

**FAKULTAS KEDOKTERAN DAN ILMU KESEHATAN
UNIVERSITAS MUHAMMADIYAH MAKASSAR
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**“ANALISIS PENGARUH MUTU PELAYANAN KEFARMASIAN
TERHADAP KEPUASAN PASIEN RAWAT JALAN DI PUSKESMAS
MANIANGPAJO KABUPATEN WAJO SULAWESI SELATAN”**

ABSTRAK

Latar Belakang: Mutu pelayanan kesehatan adalah derajat kesempurnaan pelayanan kesehatan sesuai dengan standar profesi dan standar pelayanan dengan memanfaatkan sumber daya yang tersedia di Rumah sakit atau Puskesmas secara wajar, efisien, dan efektif serta secara aman dan memuaskan sesuai norma, hukum, dan etika budaya.

Tujuan penelitian: penelitian ini bertujuan untuk mengetahui mutu pelayanan, faktor yang mempengaruhi dan mengetahui pengaruh mutu pelayanan kefarmasian terhadap kepuasan pasien di Puskesmas Maniangepajo Kabupaten Wajo

Metode Penelitian: penelitian ini menggunakan metode kuantitatif korelasional dimana penelitian ini untuk melakukan identifikasi terhadap variabel bebas (Independen) dengan variabel terikat (dependent).

Hasil: Mutu pelayanan kefarmasian di Puskesmas Maniangepajo secara umum dapat dilihat pada kualitas dan pelayanan belum sepenuhnya memenuhi harapan pasien. Faktor-faktor yang mempengaruhi tingkat kepuasan pasien mencakup lima dimensi kualitas pelayanan yaitu kehandalan (reliability), daya tangkap (responsiveness), jaminan (assurance), empati (empathy) dan bukti langsung (tangible). Dari kelima dimensi empati memiliki tingkat kesesuaian tertinggi (100%) sedangkan tangible tingkat kesesuaian rendah (81,2%). Kelima dimensi kualitas pelayanan Tangibles, Reliability, Responsiveness, Assurance, dan Empathy berpengaruh secara signifikan terhadap kepuasan pasien rawat jalan di Puskesmas Maniangepajo Kabupaten Wajo. Nilai uji Reliabilitas yaitu 0.929 yang artinya pengujian tersebut sudah dikatakan reliability

Kata Kunci: Mutu Pelayanan, Kepuasan Puskesmas Maniangepajo Rawat jalan

**FACULTY OF MEDICINE AND HEALTH SCIENCES
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**“ANALYSIS OF INFLUENCE PHARMACEUTICAL SERVICE
QUALITY ON OUTPATIENT SATISFACTION AT MANIANGPAJO
COMMUNITY HEALTH CENTER, WAJO REGENCY, SOUTH
SULAWESI”**

ABSTRACT

Background: The quality of healthcare services refers to the degree of perfection in healthcare services in accordance with professional standards and service standards, utilizing available resources in hospitals or community health centers in a reasonable, efficient, and effective manner, as well as safely and satisfactorily in accordance with norms, laws, and cultural ethics.

Research Objective: This study aims to determine the quality of service, the factors influencing it, and the impact of pharmaceutical service quality on patient satisfaction at the Maniangpajo Health Center in Wajo District. **Research Method:** This study employs a quantitative correlational method to identify the independent variables (independent) and dependent variables (dependent).

Results: The quality of pharmaceutical services at the Maniangpajo Community Health Center can generally be seen in the quality and services that do not fully meet patient expectations. Factors that influence patient satisfaction levels include five dimensions of service quality, namely reliability, responsiveness, assurance, empathy, and tangibles. Among the five dimensions, empathy has the highest level of alignment (100%), while tangible has the lowest level of alignment (81.2%). The five dimensions of service quality—Tangibles, Reliability, Responsiveness, Assurance, and Empathy—significantly influence outpatient satisfaction at the Maniangpajo Health Center in Wajo District. The reliability test value is 0.929, meaning the test is considered reliable.

Keywords: Quality of Service, Satisfaction of Maniangpajo Community Health Center Outpatient Care