

ABSTRACT

Analysis of Patient Satisfaction with Diabetes Mellitus Prescription Services at Peneleh Health Center in SurabayaSinaina

Alvi Sahara

Diabetes is a condition that occurs when an increase in blood glucose levels occurs because the body cannot produce enough of any insulin hormone or cannot use the insulin it produces effectively.

Assessment of patient satisfaction on the 5 dimensions of service quality, namely: the reliability dimension for expectations is 4.56 while for perception it is 4.65. The responsiveness dimension for expectations is 4.57 while for perception it is 4.45. The guarantee dimension for expectations is 4.76 while for perception it is 4.83. The dimension of empathy for expectations is 4.47 while for perception it is 4.47. The dimension of physical evidence for expectations is 4.08 while for perception it is 4.72. From all dimensions it can be categorized as very important/strongly agree.

Servqual analysis average score of expectations and perceptions for the reliability dimension is 0.38. For the responsiveness dimension of -0.12. For collateral dimensions of 0.07. For the empathy dimension of 0.005. For the dimensions of physical evidence of 0.31.

From the quadrant analysis based on the Cartesian diagram, which is included in quadrant 1, namely P3. Officers provide information on how to use and dose drugs to patients. P6 The staff responds well to patient complaints. P9 The patient feels comfortable while waiting for the drug. Those who enter quadrant 2, namely P1 Speed of drug service is fully available, P2 Officers serve friendly and smiling, P4 Pharmacy officers provide information on activities that are reduced during treatment, P5 Officers immediately work on prescriptions when a prescription arrives, P7 Medicines received by patients are in bad condition. clean, P10 Officers are neatly dressed and polite. Those who enter in quadrant 3 are P8 Pharmacy staff serve in a friendly and courteous manner, P11 Comfort and cleanliness in the waiting room, P12 The drug delivery table is neat and clean. Those who enter in quadrant 4, namely P5, the officer immediately works on the recipe when a recipe arrives.

Keywords: *service satisfaction, diabetes prescription, primary health center.*