

# **GAMBARAN TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN FARMASI DI KLINIK CIDATAR KABUPATEN GARUT**

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## **ABSTRAK**

Kesehatan merupakan aspek penting dalam menunjang kualitas hidup manusia, salah satunya melalui pelayanan kesehatan yang bermutu. Kepuasan pasien menjadi indikator penting dalam menilai mutu layanan, termasuk pada pelayanan kefarmasian. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien terhadap pelayanan kefarmasian di Instalasi Farmasi Klinik Cidatar, Kabupaten Garut. Penelitian ini menggunakan metode kuantitatif dengan pendekatan deskriptif, yang dilaksanakan pada bulan Februari hingga Mei. Data dikumpulkan melalui instrumen kuesioner berdasarkan lima dimensi mutu pelayanan menurut Pohan, yaitu: kehandalan (reliability), daya tanggap (responsiveness), empati (empathy), tampilan fisik (tangible), dan jaminan (assurance). Hasil penelitian menunjukkan bahwa tingkat kepuasan pasien berada dalam kategori sangat puas dengan persentase keseluruhan sebesar 82,1%. Rinciannya meliputi: kehandalan 80,6%, ketanggapan 82,5%, empati 85,4%, tampilan fisik 80,8%, dan jaminan 81,0%. Meskipun hasil menunjukkan tingkat kepuasan yang tinggi, evaluasi dan peningkatan layanan tetap diperlukan guna mempertahankan kepercayaan masyarakat dan mutu layanan di Klinik Cidatar.

**Kata kunci:** kepuasan pasien, pelayanan kefarmasian, mutu pelayanan, Klinik Cidatar

**OVERVIEW OF PATIENT SATISFACTION LEVEL TOWARDS  
PHARMACY SERVICES AT CIDATAR CLINIC GARUT REGENCY**

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***ABSTRACT***

Health is a crucial aspect in improving human quality of life, and one of the key factors is the provision of quality healthcare services. Patient satisfaction serves as an important indicator of service quality, including pharmaceutical care services. This study aims to determine the level of patient satisfaction with pharmaceutical services at the Pharmacy Installation of Cidatar Clinic, Garut Regency. The research employed a quantitative method with a descriptive approach, conducted from February to May. Data were collected using a questionnaire instrument based on five dimensions of service quality according to Pohan: reliability, responsiveness, empathy, tangible, and assurance. The results showed that the overall level of patient satisfaction fell into the "very satisfied" category with a percentage of 82.1%. The satisfaction rates for each dimension were: reliability 80.6%, responsiveness 82.5%, empathy 85.4%, tangible 80.8%, and assurance 81.0%. Although the satisfaction level is relatively high, continuous evaluation and improvement are necessary to maintain public trust and enhance service quality at Cidatar Clinic.

**Keywords:** patient satisfaction, pharmaceutical services, service quality, Cidatar Clinic