

SATISFACTION LEVEL OF OUTPATIENT TO THE PHARMACY INSTALLATION SERVICE AT RS KUSTA PULAU SICANANG BELAWAN

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Abstract

Leprosy is chronic transmitted infection disease caused by *Mycrobacterium lepra*. These bacteria attract the skin and periphery nerves on human being. This research aims to study the satisfaction level of the outpatient to the pharmacy installation service with sample of 64 respondents of outpatient who stay at lodging of RS Kusta P. Sicanang, Belawan who have be cared. In order to get the data of results, each respondent fill the questionnaire based on the received service.

The satisfaction level of outpatient on 5 studied dimension, such as : (1) the respond of officer is satisfactory 75.52%, (2) Reliability of officer is quite satisfactory 71.06%. (3) Guarantee for the availability of medicines is quite satisfactory 68.39%. (4) the empathy of officer is quire satisfactory 68.59% and (5) physical condition of hospital is quite satisfactory 61.81%. the performance of officer or staff of Pharmacy Installation is based on the expectation of the patient so the client is satisfied and quite satisfied to the service of hospital.

Keywords : Service of Pharmacy Installation officer, satisfaction level of the outpatient, Rumah sakit Kusta P. Sicanang.

Introduction

Hospital is a place to do the health care by :
The increasing of health level Disease preventive Treatment
Halh recovery harmoniously, integrally and continuously in Puskesmas (Health Center), Hospital type E, type D, type C, type B and type A.

Method of Research

This research applies descriptive method, i.e. a depiction of the satisfaction level of outpatient to the service of pharmacy installation to the outpatient who stay at lodging of hospital.

The collected data of this research are : (1) Primary data, i.e. data collected from the patient directly through direct interview and questionnaire. (2) secondary data is data of patient from hospital, (3) the data was collected in 2 weeks.

The sample was took by purposive sampling method with criteria is patient who stay in lodging around the hospital.

The Data Analysis

The characteristic of respondent based on gender and age

| No | Respondent | Number (person) | Percentage (%) |
|----|-----------------|-----------------|----------------|
| 1 | Gender | | |
| | Male | 32 | 50 |
| | Female | 32 | 50 |
| 2 | Age range | | |
| | 15-25 (years) | 12 | 19.75 |
| | 25 – 35 (years) | | |
| | 35 – 50 (years) | 11 | 17.19 |
| | > 50 (years) | 30 | 46.87 |
| | | 11 | 17.19 |

Characteristic and type of service

| No | Characteristic of service | No. of Questionnaire | Type of service | | | | | Total | Percent |
|----|---------------------------|----------------------|-----------------|-------|--------|--------|---------|-------|---------|
| | | | SM (5) | M (4) | CM (3) | KM (2) | SKM (1) | | |
| 1 | Response | 3 | 27 | 103 | 55 | 6 | 1 | 725 | 75.52 |
| 2 | Reliability | 5 | 39 | 131 | 123 | 22 | 5 | 1137 | 71.06 |
| 3 | Quarantine | 8 | 23 | 202 | 220 | 65 | 2 | 1715 | 71.06 |
| 4 | Empathy | 4 | 21 | 103 | 100 | 29 | 3 | 878 | 68.59 |
| 5 | Physical | 5 | 3 | 103 | 145 | 58 | 11 | 989 | 61.81 |

SM = Very satisfactory
M = Satisfactory
CM = quiet satisfactory
KM = not satisfactory

Conclusions

The satisfaction level of outpatient on 5 studied dimension, such as : (1) the respond of officer is satisfactory 75.52%, (2) Reliability of officer is quite satisfactory 71.06%. (3) Guarantee for the availability of medicines is quite satisfactory 68.39%. (4) the empathy of officer is quire satisfactory 68.59% and (5) physical condition of hospital is quite satisfactory 61.81%. the performance of officer or staff of Pharmacy Installation is based on the expectation of the patient so the client is satisfied and quite satisfied to the service of hospital.

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