

## Intisari

Penelitian ini dilatarbelakangi adanya pungutan biaya berobat melalui program Jamkesmas. Tujuannya untuk mengetahui tingkat kepuasan pelayanan kefarmasian pada pasien rawat jalan peserta Jamkesmas di Puskesmas Ngemplak I Sleman periode Februari 2013.

Penelitian menggunakan metode observasional dan rancangan *cross sectional*. Jumlah subyek penelitian 100 pasien Jamkesmas. Ada pun instrumen penelitian berupa kuesioner dan daftar wawancara terhadap Kepala Puskesmas serta petugas pelayanan obat (apoteker dan asisten apoteker).

Hasil penelitian menunjukkan bahwa karakteristik demografi pasien jamkesmas didominasi oleh perempuan 58%, yang kemudian disusul oleh kelompok usia 31-45 tahun 44%, tingkat pendidikan SMA 40%, jumlah kunjungan terbanyak lebih dari 10 kali 56%, biaya pelayanan kesehatan gratis 85%, dan pernah melakukan rujukan ke rumah sakit 51%. Analisis *gap* terbesar dari keseluruhan dimensi RATER yaitu *Assurance* sebesar -0,210.

Secara keseluruhan kualitas pelayanan di Puskesmas Ngemplak I termasuk klasifikasi *gap* negatif sebesar -0,179 dengan tingkat kepuasan pasien kurang puas. Namun demikian, untuk pelayanan kefarmasian yang dilaksanakan oleh Puskesmas Ngemplak I sesuai dengan Pedoman Pelayanan Kefarmasian Puskesmas 2006.

Kata kunci : Puskesmas Ngemplak I, kepuasan pasien Jamkesmas, analisis *gap*, Pedoman Pelayanan Kefarmasian Puskesmas

### **Abstract**

The background of this research is the cost of treatment through Health Insurance Participant Program. The goal is to determine the satisfaction level of pharmaceutical care in Health Insurance Participant outpatients at Ngemplak I Sleman Primer Health Care in February 2013.

The study uses observational and cross-sectional design. Number of study subjects 100 Health Insurance Participant outpatients. There are also research instruments such as questionnaires and interviews with the Head of Primer Health Care and also drug services officer (pharmacists and pharmacists assistant).

The results shows that the demographic characteristics of Health Insurance Participant outpatients are dominated by women 58%, which is followed by the age group 31-45 years 44%, education level of Senior High School 40%, the highest number of visits more than 10 times 56%, the cost of free health care 85%, and ever made a referral to the hospital 51%. Gap analysis of the overall dimensions of the RATER is Assurance of -0.210.

Overall quality of pharmaceutical care at Ngemplak I Sleman Primer Health Care including classification negative gap of -0.179 with a dissatisfied patient satisfaction rate. However, for pharmaceutical care which have conducted in Primer Health Care Ngemplak I is accordance to Pedoman Pelayanan Kefarmasian Puskesmas 2006.

Keywords: Primer Health Care Ngemplak I, satisfaction of Health Insurance Participant outpatients, gap analysis, Pedoman Pelayanan Kefarmasian Puskesmas