

# HUBUNGAN WAKTU TUNGGU PELAYANAN RESEP OBAT DENGAN KEPUASAN PASIEN RAWAT JALAN INSTALASI FARMASI RUMAH SAKIT NASIONAL DIPONEGORO

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## ABSTRAK

**Latar Belakang:** Waktu tunggu pelayanan resep obat dikatakan memenuhi standar KEPMENKES Nomor 129/Menkes/Per/SK/II/2008 tentang SPM Rumah Sakit apabila tenggang waktu pasien menyerahkan resep sampai dengan menerima obat menggunakan resep racikan  $\leq 60$  menit dan resep non racikan  $\leq 30$  menit. Kenyataannya waktu tunggu pelayanan resep masih mengalami ketidaksesuaian dengan standar yang ditetapkan sehingga menimbulkan keluhan pasien rumah sakit.

**Tujuan:** Mengetahui hubungan waktu tunggu pelayanan resep obat dengan kepuasan pasien rawat jalan di Instalasi Farmasi RSND, serta mengetahui faktor yang memengaruhi waktu tunggu pelayanan resep pasien rawat jalan di Instalasi Farmasi RSND.

**Metode:** Penelitian analitik korelasi dengan pendekatan *cross sectional* menggunakan kuesioner. Analisis data dilakukan secara kuantitatif menggunakan analisis univariat, analisis bivariat *chi-square*, dan analisis multivariat regresi logistik.

**Hasil:** Waktu tunggu pelayanan resep obat pasien rawat jalan di Instalasi Farmasi RSND 82,60% tidak sesuai standar. Kepuasan responden terhadap kualitas pelayanan resep obat di Instalasi Farmasi RSND secara keseluruhan menyatakan 91,30% merasa puas terhadap pelayanan resep obat yang diterima. Jika dilihat pada item pernyataan nomor 8, sebanyak 59,42% responden menyatakan ketidakpuasannya terhadap durasi waktu tunggu pelayanan resep obat. Hasil analisis menunjukkan tidak ada hubungan waktu tunggu pelayanan resep obat dengan kepuasan pasien rawat jalan di Instalasi Farmasi RSND ( $p=0,096$ ). Jenis resep ( $p=0,684$ ), jenis pasien ( $p=0,597$ ), dan jumlah item obat dalam resep ( $p=0,223$ ) secara individu dan bersama-sama ketiga faktor tidak memengaruhi ( $p=0,618$ ) waktu tunggu pelayanan resep obat secara signifikan.

**Kesimpulan:** Waktu tunggu pelayanan resep tidak berhubungan dengan kepuasan pasien rawat jalan di Instalasi Farmasi RSND. Faktor jenis resep, jenis pasien, dan jumlah item obat dalam resep tidak memengaruhi lamanya waktu tunggu pelayanan resep.

**Kata kunci:** Waktu tunggu pelayanan resep, Kepuasan Pasien, Rumah Sakit.

# RELATIONSHIP BETWEEN WAITING TIME FOR DRUG PRESCRIPTION SERVICES AND OUTPATIENT PATIENT SATISFACTION AT THE PHARMACY INSTALLATION OF DIPONEGORO NATIONAL HOSPITAL

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## ABSTRACT

**Background:** KEPMENKES Number 129/Menkes/Per/SK/II/2008 concerning SPM Hospital states that the waiting time for prescription drug services meets the standard if the time limit for patients to submit prescriptions until receiving drugs using compounded prescriptions is  $\leq 60$  minutes and non-compounded prescriptions is  $\leq 30$  minutes. In reality, the waiting time for prescription services still does not comply with the established standards, resulting in complaints from hospital patients.

**Objective:** To determine the relationship between the waiting time for prescription drug services and outpatient satisfaction at the RSND Pharmacy Installation, and to determine the factors that influence the waiting time for outpatient prescription services at the RSND Pharmacy Installation.

**Results:** The waiting time for outpatient prescription drug services at the RSND Pharmacy Installation was 82.60% not following the standard. Respondent satisfaction with the quality of prescription drug services at the RSND Pharmacy Installation as a whole stated that 91.30% were satisfied with the prescription drug services they received. When viewed in statement item number 8, 59.42% of respondents expressed dissatisfaction with the duration of the waiting time for prescription drug services waiting time for prescription drug services and the satisfaction of outpatients at the RSND Pharmacy Installation ( $p=0.096$ ). The type of prescription ( $p=0.684$ ), type of patient ( $p=0.597$ ), and number of drug items in the prescription ( $p=0.223$ ) individually and together, the three factors did not significantly affect ( $p=0.618$ ) the waiting time for prescription drug services.

**Conclusion:** The waiting time for prescription services was unrelated to the satisfaction of outpatients at the RSND Pharmacy Installation. The factors of type of prescription, type of patient, and number of drug items in the prescription did not affect the waiting time for prescription services.

**Keywords:** *Patient Satisfaction, Waiting time for prescription services, Hospital.*

**LEMBAR PERSETUJUAN ABSTRAK**

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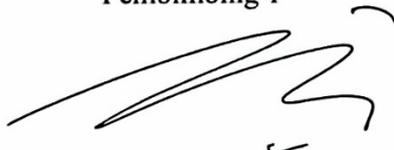
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