

LAMPIRAN

Lampiran 1. Kousioner

Dimensi	No	Pertanyaan	Skor			
			1	2	3	4
Reliability	1	Petugas kefarmasian memberi informasi obat dengan bahasa yang mudah dimengerti				✓
	2	Kecepatan dalam pelayanan			✓	
	3	Prosedur pelayanan sederhana, mudah, jelas, dan tidak berbelit-belit				✓
Responsivness	4	Petugas kefarmasian segera men yiap kan obat ketika menerima resep			✓	
	5	Petugas kefarmasian bersedia mendengarkan keluhan dari pasien				✓
	6	Ketanggapan petugas kefarmasian dalam menjawab pertanyaan dari pasien			✓	
Assurance	7	Petugas kefarmasian melayani dengan sopan				✓
	8	Petugas kefarmasian Menjelaskan cara pemakaian obat dengan benar			✓	
	9	Obat yang diberikan memenuhi jaminan mutu dan keamanan				✓
	10	Obat yang diterima pasien dalam keadaan baik dan rapi sesuai aturan, serta etiket mudah dibaca				✓
	11	Obat yang diterima sesuai dengan Keluhan penyakit yang diderita				✓
	12	Petugas kefarmasian menguasai pengetahuan tentang obat			✓	
Emphary	13	Petugas kefarmasian bersikap sabar dan ramah dalam melayani				✓
	14	Petugas kefarmasian memberi kesempatan anda menyampaikan keluhannya			✓	
	15	Petugas kefarmasian bersifat adil dan tidak pilih-pilih terhadap pasien				✓
	16	Kesediaan petugas kefarmasian untuk minta maaf bila terjadi kesalahan				✓
Tangibel	17	Kebersihan dan kenyamanan ruang tunggu kefarmasian			✓	
	18	Ketersediaan tempat pembuangan sampah				✓
	19	Petugas kefarmasiasan berpakaianya rapi dan sopan				✓
	20	Tersedia alat memanggil pasien (misal speaker)			✓	

Lampiran 2. UJI VALIDITAS

Correlations

	No_ 1	No 2	No 3	No 4	No 5	No 6	No 7	No 8	No 9	No 10	No 11	No_ 12	No_ _1 3	No 14	No_ 15	No 16	No 17	No_ 18	No_ _1 9	No_ _2 0	TOT AL
No_ 1 Pears on Correl ation Sig. (2- tailed) N	1 35	,414* 35	,239 35	,078 35	,420* 35	,463** 35	,276 35	,389* 35	,285 35	,344* 35	,149 35	,401* 35	,31 7 ,06 3 35	,456** 34	,308 35	,401* 35	,519** 35	,543* 35	,27 3 ,11 3 35	,37 8* ,02 5 35	,553* 35
No_ 2 Pears on Correl ation Sig. (2- tailed) N	,414* 35	1 35	,303 35	,314 35	,506** 35	,657** 35	,373* 35	,542** 35	,447** 35	,298 35	,318 35	,546* 35	,35 0* ,03 9 35	,647** 34	,351* 35	,456** 35	,512** 35	,421* 35	,35 5* ,03 6 35	,45 5** ,00 6 35	,686* 35
No_ 3 Pears on Correl ation	,239	,303	1	,653**	,370*	,263	,247	,105	,084	,616**	,063	,351*	,49 4**	,341*	,124	,446**	,323	,117	,50 6**	,59 2**	,531* 35

	Sig. (2- tailed)	,167	,077		,000	,029	,127	,153	,547	,631	,000	,719	,039	,003	,048	,480	,007	,058	,505	,002	,000	,001
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_4	Pears on Correl ation Sig. (2- tailed)	,078	,314	,653**	1	,215	,267	,109	,264	,196	,316	,237	,321	,240	,241	,319	,321	,240	,200	,334*	,279	,467*
	Sig. (2- tailed)	,655	,066	,000		,214	,122	,533	,125	,259	,065	,170	,060	,164	,169	,062	,060	,164	,250	,050	,105	,005
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_5	Pears on Correl ation Sig. (2- tailed)	,420*	,506**	,370*	,215	1	,660**	,585**	,342*	,217	,533**	,320	,447*	,491**	,652**	,344*	,679**	,387*	,611*	,712**	,585**	,725*
	Sig. (2- tailed)	,012	,002	,029	,214		,000	,000	,044	,210	,001	,061	,007	,003	,000	,043	,000	,022	,000	,000	,000	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_6	Pears on Correl ation Sig. (2- tailed)	,463*	,657**	,263	,267	,660**	1	,594**	,542**	,645**	,573**	,506**	,548*	,489**	,765**	,421*	,662**	,386*	,487*	,600**	,490**	,805*
	Sig. (2- tailed)	,005	,000	,127	,122	,000		,000	,001	,000	,000	,002	,001	,003	,000	,012	,000	,022	,003	,000	,003	,000

	N	35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_7	Pears on																					
	Correl	,276	,373*	,247	,109	,585**	,594**	1	,496**	,357*	,480**	,368*	,611*	,442**	,266	,149	,298	,255	,446*	,641**	,149	,590*
	ation Sig. (2-tailed)	,108	,027	,153	,533	,000	,000		,002	,035	,004	,029	,000	,008	,128	,393	,082	,140	,007	,000	,394	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_8	Pears on																					
	Correl	,389*	,542**	,105	,264	,342*	,542**	,496**	1	,617**	,371*	,662**	,748*	,210	,424*	,496*	,438**	,489**	,489*	,494**	,308	,700*
	ation Sig. (2-tailed)	,021	,001	,547	,125	,044	,001	,002		,000	,028	,000	,000	,226	,012	,002	,009	,003	,003	,003	,072	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_9	Pears on																					
	Correl	,285	,447**	,084	,196	,217	,645**	,357*	,617**	1	,354*	,716**	,546*	,343*	,455**	,693*	,546**	,422*	,506*	,521**	,357*	,698*
	ation Sig. (2-tailed)	,097	,007	,631	,259	,210	,000	,035	,000		,037	,000	,001	,044	,007	,000	,001	,011	,002	,001	,035	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35

No_10	Pears on Correlation Sig. (2-tailed)	N	,344*	,298	,616**	,316	,533**	,573**	,480**	,371*	,354*	1	,313	,498*	,628**	,440**	,193	,498**	,406*	,289	,614**	,592**	,676*
			,043	,082	,000	,065	,001	,000	,004	,028	,037		,067	,002	,000	,009	,267	,002	,015	,093	,000	,000	,000
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_11	Pears on Correlation Sig. (2-tailed)	N	,149	,318	,063	,237	,320	,506**	,368*	,662**	,716**	,313	1	,432*	,217	,317	,742*	,343*	,297	,380*	,635**	,368*	,633*
			,394	,063	,719	,170	,061	,002	,029	,000	,000	,067		,010	,211	,068	,000	,044	,083	,024	,000	,029	,000
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_12	Pears on Correlation Sig. (2-tailed)	N	,401*	,546**	,351*	,321	,447**	,548**	,611**	,748**	,546**	,498**	,432**	1	,390*	,296	,415*	,539**	,494**	,485*	,612**	,403*	,742*
			,017	,001	,039	,060	,007	,001	,000	,000	,001	,002	,010		,020	,089	,013	,001	,003	,003	,000	,017	,000
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35

No_13	Pears on Correlation Sig. (2-tailed)	N	,317 ,063 35	,350* ,039 35	,494** ,003 35	,240 ,164 35	,491** ,003 35	,489** ,003 35	,442** ,008 35	,210 ,226 35	,343* ,044 35	,628** ,000 35	,217 ,211 35	,390* ,020 35	1 35	,476** ,004 34	,300 ,080 35	,494** ,003 35	,628** ,000 35	,542* ,001 35	,541** ,001 35	,442** ,008 35	,657* ,000 35
No_14	Pears on Correlation Sig. (2-tailed)	N	,456* ,007 34	,647** ,000 34	,341* ,048 34	,241 ,169 34	,652** ,000 34	,765** ,000 34	,266 ,128 34	,424* ,012 34	,455** ,007 34	,440** ,009 34	,317 ,068 34	,296 ,089 34	,476** ,004 34	1 34	,497* ,003 34	,770** ,000 34	,582** ,000 34	,589* ,000 34	,471** ,005 34	,585** ,000 34	,759* ,000 34
No_15	Pears on Correlation Sig. (2-tailed)	N	,308 ,072 35	,351* ,039 35	,124 ,480 35	,319 ,062 35	,344* ,043 35	,421* ,012 35	,149 ,393 35	,496** ,002 35	,693** ,000 35	,193 ,267 35	,742** ,000 35	,415* ,013 35	,300 ,080 35	,497** ,003 34	1 35	,503** ,002 35	,619** ,000 35	,638* ,000 35	,559** ,000 35	,470** ,004 35	,688* ,000 35

No_16	Pears on Correlation Sig. (2-tailed)	N	,401*	,456**	,446**	,321	,679**	,662**	,298	,438**	,546**	,498**	,343*	,539*	,494**	,770**	,503*	1	,494**	,600*	,612**	,611**	,780*
			,017	,006	,007	,060	,000	,000	,082	,009	,001	,002	,044	,001	,003	,000	,002		,003	,000	,000	,000	,000
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_17	Pears on Correlation Sig. (2-tailed)	N	,519*	,512**	,323	,240	,387*	,386*	,255	,489**	,422*	,406*	,297	,494*	,628**	,582**	,619*	,494**	1	,749*	,334*	,442**	,705*
			,001	,002	,058	,164	,022	,022	,140	,003	,011	,015	,083	,003	,000	,000	,000	,003		,000	,050	,008	,000
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_18	Pears on Correlation Sig. (2-tailed)	N	,543*	,421*	,117	,200	,611**	,487**	,446**	,489**	,506**	,289	,380*	,485*	,542**	,589**	,638*	,600**	,749**	1	,433**	,238	,715*
			,001	,012	,505	,250	,000	,003	,007	,003	,002	,093	,024	,003	,001	,000	,000	,000	,000		,009	,169	,000
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35

No_19	Pears on Correlation Sig. (2-tailed)	N	,273	,355*	,506**	,334*	,712**	,600**	,641**	,494**	,521**	,614**	,635**	,612*	,541**	,471**	,559*	,612**	,334*	,433*	1	,641**	,798*
			,113	,036	,002	,050	,000	,000	,000	,003	,001	,000	,000	,000	,001	,005	,000	,000	,050	,009		,000	,000
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
No_20	Pears on Correlation Sig. (2-tailed)	N	,378*	,455**	,592**	,279	,585**	,490**	,149	,308	,357*	,592**	,368*	,403*	,442**	,585**	,470*	,611**	,442**	,238	,641**	1	,687*
			,025	,006	,000	,105	,000	,003	,394	,072	,035	,000	,029	,017	,008	,000	,004	,000	,008	,169			,000
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35
TOTAL	Pears on Correlation Sig. (2-tailed)	N	,553*	,686**	,531**	,467**	,725**	,805**	,590**	,700**	,698**	,676**	,633**	,742*	,657**	,759**	,688*	,780**	,705**	,715*	,798**	,687**	1
			,001	,000	,001	,005	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		
			35	35	35	35	35	35	35	35	35	35	35	35	35	34	35	35	35	35	35	35	35

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Lampiran.3. UJI REABILITAS

Case Processing Summary

		N	%
Cases	Valid	34	97,1
	Excluded ^a	1	2,9
	Total	35	100,0

a. Listwise deletion based on all variables in the procedure.

Case Processing Summary

		N	%
Cases	Valid	34	97,1
	Excluded ^a	1	2,9
	Total	35	100,0

a. Listwise deletion based on all variables in the procedure.

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	1,506	1,294	1,735	,441	1,341	,010	20

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
No_1	28,82	51,786	,496	.	,932
No_2	28,47	49,711	,623	.	,930
No_3	28,56	51,466	,451	.	,933
No_4	28,38	52,122	,370	.	,935
No_5	28,68	50,650	,683	.	,928
No_6	28,62	50,001	,773	.	,927
No_7	28,68	51,256	,527	.	,931
No_8	28,59	50,310	,648	.	,929
No_9	28,53	49,469	,639	.	,929
No_10	28,79	51,259	,635	.	,929
No_11	28,68	50,044	,570	.	,931
No_12	28,56	50,557	,697	.	,928
No_13	28,62	50,668	,600	.	,930
No_14	28,62	50,304	,728	.	,928
No_15	28,56	49,527	,629	.	,929
No_16	28,56	50,254	,741	.	,927
No_17	28,62	50,243	,656	.	,929
No_18	28,59	50,734	,667	.	,929
No_19	28,65	50,053	,766	.	,927
No_20	28,68	50,407	,638	.	,929

Statistics

		USIA	JENIS_KELAMI N	Reliability	Responsivness	Assurance	Emphaty	Tangibel
N	Valid	97	97	97	97	97	97	97
	Missing	0	0	0	0	0	0	0
Mean		1,92	1,56	1,97	1,91	2,30	2,41	2,41
Median		2,00	2,00	2,00	2,00	2,00	2,00	3,00
Minimum		1	1	1	1	1	1	1
Maximum		3	2	3	3	4	4	4
Sum		186	151	191	185	223	234	234

USIA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20 Tahun	34	35,1	35,1	35,1
	20-35 Tahun	37	38,1	38,1	73,2
	>35 Tahun	26	26,8	26,8	100,0
	Total	97	100,0	100,0	

JENIS_KELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	43	44,3	44,3	44,3
	Perempuan	54	55,7	55,7	100,0
	Total	97	100,0	100,0	

Reliability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Puas	38	39,2	39,2	39,2
	Puas	24	24,7	24,7	63,9
	Kurang Puas	35	36,1	36,1	100,0
	Total	97	100,0	100,0	

Responsivness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Puas	41	42,3	42,3	42,3
	Puas	24	24,7	24,7	67,0
	Kurang Puas	32	33,0	33,0	100,0
	Total	97	100,0	100,0	

Assurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Puas	38	39,2	39,2	39,2
	Puas	15	15,5	15,5	54,6
	Kurang Puas	21	21,6	21,6	76,3
	Tidak Puas	23	23,7	23,7	100,0
	Total	97	100,0	100,0	

Emphaty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Puas	35	36,1	36,1	36,1
	Puas	14	14,4	14,4	50,5
	Kurang Puas	21	21,6	21,6	72,2
	Tidak Puas	27	27,8	27,8	100,0
	Total	97	100,0	100,0	

Tangibel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Puas	35	36,1	36,1	36,1
	Puas	11	11,3	11,3	47,4
	Kurang Puas	27	27,8	27,8	75,3
	Tidak Puas	24	24,7	24,7	100,0
	Total	97	100,0	100,0	

Lampiran 4. Foto Lokasi Penelitian



Lampiran.5. Surat Pernyataan Responden

Surat Pernyataan Responden

**PERTANYAAN KESEDIAAN
MENJADI RESPONDEN PENELITIAN**

Dengan menandatangani lembar ini, saya:

Nama : NUR SALAMAH

Usia : 31 tahun

Alamat : ~~Bat~~ Kp. pintu. Ds. Bantarjaya

Memberikan persetujuan untuk menjadi responden dalam penelitian yang berjudul “tingkat kepuasan pasien rawat jalan terhadap pelayanan kefarmasian di puskesmas Pebayuran”.

Saya telah dijelaskan bahwa jawaban kuesioner ini hanya digunakan untuk keperluan penelitian dan saya secara suka rela bersedia menjadi responden penelitian ini.

Pekerjaan: Ibu rumah tangga.

Bekasi, 06 - April - 2020

Yang menyatakan

()
Nur salamah

Lampiran. 6. Permohonan Izin

 **Fakultas Farmasi**
Universitas
Bhakti Kencana

Jl. Sukelana Mulya No. 17A Bandung
Telp. 022 7820 784, 022 7820 785
Email: info@ubk.ac.id, contact@ubk.ac.id

Bandung, 11 Maret 2020

Nomor : 0528/03 FF/UBK/III/2020
Lamp : -
Perihal : Permohonan Izin Penelitian

Kepada Yth.
Kepala UPTD Puskesmas Pebayuran
Di
Tempat

Dengan Hormat,

Sehubungan akan diselenggarakannya penelitian Tugas Akhir bagi mahasiswa Fakultas Farmasi Universitas Bhakti Kencana T.A 2019/2020, dengan ini kami mengajukan permohonan izin penelitian di tempat yang Bapak/Ibu Pimpin.

Adapun nama mahasiswa tersebut adalah:

Nama : Riana Suryati
NPM : 191FF02066
Judul Penelitian : Tingkat Kepuasan Pasien terhadap Pelayanan Kefarmasian di Puskesmas Pebayuran
Dosen Pembimbing Utama : Ani Anggrani, Msi., Apt
Dosen Pembimbing Serta : Dadang Juanda, M.Si., Apt

Besar harapan kami kiranya Bapak/Ibu berkenan mengizinkan permohonan ini. Atas perhatian dan kerjasamanya kami ucapkan terima kasih.

 Dekan Fakultas Farmasi
Dr. Fatmahan, M.Si., Apt
NPM. 201 12 067

Lampiran. 7. Surat Izin Penelitian

	PEMERINTAH KABUPATEN BEKASI DINAS KESEHATAN PUSKESMAS PEBAYURAN Jl. Raya Pebayuran, No. 02 Kel. Kertasari Kec. Pebayuran Kab. Bekasi – 17710
Nomor : 440/PM/PPKM-PBY/III/2020	Kepada Yth :
Sifat : Biasa	Direktur Universitas Bhakti Kencana
Lampiran : -	Bandung
Perihal : Izin Pengambilan data dan Penelitian	di-
	Tempat

Menanggapi surat dari Universitas Islam Bandung Program Pasca Sarjana No. 0528/03.FF/UBK/III/2020. Perihal Permohonan izin Penelitian dan Pengambilan data di Puskesmas Pebayuran Kecamatan Pebayuran Kabupaten Bekasi dengan judul "*Tingkat Kepuasan Pasien Terhadap Pelayanan Unit Farmasi di Puskesmas Pebayuran Kabupaten Bekasi*" oleh Mahasiswa :

Nama	: RIANA SURYATI
Nomor Pokok	: 191FF02066
Program Studi	: DIII Farmasi
Instansi Pendidikan	: Universitas Bhakti Kencana

Dengan ini kami tidak keberatan dan memberikan Izin atas Penelitian tersebut. Demikian surat izin ini di buat dengan sebenarnya dan dapat dipergunakan sebagaimana mestinya.

Bekasi, 15 Maret 2020
Kepala Puskesmas Pebayuran


Heny Fatmahan, SKM
NIP. 19701229-199103 2 006