

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

1. Based on the percentage of patient satisfaction on the quality of pharmaceutical services in the Colomadu District Pharmacy in Karanganyar City as a whole it can be said that patient satisfaction is slightly under the patient's expectations, but still in satisfactory criteria indicated by the results of satisfaction percentage 78.86%. The highest percentage is in the dimension of 88% tangible and the lowest dimension is in the 75% Reliability dimension.
2. The relationship or correlation between the characteristics and level of patient satisfaction with the quality of pharmacy services in the pharmacy as a whole does not show significant or significant results.

5.2 Suggestions

5.2.1 For next Researchers:

1. Conduct research to analyze differences in patient satisfaction with on the quality of pharmaceutical services at pharmacies that redeem prescription drugs and patients who buy drugs without a prescription.
2. Conduct interviews regarding the patient's knowledge or views on the duties of the Pharmacist or Pharmaceutical Technical Staff in providing pharmaceutical services at the Pharmacy.
3. Examining the factors that resulted in the quality of pharmaceutical services at the Pharmacy why it is not running in accordance with the standardization of pharmaceutical services according to the regulation of the minister of health both internally or externally.

5.2.2 For Pharmacies:

1. Always improve and improve pharmaceutical services by continuing to provide the best service for the purpose of improving customer satisfaction both in terms of service products or services.