

ABSTRAK

Diabetes Melitus Tipe 2 (DMT2) merupakan masalah kesehatan global dengan prevalensi tinggi di Indonesia. Pelayanan farmasi berperan krusial dalam pengelolaan DMT2, namun survei awal di Rumah Sakit Royal Prima Medan menunjukkan 55% pasien DMT2 rawat jalan tidak puas dengan pelayanan farmasi, terutama terkait waktu tunggu obat dan responsivitas petugas.

Menggunakan desain kuantitatif *cross-sectional* dengan 100 sampel pasien DMT2 rawat jalan, data dikumpulkan melalui kuesioner yang valid dan reliabel. Analisis univariat menunjukkan sebagian besar responden menilai baik sarana fisik (83%), kehandalan (82%), jaminan (85%), dan empati (85%), namun ketanggapan dinilai kurang baik (53%). Sebanyak 90% responden menyatakan puas secara keseluruhan.

Analisis bivariat menemukan hubungan signifikan antara semua dimensi pelayanan farmasi (sarana fisik, kehandalan, ketanggapan, jaminan, empati) dengan kepuasan pasien ($p < 0,05$). Analisis multivariat mengidentifikasi sarana fisik (OR 2.240; $p = 0,027$) dan jaminan (OR 2.767; $p = 0,007$) sebagai faktor paling berpengaruh. Kualitas pelayanan farmasi secara signifikan memengaruhi kepuasan pasien DMT2, dengan sarana fisik dan jaminan sebagai faktor dominan. Rekomendasi meliputi peningkatan mutu pelayanan di semua dimensi, terutama ketanggapan.

Kata Kunci: Pelayanan Farmasi, Kepuasan Pasien, Diabetes Mellitus Tipe 2, Kualitas Pelayanan, Rumah Sakit Royal Prima.

ABSTRACT

Type 2 Diabetes Mellitus (T2DM) is a global health issue with a high prevalence in Indonesia. Pharmaceutical services play a crucial role in the management of T2DM; however, an initial survey at Royal Prima Hospital Medan revealed that 55% of outpatient T2DM patients were dissatisfied with pharmaceutical services, particularly regarding medication wait times and staff responsiveness.

Using a cross-sectional quantitative design with 100 outpatient T2DM patients as samples, data were collected through a valid and reliable questionnaire. Univariate analysis showed that the majority of respondents rated the physical facilities (83%), reliability (82%), assurance (85%), and empathy (85%) positively, but responsiveness was rated poorly (53%). Overall, 90% of respondents expressed satisfaction.

Bivariate analysis found significant relationships between all dimensions of pharmaceutical services (physical facilities, reliability, responsiveness, assurance, empathy) and patient satisfaction ($p < 0.05$). Multivariate analysis identified physical facilities (OR 2.240; $p = 0.027$) and assurance (OR 2.767; $p = 0.007$) as the most influential factors. The quality of pharmaceutical services significantly affects the satisfaction of T2DM patients, with physical facilities and assurance as dominant factors. Recommendations include improving service quality across all dimensions, particularly responsiveness.

Keywords: *Pharmaceutical Services, Patient Satisfaction, Type 2 Diabetes Mellitus, Service Quality, Royal Prima Hospital.*