

DAFTAR ISI

DAFTAR

ISI.....	viii
LEMBAR PENGESAHAN	2
LEMBAR PERNYATAAN	3
KATA PENGANTAR.....	6
ABSTRAK	7
DAFTAR ISI.....	9
BAB I.....	Error! Bookmark not defined.
PENDAHULUAN.....	Error! Bookmark not defined.
1.1 Latar Belakang	Error! Bookmark not defined.
1.2 Rumusan Masalah	Error! Bookmark not defined.
1.3 Tujuan Penelitian.....	Error! Bookmark not defined.
1.4 Manfaat Penelitian.....	Error! Bookmark not defined.
1.5 Batasan Penelitian	Error! Bookmark not defined.
1.6 Sistematika Penulisan.....	Error! Bookmark not defined.
BAB II	Error! Bookmark not defined.
LANDASAN TEORI.....	Error! Bookmark not defined.
2.1 Service Quality (Kualitas Layanan Jasa).....	Error! Bookmark not defined.
2.2 Dimensi Kualitas Jasa	Error! Bookmark not defined.
2.3 Importance-Performance Analysis (IPA).....	Error! Bookmark not defined.
2.4 Waktu Tunggu Instalasi Farmasi.....	Error! Bookmark not defined.
2.5 Standar Prosedur Operasi (SPO)	Error! Bookmark not defined.
2.6 Value Stream Mapping.....	Error! Bookmark not defined.
2.7 7 Waste (7 Pemborosan).....	Error! Bookmark not defined.
2.8 Kerangka Kerja.....	Error! Bookmark not defined.
BAB III.....	Error! Bookmark not defined.
METODOLOGI PENELITIAN	Error! Bookmark not defined.
3.1 Desain Penelitian	Error! Bookmark not defined.

3.2	Populasi dan Teknik Penarikan Sampling.....	Error! Bookmark not defined.
3.3	Objek Penelitian	Error! Bookmark not defined.
3.4	Jenis Data dan Sumber Data.....	Error! Bookmark not defined.
3.4.1	Metode Pengumpulan Data.....	Error! Bookmark not defined.
3.4.2	Metode Pengolahan Data	Error! Bookmark not defined.
3.4.3	Metode Analisis Data.....	Error! Bookmark not defined.
BAB IV	Error! Bookmark not defined.
PROFIL PERUSAHAAN	Error! Bookmark not defined.
4.1	Gambaran Umum Perusahaan	Error! Bookmark not defined.
4.2	Visi dan Misi	Error! Bookmark not defined.
4.3	Layanan Perusahaan	Error! Bookmark not defined.
4.4	Struktur Organisasi.....	Error! Bookmark not defined.
4.5	Struktur Organisasi Instalasi Farmasi.....	Error! Bookmark not defined.
4.6	Proses Bisnis Pemeriksaan Pasien di Rumah Sakit Umum Permata Cibubur.....	Error! Bookmark not defined.
4.7	Proses Bisnis Pengambilan Obat di Instalasi Farmasi di Rumah Sakit Umum Permata Cibubur.....	Error! Bookmark not defined.
BAB V	Error! Bookmark not defined.
HASIL DAN PEMBAHASAN	Error! Bookmark not defined.
5.1	Hasil Uji Analisis Data.....	Error! Bookmark not defined.
5.1.1	Uji Kualitas Instrumen	Error! Bookmark not defined.
5.2	Deskripsi Data	Error! Bookmark not defined.
5.2.1	Karakteristik Responden	Error! Bookmark not defined.
5.2.2	Dimensi Kualitas Pelayanan.....	Error! Bookmark not defined.
5.3	Importance-Performance Analysis (IPA)	Error! Bookmark not defined.
5.3.1	Kuadran A	Error! Bookmark not defined.

5.3.2 Kuadran B.....	Error! Bookmark not defined.
5.3.3 Kuadran C.....	Error! Bookmark not defined.
5.2.4 Kuadran D	Error! Bookmark not defined.
5.4 Analisis Kuadran A	Error! Bookmark not defined.
5.5 Analisis Waktu Tunggu Instalasi Farmasi...	Error! Bookmark not defined.
5.5.1 Data Hasil Observasi Obat Jadi.....	Error! Bookmark not defined.
5.5.2 Obat Racik.....	Error! Bookmark not defined.
BAB VI.....	Error! Bookmark not defined.
6.1 Kesimpulan.....	Error! Bookmark not defined.
6.2 Saran.....	Error! Bookmark not defined.
DAFTAR PUSTAKA	Error! Bookmark not defined.
LAMPIRAN.....	Error! Bookmark not defined.

DAFTAR GAMBAR

Gambar 2.1 Matrix Importance-Performance	Error! Bookmark not defined.
Gambar 2.2 Proses Value Stream Mapping	Error! Bookmark not defined.

Gambar 2.3 Simbol-simbol Value Stream Mapping.....**Error! Bookmark not defined.**

Gambar 2.4 Bagan Kerangka Kerja**Error! Bookmark not defined.**

Gambar 4. 1 Struktur Organisasi Rumah Sakit Umum Permata Cibubur..... **Error! Bookmark not defined.**

Gambar 4.2 Struktur Organisasi Instalasi Farmasi RSUD Permata Cibubur ... **Error! Bookmark not defined.**

Gambar 4.3 Proses Bisnis Rumah Sakit Umum Permata Cibubur **Error! Bookmark not defined.**

Gambar 4.4 Proses Bisnis Instalasi Farmasi Rumah Sakit Umum Permata Cibubur.....**Error! Bookmark not defined.**

Gambar 5.1 Karakteristik Jenis Kelamin Responden**Error! Bookmark not defined.**

Gambar 5.2 Hasil Kuesioner Pilihan Responden...**Error! Bookmark not defined.**

Gambar 5.3 Diagram Kartesius Pelayanan Instalasi Farmasi di RSUD Permata Cibubur.....**Error! Bookmark not defined.**

Gambar 5.4 Penilaian Ekspektasi Pelanggan Kode R2.....**Error! Bookmark not defined.**

Gambar 5.5 Penilaian Kenyataan Diterima Pelanggan Kode R2..... **Error! Bookmark not defined.**

Gambar 5.6 Penilaian Ekspektasi Pelanggan Kode N1**Error! Bookmark not defined.**

Gambar 5.7 Penilaian Kenyataan Diterima Pelanggan Kode N1 **Error! Bookmark not defined.**

Gambar 5.8 Penilaian Ekspektasi Pelanggan Kode A7**Error! Bookmark not defined.**

Gambar 5.9 Penilaian Kenyataan Diterima Pelanggan Kode A7 **Error! Bookmark not defined.**

Gambar 5.10 Value Stream Mapping Obat Jadi Kondisi Saat Ini **Error! Bookmark not defined.**

Gambar 5.11 Value Stream Mapping Obat Jadi Analisis Pemborosan **Error! Bookmark not defined.**

Gambar 5.12 Value Stream Mapping Jadi Kondisi Masa Depan **Error! Bookmark not defined.**

Gambar 5.13 Value Stream Mapping Obat Racik Kondisi Saat Ini **Error! Bookmark not defined.**

Gambar 5.14 Value Stream Mapping Obat Racik Analisis Pemborosan..... **Error! Bookmark not defined.**

Gambar 5.15 Value Stream Mapping Obat Racik Kondisi Masa Depan..... **Error! Bookmark not defined.**

DAFTAR TABEL

Tabel 1.1 Klasifikasi Rumah Sakit Umum **Error! Bookmark not defined.**

Tabel 1.2 Total Keluhan di RSUD Permata Cibubur **Error! Bookmark not defined.**

Tabel 2.1 SPM Pelayanan Instalasi Farmasi, Indikator, dan Standar **Error! Bookmark not defined.**

Tabel 3. 1 Tingkat Keandalan Cronbach's Alpha .. **Error! Bookmark not defined.**

Tabel 3.2 Metode Analisis Data..... **Error! Bookmark not defined.**

Tabel 5.1 Hasil uji validitas Tangibles (Importance)..... **Error! Bookmark not defined.**

Tabel 5.2 Hasil uji validitas Reliability (Importance)..... **Error! Bookmark not defined.**

Tabel 5.3 Hasil uji validitas Responsiveness (Importance) .. **Error! Bookmark not defined.**

Tabel 5.4 Hasil uji validitas Assurance (Importance)..... **Error! Bookmark not defined.**

Tabel 5.5 Hasil uji validitas Empathy (Importance) **Error! Bookmark not defined.**

Tabel 5.6 Hasil uji validitas Tangibles (Performance)..... **Error! Bookmark not defined.**

Tabel 5.7 Hasil uji validitas Reliability (Performance) **Error! Bookmark not defined.**

Tabel 5.8 Hasil uji validitas Responsiveness (Performance) **Error! Bookmark not defined.**

Tabel 5.9 Hasil uji validitas Assurance (Performance).....**Error! Bookmark not defined.**

Tabel 5.10 Hasil uji validitas Empathy (Performance).....**Error! Bookmark not defined.**

Tabel 5.11 Hasil uji reliabilitas**Error! Bookmark not defined.**

Tabel 5.12 Kategori Pilihan Kuesioner.....**Error! Bookmark not defined.**

Tabel 5.13 Tingkat Kinerja dan Tingkat Kepentingan.....**Error! Bookmark not defined.**

Tabel 5.14 Daftar Atribut Berdasarkan Pertanyaan Survei...**Error! Bookmark not defined.**

Tabel 5.15 Nomor Atribut berdasarkan Kuadran...**Error! Bookmark not defined.**

Tabel 5.16 Rata-rata durasi pembuatan obat jadi...**Error! Bookmark not defined.**

Tabel 5.17 Rata-rata durasi proses dan pemborosan pembuatan obat jadi **Error! Bookmark not defined.**

Tabel 5.18 Jumlah Petugas pada Pelayanan Obat Jadi**Error! Bookmark not defined.**

Tabel 5.19 Rata-rata durasi setelah dilakukan perbaikan Obat Jadi **Error! Bookmark not defined.**

Tabel 5.20 Rata-rata durasi proses pembuatan obat racik.....**Error! Bookmark not defined.**

Tabel 5.21 Jumlah petugas pada pelayanan obat racik**Error! Bookmark not defined.**

Tabel 5.22 Rata-rata durasi proses dan pemborosan pembuatan obat racik .. **Error! Bookmark not defined.**

Tabel 5.23 Rata-rata durasi setelah dilakukan perbaikan obat racik..... **Error! Bookmark not defined.**

Tabel 5.24 Perubahan total waktu setelah perbaikan**Error! Bookmark not defined.**

Tabel 5.25 Total durasi sebelum dan sesudah penyiapan obat jadi dan obat racik.....**Error! Bookmark not defined.**

DAFTAR GRAFIK

Grafik 1.1 Grafik Keluhan RSUD Permata Cibubur 2017-2018 ... **Error! Bookmark not defined.**

Grafik 1.2 Grafik Keluhan Instalasi Farmasi 2017-2018.....**Error! Bookmark not defined.**