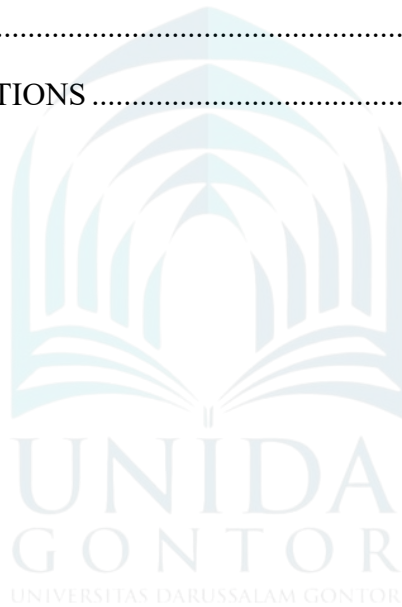


## TABLE OF CONTENTS

|                                                                    |    |
|--------------------------------------------------------------------|----|
| LIST OF TABLE.....                                                 | 4  |
| LIST OF DIAGRAMS .....                                             | 5  |
| LIST OF FIGURE .....                                               | 6  |
| ATTACHMENT .....                                                   | 6  |
| CHAPTER I INTRODUCTION .....                                       | 8  |
| 1.1 Research Background .....                                      | 8  |
| 1.2 Research Problems.....                                         | 10 |
| 1.3 Research Objectives.....                                       | 10 |
| 1.4 Research Benefits .....                                        | 10 |
| 1.5 Previous Research.....                                         | 11 |
| CHAPTER II LITERATURE RIVIEW .....                                 | 13 |
| 2.1 Basic Theory .....                                             | 13 |
| 2.1.1 Hospital .....                                               | 13 |
| 2.1.2 Hospital Pharmacy Installation .....                         | 14 |
| 2.1.3 Profile of PKU Muhammadiyah Bantul General Hospital .....    | 15 |
| 2.1.4 Social Security Administration Agency (BPJS) for Health..... | 16 |
| 2.1.5 SERVQUAL Method .....                                        | 18 |
| 2.1.6 Patient Satisfaction.....                                    | 19 |
| 2.1.7 Waiting Time .....                                           | 20 |
| 2.2 Theoretical Framwork .....                                     | 21 |
| 2.3 Conseptual Framwork.....                                       | 22 |
| 2.4 Hypothesis .....                                               | 22 |
| CHAPTER III RESEARCH METHOD.....                                   | 23 |
| 3.1 Research Design .....                                          | 23 |
| 3.2 Research Period and Location .....                             | 23 |

|                                                                   |    |
|-------------------------------------------------------------------|----|
| 3.3 Population and Sample .....                                   | 23 |
| 3.4 Research Variables .....                                      | 24 |
| 3.5 Variable Operational Definition.....                          | 25 |
| 3.6 Research Materials.....                                       | 25 |
| 1. Licensing.....                                                 | 25 |
| 2. Obsevation .....                                               | 25 |
| 3. Questionnaire Validity and Reliability Test .....              | 26 |
| 4. Data Colection .....                                           | 27 |
| 5. Data Processing.....                                           | 27 |
| 3.7 Data Analysis .....                                           | 29 |
| 3.8 Research Flowchart .....                                      | 31 |
| 3.9 Research Schedule .....                                       | 31 |
| CHAPTER IV RESULTS AND DISCUSSION .....                           | 32 |
| 4.1 Analysis of BPJS Outpatient Patient Satisfaction Levels ..... | 32 |
| 4.1.1 Validity and Reliability Testing.....                       | 33 |
| 4.1.2 Respondent Demographics.....                                | 34 |
| a) Age.....                                                       | 34 |
| b) Gender .....                                                   | 35 |
| c) Education Level.....                                           | 36 |
| d) Occupation.....                                                | 37 |
| e) BPJS Knwoladges.....                                           | 38 |
| f) Sources of Knowledge About BPJS.....                           | 39 |
| g) Income Level.....                                              | 41 |
| h) Frequency of Prescription Redemption .....                     | 42 |
| 4.1.3 Questionnaire Results.....                                  | 43 |
| 1. Reliability.....                                               | 44 |

|                                                    |    |
|----------------------------------------------------|----|
| 2. Responsiveness .....                            | 48 |
| 3. Assurance .....                                 | 51 |
| 4. Empathy .....                                   | 55 |
| 5. Tangible .....                                  | 58 |
| 4.2 How to Reduce Patient Waiting Time.....        | 62 |
| 4.3 Reliability of Medication Administration ..... | 67 |
| 4.4 Islamization of Services at the Hospital ..... | 70 |
| 4.5 Research Limitations .....                     | 72 |
| CHAPTER V CONCLUSSION.....                         | 73 |
| 5.1 CONCLUSION.....                                | 73 |
| 5.2 RECOMMENDATIONS .....                          | 73 |



## LIST OF TABLE

|                                                               |    |
|---------------------------------------------------------------|----|
| Table 1. Research Authenticity .....                          | 11 |
| Table 2. Variable Oprational Definition .....                 | 25 |
| Table 3. Patient Satisfaction Category .....                  | 28 |
| Table 4. Example of Data Analysis .....                       | 29 |
| Table 5. Research Schedule.....                               | 31 |
| Table 6. Patient Satisfaction Results for BPJS Patients ..... | 62 |
| Table 7. Satisfaction in Medication Reliability .....         | 70 |



## LIST OF DIAGRAMS

|                                                                     |    |
|---------------------------------------------------------------------|----|
| Diagram 1. Theoretical Framework .....                              | 21 |
| Diagram 2. Conceptual Framework .....                               | 22 |
| Diagram 3. Research Flowchart.....                                  | 31 |
| Diagram 4. Age Demographics .....                                   | 35 |
| Diagram 5. Gender Demographics.....                                 | 36 |
| Diagram 6. Educational demographics .....                           | 37 |
| Diagram 7. Demographics by Occupation.....                          | 38 |
| Diagram 8. Demographics of BPJS Knowledge .....                     | 39 |
| Diagram 9. Sources of Knowledge about BPJS.....                     | 40 |
| Diagram 10. Income Demographics .....                               | 41 |
| Diagram 11. Demographics of Prescription Redemption Frequency ..... | 42 |
| Diagram 12. Patient Satisfaction Questionnaire Results.....         | 44 |
| Diagram 13. Reliability Dimension .....                             | 45 |
| Diagram 14. Responsiveness Dimension.....                           | 49 |
| Diagram 15. Assurance Dimension.....                                | 52 |
| Diagram 16. Empathy Dimension.....                                  | 56 |
| Diagram 17. Tangibles Dimensions .....                              | 59 |

## LIST OF FIGURE

|                                                                   |    |
|-------------------------------------------------------------------|----|
| Figure 1. Medication Number Printing Machine .....                | 64 |
| Figure 2. Alternative Service (left to right).....                | 66 |
| Figure 5. e-MAR Application .....                                 | 67 |
| Figure 6. KIE (left to right) by offline, by online .....         | 69 |
| Figure 8. Pick-Up Medication.....                                 | 69 |
| Figure 9. Motto of PKU Muhammadiyah Bantul General Hospital ..... | 71 |
| Figure 10. Interview with Apt. Karla Rochyana Heliati, MARS ..... | 89 |
| Figure 11. Pharmacy Counter.....                                  | 89 |
| Figure 12. Outpatient Medication Waiting Room .....               | 89 |
| Figure 13. Medication Compounding Room.....                       | 89 |
| Figure 14. Medication Shelves.....                                | 90 |
| IFigure 15. e-MAR application.....                                | 90 |
| Figure 16. Ant printing machine rean .....                        | 90 |
| Figure 17. Drive Thru.....                                        | 90 |
| Figure 18. Questionnaire Sheet 1 .....                            | 91 |
| Figure 19. Questionnaire Sheet.....                               | 91 |
| Figure 20. Questionnaire Sheet 3 .....                            | 91 |
| Figure 21. Questionnaire Sheet 4.....                             | 92 |



## ATTACHMENT

|                                                     |    |
|-----------------------------------------------------|----|
| Attachment 1. Respondent Characteristics Data ..... | 83 |
|-----------------------------------------------------|----|

|                                                          |    |
|----------------------------------------------------------|----|
| Attachment 2. patient satisfaction questionnaire .....   | 85 |
| Attachment 3.Respondents' Suggestions and Feedback ..... | 87 |
| Attachment 4. Interview Text.....                        | 88 |
| Attachment 5.Research Documentation.....                 | 89 |

