

ABSTRACT

PROFILE OF PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICE IN THE FORM OF DRUG DELIVERY SERVICE AT THE KIMIA FARMA LIDAH WETAN PHARMACY

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Research on Patient Satisfaction Evaluation (Tangible, Reliability, Responsiveness, empathy, and assurance) to Pharmaceutical Drug Delivery Services in patient Pharmacy Kimia Farma Lidah Wetan Surabaya period March-April 2022. The purpose of this study to determine the satisfaction of patients on the pharmacy service in the form of drug delivery service in patient Pharmacy Kimia Farma Lidah Wetan and to find out how the pharmaceutical service system implemented by Pharmacist, pharmacist assistant and Delivery Man who served in Apotek. This research is a non experimental research descriptive and processed by quantitative analytic with Surveys approach. Population is all patients in Kimia Farma Lidah Wetan by 207 population and the sample obtained as many as 67 respondents. Primary data were obtained through research instrument using questionnaire, then analyzed. The results showed that based on analysis obtained there are as many as 84,4% which is include in the category very satisfied. It can be said that the customers of Kimia Farma Lidah Wetan Pharmacy are satisfied with the pharmaceutical services. From the results of the research conducted, it is suggested to the Pharmacy that the quality of pharmaceutical services at the Kimia Farma Lidah Wetan Pharmacy must always be maintained because patient satisfaction is very necessary so that patients feel comfortable when ordering drugs at Kimia farma lidah wetan Pharmacy.

Keywords : Pharmaceutical service, Patien satisfaction, Delivery service