

ABSTRACT

Analysis Of The Quality Of Pharmacy Services On The Satisfaction Of Bpjs And Non BPJS Patients At The Paguyangan Health Center In 2023

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Community health centers (PUSKESMAS) are one of the public health service facilities that provide comprehensive and integrated services to the community in their working area in the form of main activities. With the Social Security Administering Agency (BPJS) program from the Government, it becomes easier for people to use health services, including pharmaceuticals. Controlling the quality of pharmaceutical services includes monitoring and evaluation to ensure the quality of pharmaceutical services at the Community Health Center. Patient satisfaction with health services is a focus currently being promoted by the government. This study aims to determine the effect of pharmaceutical services on BPJS and non-BPJS patient satisfaction at the Paguyangan Community Health Center. This research is a quantitative study using an analytical research design with a cross sectional approach, conducted at the Paguyangan Community Health Center in July-August 2023. There were 126 BPJS patient respondents and 137 non-BPJS patient respondents. The results of this study showed that the quality of pharmaceutical services for BPJS patients was 34 (27%) respondents said it was good, 70 (56%) respondents said it was quite good, and 22 (17%) respondents said it was not good. For non-BPJS patients, 43 (31%) respondents said they were good, 55 (40%) said they were quite good, and 39 (28%) respondents said they were not good. BPJS patient satisfaction: 44 (35%) respondents said they were satisfied, and 82 (65%) respondents said they were dissatisfied. Meanwhile, for non-BPJS patients, 53 (39%) respondents said they were satisfied, and 84 (61%) said they were dissatisfied. In the simple linear regression parametric test on BPJS patients, the sig value was obtained. 0.000 (<0.05) which means there is an influence between the quality of pharmaceutical services on BPJS patient satisfaction at the Paguyangan Community Health Center. In non-BPJS patients, the same results were also obtained, namely sig values. 0.000 (<0.05) which indicates that there is an influence between the quality of pharmaceutical services on non-BPJS patients at the Paguyangan Community Health Center.

Key words: *Pharmaceutical services, BPJS, non-BPJS, patient satisfaction.*

ABSTRAK

Analisis Kualitas Pelayanan Kefarmasian Terhadap Kepuasan Pasien BPJS dan Non BPJS di Puskesmas Paguyangan Tahun 2023

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Pusat kesehatan masyarakat (PUSKESMAS) sebagai salah satu fasilitas pelayanan kesehatan umum yang memberikan pelayanan secara menyeluruh dan terpadu kepada masyarakat di wilayah kerjanya dalam bentuk kegiatan pokok. Adanya program Badan Penyelenggara Jaminan Sosial (BPJS) dari Pemerintah, masyarakat menjadi lebih mudah menggunakan pelayanan kesehatan termasuk kefarmasian. Pengendalian mutu pelayanan kefarmasian meliputi monitoring dan evaluasi untuk menjamin mutu pelayanan kefarmasian di Puskesmas. Kepuasan pasien terhadap layanan kesehatan menjadi fokus yang saat ini digalakkan oleh pemerintah. Penelitian ini bertujuan untuk mengetahui pengaruh pelayanan kefarmasian terhadap kepuasan pasien BPJS dan non BPJS di Puskesmas Paguyangan. Penelitian ini merupakan penelitian kuantitatif menggunakan desain penelitian Analitik dengan pendekatan cross sectional, dilakukan di Puskesmas Paguyangan pada bulan Juli-Agustus 2023. Terdapat 126 responden pasien BPJS dan 137 responden pasien non BPJS. Hasil dari penelitian ini menunjukkan bahwa kualitas pelayanan kefarmasian pada pasien BPJS terdapat 34 (27%) responden menyatakan baik, 70 (56%) responden menyatakan cukup baik, dan 22 (17%) responden menyatakan kurang baik. Pada pasien non BPJS terdapat 43 (31%) responden menyatakan baik, 55 (40%) menyatakan cukup baik, dan terdapat 39 (28%) responden menyatakan kurang baik. Kepuasan pasien BPJS sebanyak 44 (35%) responden menyatakan puas, dan 82 (65%) responden menyatakan tidak puas. Sedangkan pada pasien non BPJS 53 (39%) responden menyatakan puas, dan 84 (61%) menyatakan tidak puas. Pada uji parametrik regresi linier sederhana pada pasien BPJS didapatkan nilai sig. 0,000 ($<0,05$) yang berarti ada pengaruh antara kualitas pelayanan kefarmasian terhadap kepuasan pasien BPJS di Puskesmas Paguyangan. Pada pasien non BPJS juga didapatkan hasil yang sama yaitu nilai sig. 0,000 ($<0,05$) yang menandakan bahwa terdapat pengaruh antara kualitas pelayanan kefarmasian terhadap pasien non BPJS di Puskesmas Paguyangan.

Kata kunci: Pelayanan kefarmasian, BPJS, non BPJS, kepuasan pasien.