

ABSTRAK

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**Pelaksanaan Standar Pelayanan Kefarmasian pada Apotik di Kabupaten Semarang
xii + 115 halaman + 2 tabel + 5 gambar + 23 lampiran**

Pada tahun 2004, terbit Kepmenkes RI No. 1027/Menkes/SK/IX/2004 tentang Standar Pelayanan Kefarmasian di Apotik dan diikuti Buku Juknis Pelaksanaan Standar Pelayanan Kefarmasian di Apotik tahun 2008. Namun demikian, praktik pelayanan kefarmasian pada apotik di Kabupaten Semarang belum sesuai standar tersebut. Nilai skor pelayanan kefarmasian di apotik, dari hasil penelitian pendahuluan yaitu 6 apotik nilainya kurang, 4 apotik nilainya cukup dan tidak ada apotik yang nilainya baik. Tujuan penelitian ini adalah menganalisis pelaksanaan standar pelayanan kefarmasian pada apotik di Kabupaten Semarang.

Jenis penelitian adalah deskriptif kualitatif. Pengumpulan data dilakukan dengan observasi dan wawancara mendalam (*indepth interview*) pada 6 Apoteker Pengelola Apotik (APA) sebagai informan utama, satu orang Kepala Seksi Farmasi dan satu orang Ketua IAI Cabang Kabupaten Semarang sebagai informan triangulasi. Analisa data menggunakan metode analisis isi (*content analysis*).

Hasil penelitian menunjukkan, pelaksanaan Standar Pelayanan Kefarmasian di Apotik masih menitikberatkan pada administrasi dan pengelolaan obat, belum pada pelayanan kefarmasian secara menyeluruh. Sebagian besar informan utama belum memiliki pengetahuan yang memadai tentang Juknis Pelaksanaan Standar Pelayanan Kefarmasian di Apotik, belum menyediakan SOP/Protap, belum pernah mendapatkan sosialisasi tentang Juknis Pelaksanaan Standar Pelayanan Kefarmasian di Apotik. Seluruh informan utama belum pernah mendapatkan pembinaan dari Dinas Kesehatan Kabupaten Semarang maupun IAI Cabang Kabupaten Semarang tentang Standar Pelayanan Kefarmasian di Apotik secara menyeluruh.

Dapat disimpulkan bahwa pelaksanaan Standar Pelayanan Kefarmasian di Apotik belum optimal karena pengetahuan tentang Juknis belum memadai, SOP/Protap belum ada, belum ada sosialisasi dan pembinaan sesuai Juknis dari Dinas Kesehatan Kabupaten Semarang maupun IAI Cabang Kabupaten Semarang.

Kata Kunci : Standar Pelayanan Kefarmasian di Apotik, Dinas Kesehatan Kabupaten Semarang, Apoteker Pengelola Apotik (APA)
Kepustakaan : 44 (1996 – 2010)

ABSTRACT

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Implementation of the Standards of Pharmaceutical Services by the Pharmacists in Semarang District

xii + 115 pages + 2 tables + 5 figures + 23 enclosures

Health Minister Decree of Indonesian Republic number 1027/Menkes/SK/IX/ 2004 regarding pharmaceutical service standard in pharmacies had been enacted in 2004. In 2008, technical guidance (juknis) to implement pharmaceutical service standard in pharmacies in Semarang district was published. However, pharmaceutical service practice in pharmacies in Semarang district was not done according to the standard. Results of a previous study indicated that score value of pharmaceutical service in six pharmacies was low; four pharmacies received moderate scores, and no pharmacies obtained good scores. Objective of this study was to analyze the implementation of pharmaceutical service standard in pharmacies in Semarang district.

This was a descriptive-qualitative study. Data collection was done by conducting observation and in-depth interview to six pharmacists who managed the pharmacies (APA) as main informants. Triangulation informants were a head of pharmacy section and one head of IAI Semarang district branch. Data analysis was performed by applying content analysis method.

Results of the study showed that the implementation of pharmaceutical service standard in the pharmacies was still focused on administrative activities and drug management, and holistic pharmaceutical service had not become the main focus. Majority of main informants had insufficient knowledge regarding technical guidance of pharmaceutical service standard in the pharmacy; they did not have standard operating procedure (protap); they did not get information about technical guidance of pharmaceutical service standard in the pharmacy. All main informants did not receive supervision from Semarang district health office or from IAI Semarang district branch regarding holistic pharmaceutical service standard in the pharmacy.

In conclusion, pharmaceutical service standard in the pharmacy was not optimal. It was related to insufficient knowledge regarding technical guideline, no standard operating procedure, no socialization and supervision that was done according to technical guideline from Semarang district health office or IAI Semarang district branch.

Key words : Pharmaceutical service standard in the pharmacy, Semarang district health office, pharmacy manager pharmacist (APA)

Bibliography : 44 (1996-2010)