

**GAMBARAN WAKTU TUNGGU PELAYANAN RESEP OBAT DI
INSTALASI FARMASI WILAYAH PUSKESMAS DEPOK SLEMAN
KAJIAN PADA PERSEPSI PASIEN**

SKRIPSI

Diajukan untuk Memenuhi Salah Satu Syarat
Memperoleh Gelar Sarjana Farmasi
Program Studi S1 Farmasi



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ABSTRAK

Di era digitalisasi, akses informasi terkait pelayanan kesehatan semakin mudah diperoleh. Namun, waktu tunggu masih menjadi keluhan utama di fasilitas kesehatan pemerintah, seperti puskesmas. Ulasan negatif di platform digital, terutama terkait pelayanan farmasi, menunjukkan perlunya evaluasi terhadap persepsi masyarakat. Penelitian ini merupakan studi observasional deskriptif dengan pendekatan cross-sectional. Data dikumpulkan melalui teknik purposive sampling terhadap 108 responden menggunakan kuesioner skala Guttman, lalu dianalisis secara deskriptif.

Hasil penelitian menunjukkan bahwa waktu tunggu di Puskesmas Depok 1 dan Depok 3 telah memenuhi Standar Pelayanan Minimal (SPM) sebesar 100%. Meskipun demikian, tingkat ketidakpuasan pada aspek sumber daya manusia tercatat sebesar 29% di Depok 1 dan 42% di Depok 3, serta pada aspek sarana dan prasarana masing-masing sebesar 49% dan 28%. Secara keseluruhan, sebanyak 14 responden di Depok 1 menyatakan puas (nilai $>70\%$), sementara 12 responden menyatakan tidak puas (nilai $<70\%$). Di Puskesmas Depok 2, pemenuhan SPM untuk waktu tunggu resep mencapai 53% untuk non-racikan dan 100% untuk racikan, dengan tingkat ketidakpuasan sebesar 47% pada aspek sumber daya manusia, 23% pada sarana dan prasarana, serta 5% pada sistem pelayanan. Secara keseluruhan, 32 responden menyatakan puas dan 4 responden tidak puas. Sementara itu, di Depok 3, waktu tunggu resep non-racikan terpenuhi sebesar 89% dan racikan 100%, dengan ketidakpuasan sebesar 42% pada sumber daya manusia, 28% pada sarana dan prasarana, serta 5% pada sistem pelayanan. Secara umum, 37 responden menyatakan puas dan 9 responden menyatakan tidak puas terhadap pelayanan di Puskesmas Depok 3.

Kata kunci: Gambaran Waktu Tunggu, Pelayanan Resep, Puskesmas

ABSTRACT

In the digital age, access to information related to health services has become increasingly easy to obtain. However, waiting times remain a major complaint at government health facilities, such as community health centers. Negative reviews on digital platforms, particularly regarding pharmacy services, indicate the need for an evaluation of public perception. This study is a descriptive observational study with a cross-sectional approach. Data were collected through purposive sampling of 108 respondents using a Guttman scale questionnaire, then analyzed descriptively.

The results of the study show that waiting times at the Depok 1 and Depok 3 community health centers have met the Minimum Service Standards (SPM) of 100%. However, the level of dissatisfaction with human resources was recorded at 29% in Depok 1 and 42% in Depok 3, while dissatisfaction with facilities and infrastructure was 49% and 28%, respectively. Overall, 14 respondents in Depok 1 expressed satisfaction (score >70%), while 12 respondents expressed dissatisfaction (score <70%). At the Depok 2 Health Center, SPM fulfillment for prescription waiting time reached 53% for non-compounded prescriptions and 100% for compounded prescriptions, with a dissatisfaction rate of 47% in the human resources aspect, 23% in facilities and infrastructure, and 5% in the service system. Overall, 32 respondents expressed satisfaction and 4 respondents expressed dissatisfaction. Meanwhile, at Depok 3, the waiting time for non-compounded prescriptions was met at 89% and compounded prescriptions at 100%, with dissatisfaction at 42% for human resources, 28% for facilities and infrastructure, and 5% for the service system. Overall, 37 respondents expressed satisfaction and 9 respondents expressed dissatisfaction with the services at the Depok 3 Health Center.

Keywords: Waiting Time Overview, Prescription Services, Health Center

