

ABSTRAK

Pelayanan kefarmasian merupakan bagian integral dari pelayanan kesehatan. Seiring berkembangnya ilmu pengetahuan, peran apoteker telah mengalami perubahan dari semula berfokus pada obat, kini menitikberatkan pada kebutuhan pasien, sehingga penjaminan mutu pelayanan kefarmasian penting untuk dilakukan sebagai salah satu upaya pemenuhan standar pelayanan kefarmasian di fasilitas kesehatan, termasuk puskesmas. Puskesmas Cangkringan berada di Kabupaten Sleman, Daerah Istimewa Yogyakarta, dan memiliki Indeks Kepuasan Masyarakat terhitung selama Januari-Juni 2025 sebesar 83,33% dengan kategori baik. Namun, masih ditemukannya keluhan berulang, khususnya terkait waktu tunggu pelayanan obat, yang mengidentifikasi adanya potensi masalah terhadap kecepatan pelayanan kefarmasian. Penelitian ini bertujuan untuk menilai mutu pelayanan kefarmasian berdasarkan kepuasan pasien di Puskesmas Cangkringan. Data dikumpulkan menggunakan instrumen baru berupa kuesioner yang dikembangkan dengan mengadopsi standar Peraturan Menteri Kesehatan Republik Indonesia Nomor 74 Tahun 2016 dan PHC-PSQ yang menghasilkan 4 dimensi pelayanan, yaitu: *administrative competency*, *technical competency*, *patient experience*, *convenience of pharmacy services*. Penelitian ini merupakan penelitian observasional deskriptif dengan pendekatan *cross-sectional*. Pemilihan sampel dilakukan menggunakan teknik *non-probability sampling* dengan metode *purposive sampling* yang melibatkan 102 responden. Analisis data dilakukan secara deskriptif dengan hasil kepuasan sebesar 82,66% kategori sangat puas, dengan persentase terendah pada dimensi *administrative competency*. Hasil keseluruhan diklasifikasikan pada kategori mutu pelayanan yang berada pada kategori baik (B).

Kata Kunci: Pelayanan Kefarmasian, Kepuasan Pasien, Puskesmas

ABSTRACT

Pharmaceutical services are an integral part of healthcare. As science has advanced, the role of pharmacists has shifted from a focus on medications to a focus on patient needs; therefore, ensuring the quality of pharmaceutical services is essential to meeting pharmaceutical service standards in healthcare facilities, including community health centers. The Cangkringan Community Health Center is located in Sleman Regency, Special Region of Yogyakarta, and recorded a Community Satisfaction Index of 83.33% for the period January–June 2025, classified as “good.” However, recurring complaints were still identified, particularly regarding medication dispensing wait times, indicating potential issues with the speed of pharmaceutical services. This study aims to assess the quality of pharmaceutical services based on patient satisfaction at the Cangkringan Community Health Center. Data were collected using a new instrument in the form of a questionnaire developed by adopting the standards of Regulation of the Minister of Health of the Republic of Indonesia Number 74 of 2016 and the PHC-PSQ, which yielded four dimensions of service: administrative competency, technical competency, patient experience, and convenience of pharmacy services. This study is a descriptive observational study using a cross-sectional approach. The sample was selected using non-probability sampling with a purposive sampling method, involving 102 respondents. Data analysis was conducted descriptively, revealing a satisfaction rate of 82.66% in the “very satisfied” category, with the lowest percentage found in the administrative competency dimension. The overall results were classified under the service quality category, which fell into the “good” (B) category.

Keywords: Pharmaceutical Services, Patient Satisfaction, Community Health Center