

THESIS

**ANALYSIS OF SATISFACTION LEVEL OF INPATIENT BPJS
WITH PHARMACEUTICAL SERVICES AT DR. H.
SOEWONDO KENDAL HOSPITAL**



**Compiled by:
Afifatun Nikmah
NIM 422021718003**

**UNIDA
GONTOR
DEPARTMENT OF PHARMACY
FACULTY OF HEALTH SCIENCES
UNIVERSITY OF DARUSSALAM GONTOR
PONOROGO
2024-2025**

VALIDITY SHEET

VALIDITY SHEET

It is hereby stated that the thesis with the title :

**ANALYSIS OF SATISFACTION LEVEL OF INPATIENT BPJS WITH
PHARMACEUTICAL SERVICES AT DR. H. SOEWONDO KENDAL HOSPITAL**

Written by:

**Affifatun Nikmah
NIM 422021718013**

Has been tested and approved & before the Thesis Examiner Board

On :

Examiner Board :

Supervisor 1
Anugerah Suciati, M.Farm
NIDN. 0725109501

Supervisor 2
Apt. Amal Fadholah, S.Si. M.Si
NIDN. 0510017002

Examiner 1
Apt. Nadia Iha Fatimah, M.Clin.Pharm.
NIDN. 0714059105



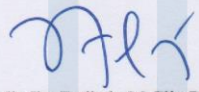




Approved by,

Head of Pharmacy Department

Faculty of Health Science, University of Darussalam Gontor


Apt. Nadia Iha Fatimah, M.Clin.Pharm.
NIDN. 0714059105

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ABSTRACT
ANALYSIS OF SATISFACTION LEVEL OF INPATIENT BPJS WITH
PHARMACEUTICAL SERVICES AT DR. H. SOEWONDO KENDAL
HOSPITAL

Affatun Nikmah

NIM. 412020718003

ABSTRACT

Still often occur, including difficulties in accessing and the length of the queue to be admitted to hospitalization at a referral hospital either from a regional general hospital (RSUD) or a vertical hospital. Complaints also come from a lack of understanding, so that patients feel dissatisfied with the services provided. This study aims to determine the level of satisfaction of BPJS inpatients at Dr. H. Soewondo Kendal Hospital with five measurement dimensions, in the form of reliability, responsiveness, assurance, empathy, and tangible. This type of research uses an analytic survey with a cross-sectional system. The sampling process was carried out using the quota sampling method so that 70 samples were obtained from a population of 231 inpatient BPJS patients who met the inclusion criteria. The results obtained from filling out the questionnaire showed a sense of satisfaction with the services provided with a percentage of reliability 79%, tangible 78%, responsiveness 78%, assurance 77%, and empathy 77%, and so that an average percentage of 78% was obtained. Based on the results of these percentages, it can be said that the service to the health center is good.

Keywords: Complaints, Pharmaceutical Services, Patient Satisfaction

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ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Assalamualaikum Warohmatullahi Wabarokatuh.

All our worship and praise to Allah SWT who gives grace, and His guidance to all of us, so that the author can complete this thesis with the title “Analysis of the Satisfaction Level of Inpatient BPJS Patients Towards Pharmaceutical Services at Dr. H. Soewondo Kendal Hospital.” Our greetings go to the Prophet Muhammad SAW, whose intercession we always look forward to on the last day. Writing a thesis is a requirement in obtaining a Bachelor of Pharmacy (S.Farm) degree in the Pharmacy Study Program, Faculty of Health Sciences, Darussalam Gontor University.

Many thanks to all those who have guided, supported and provided input patiently, attentively and affectionately from the beginning of writing which is nothing until the completion of writing. From that, a thousand thanks to the author:

1. Al-Ustadz Prof. Dr. Hamid Fahmi Zarkasyi, M.A., M.Phil. as Rector of Darussalam Gontor University, Al-Ustadz Dr. Abdul Hafidz Zaid, M.A as Vice Rector I of Darussalam Gontor University, Al-Ustadz Dr. Setiawan Bin Lahuri, M.A as Vice Rector II of Darussalam Gontor University, Al-Ustadz Dr. Khoirul Umam, M.Ec as Vice Rector III of Darussalam Gontor University
2. Al-Ustadz Apt. Amal Fadholah, S.Si. M.Si as the Dean of the Faculty of Health Sciences
3. Al-Ustadzah Apt. Nadia Iha Fatihah, M.Clin.Pharm. as the Head of the Pharmacy Study Program, Faculty of Health Sciences, Darussalam Gontor University.
4. Al-Ustadzah Anugerah Suciati, M.Farm, as Supervisor 1 and Al-Ustadz Apt. Amal Fadholah, S.Si. M.Si as the 2nd Supervisor, who has guided me with patience, giving time, input and criticism in completing this thesis until it is completed properly.

5. All lecturers, laboratorians, educational staff and administrative staff of the Pharmacy Study Program who have been willing to transmit knowledge and take the time to assist in all aspects of the preparation of the thesis until it can be completed.
6. To my parents, Mr. Kasmani and Mrs. Ngapi'ah, for their patience, sincerity, attention, and support both morally and materially and also unbroken prayers.
7. Friends who have supported, motivated in every way so far.
8. Director of RSUD Dr. H. Soewondo Kendal and all parties concerned who have provided opportunities and permission to researchers to carry out research at RSUD Dr. H. Soewondo Kendal.
9. Patients who are willing to be respondents and take the time to help in this thesis research.
10. All the kindness of all those who participated and helped in this study, may Allah SWT reward more than what has been given. The author realizes the imperfection of this thesis due to the many shortcomings of the researcher. Therefore, the author hopes for encouraging suggestions and criticism from various parties. The author hopes that this thesis will be able to provide benefits for those in need. Amin
Wassalamualaikum Warahmatullahi Wabarakatuh ...

Ponorogo, July 31, 2024

Author,

Afifatun Nikmah

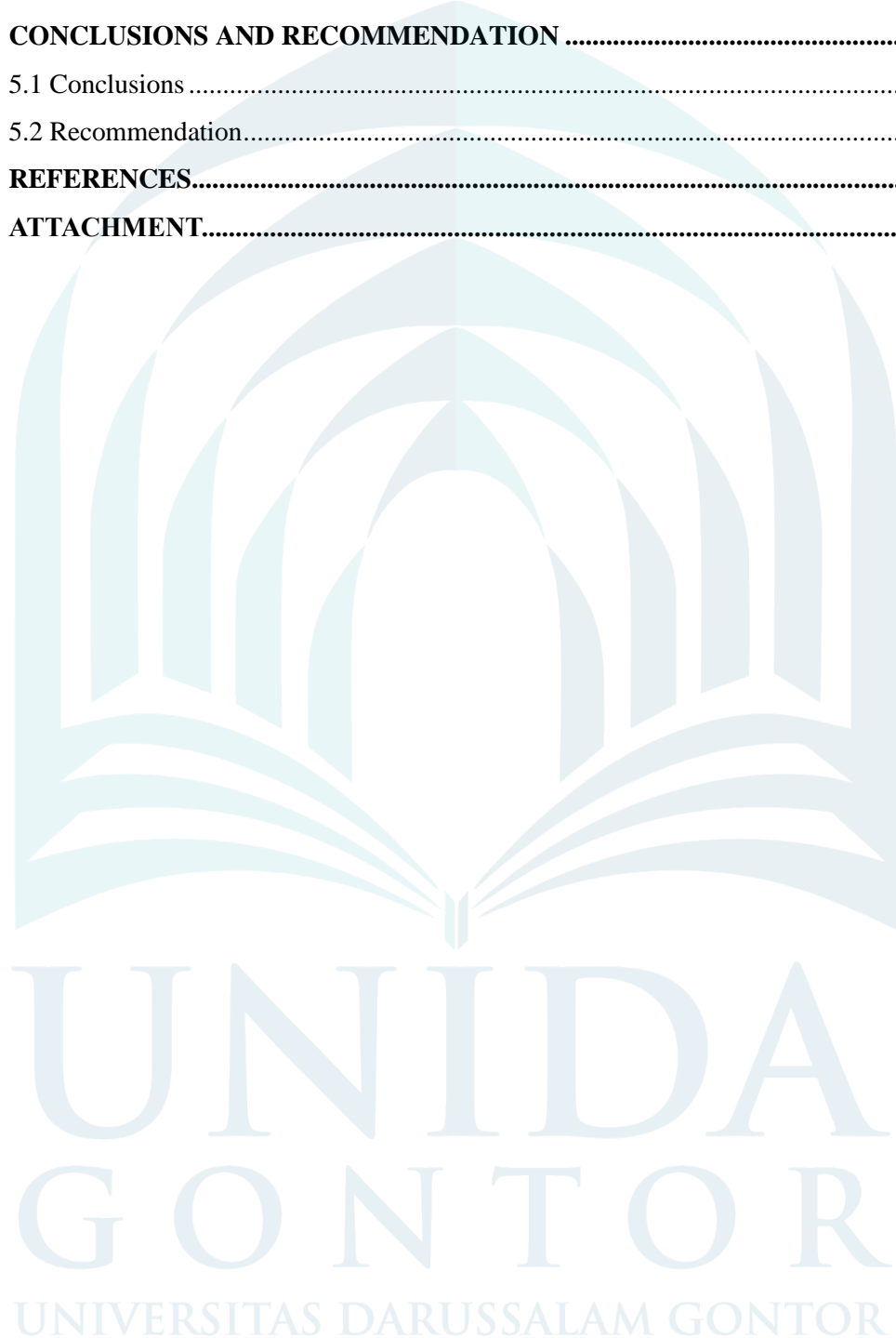
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STATEMENT OF RESEARCH AUTHENTICITY

AUTHENTICITY STATEMENT

It is hereby declared by,

Name : Afifatun Nikmah
NIM : 422021718003
Faculty : Faculty of Health
Study Program : Pharmacy
Thesis Title : Analysis Of Satisfaction Level Of inpatient BPJS Patients With Pharmaceutical Services At Dr. H. Soewondo Kendal Hospital.

I sincerely declare that the research compiled in this thesis is originally my own work and does not belong to anyone else. This thesis has never been published before, except for some parts with original references.

If in the future it is found that this work is plagiarism, I am ready to be given administrative and academic sanctions.

Ponorogo, October 12nd 2024

Writer,



Afifatun Nikmah
NIM. 422021718003

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