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Pengaruh Penerapan Metode Analisa AHP (*Analytical Hierarchy Process*) Dalam Pendistribusian Obat Terhadap Kinerja Dan Kualitas Mutu Pelayanan Petugas Farmasi Di RSUD Royal Prima Tahun 2025

ABSTRAK

Pelayanan kefarmasian yang efektif merupakan salah satu faktor penting dalam meningkatkan mutu pelayanan rumah sakit. Permasalahan pendistribusian obat di RSUD Royal Prima Medan, seperti keterlambatan pemberian obat, ketidaksesuaian distribusi, serta belum optimalnya penerapan standar operasional prosedur, berdampak pada kinerja petugas farmasi dan kualitas pelayanan. Penelitian ini bertujuan untuk menganalisis pengaruh penerapan metode Analytical Hierarchy Process (AHP) dalam pendistribusian obat terhadap kinerja dan kualitas mutu pelayanan petugas farmasi di RSUD Royal Prima Medan Tahun 2025.

Penelitian ini menggunakan desain kuantitatif analitik observasional dengan pendekatan cross-sectional. Populasi sekaligus sampel penelitian berjumlah 57 petugas farmasi dengan teknik total sampling. Data dikumpulkan menggunakan kuesioner dan dianalisis secara univariat, bivariat menggunakan uji Chi-Square, serta multivariat dengan regresi logistik.

Hasil penelitian menunjukkan mayoritas responden berusia 35–40 tahun sebanyak 21 orang (36,8%), berjenis kelamin perempuan sebanyak 40 orang (70,2%), memiliki masa kerja >1 tahun sebanyak 44 orang (77,2%), dan berpendidikan D3 sebanyak 34 orang (59,6%). Mayoritas responden menilai penerapan metode AHP dalam pendistribusian obat masih kurang efektif sebanyak 42 orang. Kinerja petugas farmasi tergolong cukup baik pada aspek kualitas sebanyak 45 orang, kuantitas 39 orang, penggunaan waktu 31 orang, dan kerjasama 40 orang. Kualitas mutu pelayanan juga dinilai cukup baik oleh 46 responden. Hasil analisis menunjukkan terdapat pengaruh signifikan antara penerapan metode AHP terhadap kinerja petugas farmasi dan kualitas mutu pelayanan dengan nilai $p=0,001$ ($p<0,05$).

Kata Kunci: *Analytical Hierarchy Process*, distribusi obat, kinerja petugas farmasi, mutu pelayanan, rumah sakit.

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The Effect of the Implementation of the AHP (Analytical Hierarchy Process) Method in Drug Distribution on the Performance and Quality of Pharmaceutical Service Staff at Royal Prima General Hospital in 2025

ABSTRACT

Effective pharmaceutical care is a crucial factor in improving the quality of hospital services. Problems with drug distribution at Royal Prima Medan Hospital, such as delayed dispensing, inconsistent distribution, and suboptimal implementation of standard operating procedures, impact the performance of pharmacy staff and the quality of service. This study aims to analyze the effect of implementing the Analytical Hierarchy Process (AHP) method in drug distribution on the performance and quality of pharmacy staff at Royal Prima Medan Hospital in 2026.

This study used a quantitative, analytical, observational design with a cross-sectional approach. The population and sample size were 57 pharmacy staff, using a total sampling technique. Data were collected using a questionnaire and analyzed univariately, bivariately using the Chi-Square test, and multivariately using logistic regression.

The results of the study showed that the majority of respondents were aged 35–40 years (21 people) (36.8%), were female (40 people) (70.2%), had a work period of >1 year (44 people) (77.2%), and had a D3 education (34 people) (59.6%). The majority of respondents considered the application of the AHP method in drug distribution to be less effective (42 people). The performance of pharmacy staff was classified as quite good in terms of quality (45 people), quantity (39 people), use of time (31 people), and cooperation (40 people). The quality of service was also considered quite good by 46 respondents. The results of the analysis showed that there was a significant influence between the application of the AHP method on the performance of pharmacy staff and the quality of service with a p value of 0.001 ($p < 0.05$).

Keywords: Analytic Hierarchy Process, medication distribution, pharmacist efficiency, quality of service, healthcare facility.