

## INTISARI

**Latar Belakang:** Kualitas pelayanan kefarmasian di Puskesmas dapat dievaluasi dengan mengukur kepuasan. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan masyarakat terhadap pelayanan kefarmasian serta mengetahui apakah karakteristik masyarakat mempengaruhi kepuasan masyarakat terhadap pelayanan kefarmasian di Puskesmas Parigi.

**Metodologi:** Penelitian ini merupakan studi observasional dengan pendekatan *cross sectional*. Teknik pengambilan sampel *accidental sampling* kepada 110 responden yang telah mendapatkan pelayanan kefarmasian sesuai dengan kriteria inklusi. Instrumen dalam penelitian berupa *Patient Satisfaction with Pharmacist Service Questionnaire*. Data karakteristik masyarakat dianalisis menggunakan uji *Mann-Whitney* pada karakteristik jenis kelamin dan status pekerjaan, sedangkan uji *Kruskal-Wallis* pada karakteristik usia dan tingkat pendidikan. Data kepuasan responden dianalisis secara deskriptif dengan menilai skor dan tingkat kepuasan.

**Hasil Penelitian:** Hasil penelitian menunjukkan bahwa kepuasan pasien berada pada tingkat puas dengan rata-rata 3,05. Hasil analisis menunjukkan bahwa tidak terdapat perbedaan yang signifikan pada semua karakteristik masyarakat yaitu jenis kelamin, usia, dan status pekerjaan terhadap kepuasan pasien ( $p > 0,05$ ).

**Kesimpulan:** Masyarakat merasa puas dengan pelayanan kefarmasian yang telah diberikan di Puskesmas Parigi dan tidak ada perbedaan kepuasan pasien pada karakteristik jenis kelamin, usia, dan status pekerjaan

**Kata Kunci:** Kepuasan masyarakat, pelayanan kefarmasian, karakteristik pasien.

## ABSTRACT

**Background:** The quality of pharmaceutical services at public health center can be evaluated by measuring public satisfaction. This study aimed to determine the level of public satisfaction in the pharmacist service and to know whether the characteristics of public affect public satisfaction in pharmacist services at public health center of Parigi.

**Methods:** This research was an observational study with cross sectional approach. The sampling technique was accidental sampling to 110 respondents who had received the pharmacist service according to the inclusion criteria. Instrument used in the study was Patient Satisfaction with Pharmacist Service Questionnaire. The public characteristics data were analyzed using Mann-Whitney test on sex characteristics and occupation, and Kruskal-Wallis test on age characteristics and educational degree. The satisfaction data were analyzed descriptively by assessing score and satisfaction level.

**Results:** The results showed that public satisfaction was at satisfied level and average score was 3.05. The result of the analysis showed that there was no significant difference in the all characteristics of sex, age, education and occupation to public satisfaction ( $p < 0,05$ ).

**Conclusion:** Public were satisfied with the services provided at the public health center of Parigi and there was no difference in public satisfaction on sex, age, education and occupation.

**Keywords:** Public satisfaction, pharmacist service, public characteristics.

