

ABSTRACT

UROLOGY OUTPATIENTS SATISFACTION PROFILE TOWARDS PHARMACEUTICAL SERVICES AT THE PHARMACEUTICAL SERVICE UNIT OF IRNA SURGERY (The study was conducted at the "X" Hospital in Central Surabaya in March 2022)

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Pharmaceutical care which are one of the direct services in hospitals that are responsible to patients related to pharmaceutical preparations, with the aim of achieving definite results to improve the quality of pharmaceutical services. The benchmark of service quality is patient satisfaction.

The purpose of this study was to determine the satisfaction of urology outpatients (IIU) with pharmaceutical services in the IRNA Surgical Pharmacy Service Unit of the "X" Hospital with observations on the parameters of reliability, responsiveness, assurance, empathy and tangible.

This study is descriptive with a cross-sectional observation approach. The research and data collection was carried out for 1 month in March 2022 using a questionnaire with a total of 100 respondents. The research variables consist of five dimensions of service quality, namely reliability, responsiveness, assurance, empathy, and tangible.

The data that has been carried out, the following results were obtained, the Reliability dimension is 78%, the Responsiveness dimension is 78%, the Guarantee dimension is 76%, the Empathy dimension is 79% and Tangible dimension is 77%. These results indicate that pharmaceutical technician are very good in providing pharmaceutical care in accordance with established procedures.

The conclusion of the study conducted to 100 respondents on the satisfaction of Urology Outpatients (IIU) for pharmaceutical services at the IRNA Surgical Pharmacy Service Unit of the "X" Hospital in central Surabaya in March 2022 was included in the satisfied category with a patient satisfaction percentage value of 77%.

Suggestions for further research are expected to be able to investigate the influence of respondent characteristics on patient satisfaction as well as hospitals and pharmaceutical installations, expected to maintain good service.

Keywords : *Pharmaceutical care, Patient Satisfaction*