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**ANALISA HUBUNGAN WAKTU TUNGGU DENGAN TINGKAT  
KEPUASAN PASIEN PADA PELAYANAN RESEP DI APOTEK KAIROS  
FARMA OESAPA KUPANG**

105 halaman + 17 tabel + 2 gambar + 13 lampiran

**ABSTRAK**

**Latar Belakang:** Dalam rangka peningkatan kualitas hidup pasien apotek dituntut melakukan pelayanan kefarmasian yang menyeluruh meliputi aktivitas promotif, preventif, kuratif dan rehabilitatif kepada masyarakat. Selain itu apotek harus mampu memberikan pelayanan yang bermutu kepada setiap pasien agar memberikan kepuasan kepada pasien. Waktu tunggu pelayanan resep menjadi salah satu aspek dalam penilaian pasien terhadap pelayanan yang diberikan di apotek. Tujuan dari penelitian ini yaitu untuk mengetahui hubungan antara waktu tunggu dengan tingkat kepuasan pasien pada pelayanan resep di Apotek Kairos Farma Oesapa Kupang

**Metode:** Jenis penelitian ini yaitu penelitian kuantitatif yang bersifat korelasional, yang dilaksanakan menggunakan (*survey*) analitik, dengan pendekatan *cross sectional*. Teknik pengambilan sampel menggunakan metode *Purposive Sampling*, dan besarnya sampel ditentukan dengan menggunakan rumus Slovin yaitu dibutuhkan 52 responden.

**Hasil:** Hasil penelitian menunjukkan adanya hubungan antara waktu tunggu dengan kepuasan pasien di Apotek Kairos Farma Oesapa Kupang ( $\text{sig}/\rho \text{ value} = 0,037 < 0,05$ ). Presentase rata-rata tingkat kepuasan pasien di Apotek Kairos Farma Oesapa Kupang berdasarkan dimensi *tangibels* 80,92%, dimensi *Reliability* 83,15%, dimensi *Empathy* 85,51%, dimensi *Responsiveness* 85,00%, dan dimensi *Assurance* 87,02%.

**Simpulan:** Adanya hubungan antara waktu tunggu dengan kepuasan pasien di Apotek Kairos Farma Oesapa Kupang.

**Kata Kunci:** Waktu Tunggu, Tingkat Kepuasan, Apotek.

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**ANALYSIS THE RELATIONSHIP BETWEEN WAITING TIME WITH  
THE LEVEL OF PATIENT SATISFACTION IN PRESCRIPTION  
SERVICES AT KAIROS FARMA PHARMACY OESAPA KUPANG**

105 pages + 17 tables + 2 pictures + 13 attachments

**ABSTRACT**

**Background:** In order to improve the quality of life of patients, pharmacies are required to provide comprehensive pharmaceutical services including promotive, preventive, curative and rehabilitative activities to the community. In addition, pharmacies must be able to provide quality services to each patient in order to provide satisfaction to the patient. Waiting time for prescription services is one aspect of the patient's assessment of the services provided at the pharmacy. The aim of this study is to find out the relationship between waiting time and the level of patient satisfaction on prescription services at the Kairos Farma Pharmacy Oesapa Kupang

**Method:** This design of this study is a correlational quantitative study, which is carried out using an analytical survey, with a cross sectional approach. The sampling technique used was the purposive sampling method, and the sample was determined using the Slovin formula, which required 52 respondents.

**Result:** The results showed that there was a relationship between waiting time and patient satisfaction at the Kairos Farma Pharmacy Oesapa Kupang ( $\text{sig}/\rho$  value =  $0.037 < 0.05$ ). The average percentage of patient satisfaction level at Apotek Kairos Farma Oesapa Kupang based on the tangibels dimension is 80.92%, the Reliability dimension is 83.15%, the Empathy dimension is 85.51%, the Responsiveness dimension is 85.00%, and the Assurance dimension is 87.02%.

**Conclusion:** There is a relationship between waiting time and patient satisfaction at Apotek Kairos Farma Oesapa Kupang.

**Keywords:** Waiting Time, Satisfaction Level, Pharmacy.