

ANALISIS HUBUNGAN PELAYANAN INFORMASI OBAT TERHADAP KEPUASAN PASIEN RAWAT INAP DI RUMAH SAKIT UMUM RAMAHADI PURWAKARTA

**GILANG GYMNASTIAR
201FF03124**

Program Studi S1 Farmasi, Fakultas Farmasi
Universitas Bhakti Kencana

ABSTRAK

Pelayanan informasi obat membantu pasien memahami obat tentang penggunaan obat untuk mencegah kesalahan pengobatan, Kepuasan pasien akan timbul dari kinerja pelayanan kesehatan yang diperoleh setelah pasien membandingkan dengan yang diharapkannya. Penelitian ini bertujuan untuk mengetahui gambaran pelayanan informasi obat, tingkat kepuasan pasien terhadap pelayanan informasi obat serta hubungan antara pelayanan informasi obat dan kepuasan pasien rawat inap di Rumah Sakit Umum Ramahadi Purwakarta. Penelitian ini merupakan penelitian observasional analitik dengan pendekatan *cross sectional* menggunakan teknik *accidental sampling* selama bulan April 2024 pada pasien rawat inap di Rumah Sakit Umum Ramahadi Purwakarta. Pengumpulan data pelayanan informasi obat dan kepuasan pasien dilakukan menggunakan kuesioner. Data dianalisis menggunakan uji statistik *Chi-Square* untuk melihat hubungan serta analisis univariat untuk melihat gambaran. Hasil penelitian diperoleh gambaran pelayanan informasi obat masuk ke dalam kategori baik sebanyak 85 responden dengan persentase (87,6%) sedangkan kategori tidak baik sebanyak 12 responden dengan persentase (12,4%) untuk gambaran kepuasan pasien yang masuk ke dalam kategori puas sebanyak 86 responden dengan persentase (88,7%) sedangkan kategori tidak puas sebanyak 11 responden dengan persentase (11,3%). Sebanyak 97 responden terlibat dalam penelitian ini berdasarkan kriteria inklusi dan eksklusi. Hasil analisis uji statistik menunjukkan hubungan antara pelayanan informasi obat terhadap kepuasan pasien. Sehingga dapat disimpulkan bahwa terdapat hubungan yang signifikan antara pelayanan informasi obat terhadap kepuasan pasien rawat inap di Rumah Sakit Umum Ramahadi Purwakarta dengan diperoleh nilai p-value sebesar 0,000 ($p < 0,05$).

Kata kunci : pelayanan informasi obat, kepuasan pasien, rawat inap.

**ANALYSIS OF THE RELATIONSHIP OF MEDICINE INFORMATION
SERVICES ON INPATIENT SATISFACTION AT THE RAMAHADI
PURWAKARTA GENERAL HOSPITAL**

**GILANG GYMNASTIAR
201FF03124**

*Program Study S1 Pharmacy, Faculty of Pharmacy
Bhakti Kencana University*

ABSTRACT

Drug information services help patients understand drugs about drug use to prevent medication errors. Patient satisfaction will arise from the performance of health services obtained after the patient compares it with what he expected. This study aims to determine the description of drug information services, the level of patient satisfaction with drug information services and the relationship between drug information services and satisfaction of inpatients at the Ramahadi General Hospital, Purwakarta. This research is an analytical observational study with a cross sectional approach using accidental sampling techniques during April 2024 on inpatients at the Ramahadi General Hospital, Purwakarta. Data collection on drug information services and patient satisfaction was carried out using a questionnaire. Data were analyzed using the Chi-Square statistical test to see the relationship and univariate analysis to see the picture. The research results showed that the description of drug information services fell into the good category as many as 85 respondents with a percentage of (87.6%) while the unfavorable category was 12 respondents with a percentage (12.4%) for the description of patient satisfaction which fell into the satisfied category as many as 86 respondents with a percentage of (88.7%) while in the dissatisfied category there were 11 respondents with a percentage of (11.3%). A total of 97 respondents were involved in this research based on inclusion and exclusion criteria. The results of statistical test analysis show a relationship between drug information services and patient satisfaction. So it can be concluded that there is a significant relationship between drug information services and satisfaction of inpatients at the Ramahadi Purwakarta General Hospital with a p-value of 0.000 ($p < 0.05$).

Key Word : *drug information services, patient satisfaction, hospitalization.*