

THESIS

Analysis of Outpatient BPJS Satisfaction Levels in Accordance of Pharmaceutical Services at PKU Muhammadiyah Bantul General Hospital



Written By:

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PONOROGO**

2025

STATEMENT OF ORIGINALITY OF RESEARCH

The undersigned:

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Faculty: Health Sciences

Research Title: Analysis of Outpatient BPJS Satisfaction Levels in Accordance of Pharmaceutical Services at PKU Muhammadiyah Bantul General Hospital

Hereby declare that the entire contents of this thesis are my own original work and are not a copy or duplication of the work of others in any form to obtain the same or different academic degrees. Furthermore, I declare that this thesis has not been published previously, either in whole or in part, except for certain sections that have been referenced in accordance with scientific writing conventions. If it is later proven that this thesis contains elements of plagiarism, I am willing to accept sanctions in accordance with applicable administrative and academic regulations.

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Researcher



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Nanda Arofah

FOREWORD

Assalamu'alaikum Wr.Wb.

Praise and thanks be to Allah SWT for His mercy and guidance, so that I, as the author, can complete my thesis entitled “Analysis of Outpatient BPJS Satisfaction Levels in Accordance of Pharmaceutical Services at PKU Muhammadiyah Bantul General Hospital”. This thesis is written as a final requirement for obtaining a S.Farm (Bachelor of Pharmacy) degree in the Pharmacy Study Program, Faculty of Health Sciences, Darussalam Gontor University, Ponorogo.

In conducting this research and writing this thesis, the author realizes that this thesis would not have been completed without the help of various parties. Therefore, on this occasion, the author would like to express his gratitude to:

1. Allah SWT. As an expression of endless and immeasurable gratitude to Him for all the blessings, guidance, kindness, and ease that Allah SWT has given me in facilitating and simplifying the writing of this thesis.
2. Prof. Dr. Hamid Fahmi Zarkayi., M.A., M.Phill as the rector of Darussalam Gontor University.
3. Mr. apt. Amal Fadholah, S.Si. M.Si. as Dean of the Faculty of Health Sciences at Darussalam Gontor University and Supervisor I, who has given his time, opportunity, patience, and guidance so that this thesis could be completed.
4. Mrs. Indriyanti Widyaratna, M.Farm., as Supervisor II, who has provided time, opportunity, patience, and guidance so that this thesis could be completed.
5. Mrs. Mahmud Carica, M.Pharm., as the examination board, who has provided input, direction, and advice for completing this thesis.
6. Mr. Drs. Mahmudi, M.Si., Mrs. Nurwahyuni Purwaningsih, SH., and Kak Zulaikha Nurmahmudi, thank you for all your support, both material and moral. I dedicate this work to you, as a token of my gratitude for your sacrifices and hard work that have enabled me to achieve my dreams.

7. Asa Wafda, Aqila Adwa, Dreyandra Putri, Nanda Fakhiriah, Rosita Nur, and all my friends at PSDM who always listened, encouraged me, provided a place for me, and gave me useful advice to motivate me in writing this thesis.

8. To the lecturers of the Pharmacy Undergraduate Program at Darussalam Gontor University who have provided me with guidance and input for the smooth completion of this thesis.

9. My friends from the 2022 Pharmacy Undergraduate Program, who have indirectly helped me in completing this research and thesis.

10. My friends from the Extraordinary Generation who have always supported me in completing this research and thesis.

11. Thank you to myself for being so extraordinary, for persevering and enjoying the long process of writing this thesis. May this thesis become a work that motivates me to be better in the future.

12. Thank you also to all readers. I hope this writing will always be beneficial and useful to you.

I am aware that this thesis has its shortcomings and strengths, so I kindly ask readers to provide constructive criticism and suggestions to help improve the shortcomings in the composition of this thesis. I apologize for any errors and imperfections, as perfection belongs solely to Allah SWT. May this thesis be beneficial to readers and especially to myself personally.

Ponorogo, 12 November 2025

Researcher

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Nanda Arofah

**VALIDITY SHEET
THESIS DEFENCE**

It is hereby stated that the thesis with the title:

**Analysis Of Outpatient Bpjs Satisfaction Levels in Accordance Pharmaceutical Service
at Pku Muhammadiyah Bantul General Hospital**

Written by:

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It has been reviewed and recommended to meet scientific standards, in terms of both scope
and quality.

It has been approved to presented on:.....

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LEMBAR PENGESAHAN

SIDANG SKRIPSI

Dengan ini dinyatakan bahwa skripsi dengan judul:

“ Analisis Tingkat Kepuasan Pasien BPJS Rawat Jalan Terhadap Pelayanan Kefarmasian di Rumah Sakit Umum PKU Muhammadiyah Bantul ”

Oleh:

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Telah diuji dan disahkan dihadapan

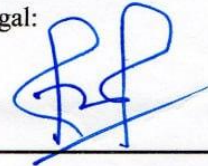
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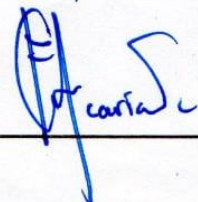
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“ Analisis Tingkat Kepuasan Pasien BPJS Rawat Jalan Terhadap Pelayanan Kefarmasian di Rumah Sakit Umum PKU Muhammadiyah Bantul ”

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**APPROVAL SHEET
THESIS DEFENCE**

It is hereby stated that the thesis with the title:

**ANALYSIS OF THE LEVEL OF SATISFACTION OF OUTPATIENT BPJS
PATIENTS WITH PHARMACEUTICAL SERVICES AT PKU MUHAMMADIYAH
GENERAL HOSPITAL**

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It has been reviewed and recommended to meet scientific standards, in terms of both scope and quality.

It has been approved to presented on: 27 Oktober 2025

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