

ABSTRACT

DIABETES MELLITUS PATIENTS' SATISFACTION TOWARD COUNSELING SERVICES AT PHARMACY OF ISLAMIC HOSPITAL SITI HAJAR AND GENERAL HOSPITAL SIDOARJO

The aim of this study was to measure diabetes mellitus patients' satisfaction toward counseling service at Pharmacies of Islamic Hospital Siti Hajar and General Hospital Sidoarjo, using five dimensions of service quality. These dimensions were responsibility, responsiveness, assurance, empathy, and tangibles. Cross sectional study was conducted in December 2009 until January 2010 by collecting data from 100 patients consist of 50 patients from Islamic Hospital Siti Hajar and 50 patients from General Hospital Sidoarjo who get the counseling services. The sample was taken through a non random accidental sampling. Data were analyzed by Importance and Performance Matrix. Patients' satisfaction was measured by comparing differences in performance and importance indexes value. Result showed that patients were unsatisfied with the counseling services at Pharmacies of Islamic Hospital Siti Hajar and General Hospital Sidoarjo, except some variables. At Islamic Hospital Siti Hajar Sidoarjo Pharmacy those are separated counseling room, clean counseling waiting room, available of sufficient seat for all patients at counseling waiting room. At General Hospital Sidoarjo Pharmacy those are information about drug storing method, respons of pharmacy officer when the patients talked, patients counseling content understanding, skillful services of pharmacy officer, smilingly and calmly services by pharmacy officer.

Keywords: patients, satisfaction, counseling services, Pharmacy of Islamic Hospital Siti Hajar and General Hospital Sidoarjo