

THE RELATIONSHIP BETWEEN WAITING TIME FOR DRUG SERVICES WITH PATIENT SATISFACTION AT THE OUTPATIENT PHARMACEUTICAL DEPOT OF HAJI HOSPITAL, EAST JAVA PROVINCE

Rizky Dwi Santoso Kurniawan

ABSTRACT

The waiting time for drug services at the Hajj Regional Hospital is still >60 minutes, which means that the waiting time for drug services does not meet the minimum service standards No. 129 of 2008. This study aims to analyze the relationship between the length of waiting time for medicines and patient satisfaction at the Outpatient Pharmacy Depot for patient services at the Haji Provincial Hospital. East Java. This research is quantitative research with data collection methods in the form of questionnaires which are analyzed using the Kendall's Tau-b correlation test. The research sample was taken from hospital visitors, patients or patient families, namely 50 respondents. The results of the research show that there is a relationship between the waiting time variable and patient satisfaction which is significant at 0.001 with a correlation coefficient of 0.461 which has a sufficient relationship, a positive relationship between the variables in the same direction.

Keywords :Service Waiting Time, Patient Satisfaction, Pharmacy, Hospital

**HUBUNGAN LAMA WAKTU TUNGGU PELAYANAN OBAT
DENGAN KEPUASAN PASIEN DI DEPO FARMASI RAWAT JALAN
RUMAH SAKIT UMUM DAERAH HAJI PROVINSI JAWA TIMUR**

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ABSTRAK

Waktu tunggu pelayanan obat di RSUD Haji masih >60 menit yang berarti waktu tunggu pelayanan obat belum memenuhi standar pelayanan minimal No 129 Tahun 2008. Penelitian ini bertujuan untuk Menganalisis hubungan lama waktu tunggu obat terhadap kepuasan pasien di Depo Farmasi Rawat Jalan Layanan pasien RSUD Haji Provinsi Jawa Timur. Penelitian ini merupakan penelitian kuantitatif dengan metode pengumpulan data berupa kuesioner yang dianalisis menggunakan uji Korelasi Kendall's Tau-b. Sampel penelitian diambil dari pengunjung rumah sakit, pasien ataupun keluarga pasien yaitu 50 responden. Hasil penelitian menunjukkan bahwa adanya hubungan antara variable waktu tunggu dengan kepuasan pasien yang bersignifikan 0,001 dengan koefisien korelasi 0,461 yang memiliki hubungan cukup, hubungan positif antar variabel searah

Kata Kunci : Waktu Tunggu Pelayanan, Kepuasan Pasien, Farmasi, Rumah Sakit