ketanggapan sebesar 65,12%, jaminan sebesar 75,63%, empati sebesar 69,50% dan bukti langsung sebesar 68,93% sehingga pelayanan farmasinya masuk dalam kategori puas. Sedangkan di Puskesmas Kota Selatan diperoleh persentase pada indikator kehandalan sebesar 78,09%, ketanggapan sebesar 72,40%, jaminan sebesar 73,36%, empati sebesar 70,74% dan bukti langsung sebesar 68,67% sehingga pelayanan farmasinya masuk dalam kategori puas.

**Kata Kunci :** Pelayanan Farmasi, Kepuasan, Puskesmas.

## ABSTRACT

Istiqomah Sa'adah, 2021. Evaluation of Clinical Pharmacy Services at Hulonthalangi Public Health Center and Kota Selatan Public Health Center Based on the Regulation of Minister of Health of the Republic of Indonesia No.74 of 2016. The principal supervisor is Dr. Nur Rasdianah, S.Si, M.Si., Apt., and the co-supervisor is Madania, S.Farm., M.Si., Apt.

Clinical pharmacy service is a service carried out by pharmaceutical personnel who have the authority and expertise in carrying out pharmaceutical services. The purpose of this research was to evaluate clinical pharmacy services at Hulonthalangi Public Health Center and Kota Selatan Public Health Center in Gorontalo City based on the Regulation of the Minister of Health Number 74 of 2016 and the level of satisfaction from these services. The method used was a descriptive approach. The sampling techniques used were purposive sampling and accidental sampling with a total sample of 214. Data were tested using SPSS version 21. The instruments used were interview guidelines, checklists, and questionnaires. Data were analyzed through the univariate analysis using SPSS. The results showed that the application of clinical pharmacy services at Hulonthalangi Public Health Center was included in the poor category where 12 points (33.33%) were appropriate and 24 points (66.67%) were inappropriate. Meanwhile, Kota Selatan Public Health Center was in a good category where 26 points (72.22%) were appropriate, and 10 points (27.78%) were inappropriate. In addition, based on patient satisfaction at Hulonthalangi Public Health Center, it could be identified that the percentage of reliability indicator was 72.56%, responsiveness was 65.12%, assurance was 75.63%, empathy was 69.50%, and tangible was 68.93% so that the pharmacy service included in satisfactory category. In the meantime, the patient satisfaction at Kota Selatan Public Health Center revealed that the percentage of reliability indicator was 78.09%, responsiveness was 72.40%, assurance was 73.83%, empathy was 70.74%, and tangible was 68.67% so that the pharmacy service included in satisfactory category.

**Keywords:** Pharmacy Service, Satisfaction, Public Health Center.

