

## ABSTRAK

### HUBUNGAN KARAKTERISTIK MAHASISWA KESEHATAN UNIVERSITAS JENDERAL SOEDIRMAN DENGAN TINGKAT KEPERCAYAAN DALAM PELAYANAN KEFARMASIAN DI APOTEK

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**Latar Belakang :** Apotek merupakan tempat pelayanan kefarmasian yang dilakukan oleh Apoteker dan dibantu oleh Tenaga Teknis Kefarmasian (TTK). Kepercayaan berarti pasien memiliki keyakinan terhadap penyedia pelayanan kesehatan. Faktor yang dapat mempengaruhi kepercayaan pasien adalah karakteristik pasien, antara lain umur, pendidikan, dan jenis kelamin. Tujuan penelitian untuk mengetahui hubungan karakteristik mahasiswa kesehatan Universitas Jenderal Soedirman dengan tingkat kepercayaan dalam pelayanan kefarmasian di Apotek.

**Metodologi :** Penelitian ini merupakan penelitian non-eksperimental dengan pendekatan cross-sectional. Data didapat dengan menyebarkan kuesioner kepada mahasiswa kesehatan Universitas Jenderal Soedirman. Analisis univariat untuk mengetahui persentase karakteristik mahasiswa kesehatan dan persentase tingkat kepercayaan serta analisis bivariat dengan uji chi-square untuk mengetahui hubungan karakteristik mahasiswa kesehatan dengan tingkat kepercayaan dalam pelayanan kefarmasian di Apotek.

**Hasil Penelitian :** Hasil penelitian tingkat kepercayaan mahasiswa kesehatan Universitas Jenderal Soedirman dengan persentase 77,07%. Terdapat hubungan antara karakteristik prodi mahasiswa kesehatan dengan tingkat kepercayaan (*p-value* 0,017), tetapi karakteristik jenis kelamin, angkatan, dan kurun waktu terakhir mendapat pelayanan kefarmasian tidak terdapat hubungan dengan tingkat kepercayaan (*p-value* 0,855;0,308;0,712).

**Kesimpulan :** Tingkat kepercayaan mahasiswa kesehatan Universitas Jenderal Soedirman termasuk kategori tinggi, karakteristik pasien yang berhubungan dengan tingkat kepercayaan yaitu prodi, sedangkan untuk jenis kelamin, angkatan, dan kurun waktu mendapat pelayanan kefarmasian tidak berhubungan.

**Kunci :** Apoteker, TTK, Mahasiswa Kesehatan, Pelayanan Kefarmasian, Kepercayaan.

## ABSTRACT

### CORRELATION BETWEEN HEALTH STUDENTS'S CHARACTERISTICS IN JENDERAL SOEDIRMAN UNIVERSITY WITH TRUST OF PHARMACEUTICAL CARE IN PHARMACY

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**Background** : Pharmacy is a health service facility conducted by pharmacists who are assisted by Pharmacy Technician (TTK). Trustes meant that the patient has confidence in pharmaceutical care provided. Factors that could affect patient confidence were characteristics among patients there were gender, class, majors, and last time received pharmaceutical care. The aim of this study to determine correlation between health students's characteristics in jenderal soedirman university with trust of pharmaceutical care in pharmacy.

**Methodology** : This study was non-experimental used a cross-sectional survey design. Respondents were took health students of Jenderal Soedirman University used Stratified Random Sampling which was divided into six majors. The instrument used a questionnaire. Univariate analyzed was performed to determine the percentage of health student characteristics and the percentage of confidence levels, as well as bivariate analyzed using *chi-square* to determined health students characteristic with the correlation level of trusted in pharmaceutical care at the Pharmacy.

**Result** : The results showed that the level of trusted of health students at Jenderal Soedirman University was 77.07%. There were significant correlations between characteristics of student majors with the level of trust (*p-value* 0.017), but there were no significant correlations between characteristics of gender, class, and last time received pharmaceutical care to level of trusted (*p-value* 0.855; 0.308; 0.712).

**Conclusion** : Level of trusted of health students in Jenderal Soedirman University wa in the high category. There was a significant correlations between the characteristics of student majors with the level of trust, but there were no significant correlations between characteristics of gender, class, and last time received pharmaceutical care with the level of trust.