

**KESESUAIAN PELAKSANAAN PELAYANAN KEFARMASIAN DAN  
PERSEPSI PENGUNJUNG APOTEK TERHADAP PELAKSANAAN  
STANDAR PELAYANAN KEFARMASIAN DI BEBERAPA APOTEK  
KOTA SORONG**

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**ABSTRAK**

Pelayanan kefarmasian (*pharmaceutical care*) saat ini telah bergeser orientasinya dari pelayanan obat (*drug oriented*) menjadi pelayanan pasien (*patient oriented*). Pelaksanaan praktik kefarmasian harus sesuai dengan standar pelayanan kefarmasian di apotek. Penelitian ini bertujuan untuk mengetahui kesesuaian pelaksanaan pelayanan kefarmasian yang dilakukan oleh tenaga kefarmasian dan persepsi pengunjung apotek terhadap pelaksanaan standar pelayanan kefarmasian di beberapa apotek Kota Sorong. Penelitian bersifat deskriptif dengan pendekatan *cross sectional study*. Pengambilan sampel apotek dilakukan dengan teknik *total sampling* serta tenaga kefarmasian dan pengunjung apotek dengan teknik *purposive sampling*. Pengambilan data dilakukan dengan menggunakan panduan observasi untuk tenaga kefarmasian, sedangkan kuesioner dan panduan wawancara digunakan untuk pengunjung apotek. Terdapat 135 orang responden yang terdiri dari 26 orang tenaga kefarmasian dan 109 orang pengunjung apotek yang bersedia ikut serta dalam penelitian. Dari hasil penelitian ini diperoleh hasil dan kesimpulan yaitu : 1) Hasil observasi (*checklist*) kesesuaian pelaksanaan pelayanan kefarmasian oleh tenaga kefarmasian 19 item telah sesuai dan 16 item belum dilakukan sesuai dengan standar pelayanan kefarmasian. 2) Hasil kuesioner persepsi pengunjung apotek terhadap pelaksanaan standar pelayanan kefarmasian 9 item sangat sesuai, 6 item cukup sesuai, 7 item kurang sesuai dan 3 item tidak sesuai. 3) Hasil wawancara pengunjung apotek 60% mengatakan pelayanan kefarmasian di beberapa apotek Kota Sorong cukup sesuai dengan standar pelayanan kefarmasian di apotek yang telah ditetapkan.

**Kata kunci:** Standar pelayanan kefarmasian, tenaga kefarmasian, pengunjung apotek, Kota Sorong.

**SUITABILITY OF PHARMACEUTICAL CARE IMPLEMENTATION  
AND PHARMACY VISITOR'S PERCEPTION TO IMPLEMENTATION  
OF PHARMACEUTICAL CARE STANDARD IN SEVERAL PHARMACY  
IN SORONG**

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**ABSTRACT**

Pharmaceutical care is now shifting the orientation from drug oriented into patient oriented. The implementation of pharmaceutical practice must be appropriate with pharmaceutical care standard in pharmacy. This research aims to know the suitability of the pharmaceutical care implementation which is carried out by pharmacy personnel, with the pharmacy visitor's perception on the implementation of pharmaceutical care standard in several pharmacy in Sorong. . This is a descriptive study with *cross sectional study* approach. Pharmacy sampling done by *total sampling* techniques, pharmacy personnel and visitors by *purposive sampling* techniques. Data taken using an observation guide for pharmacy personnel, while questionnaire and an interview guide used for the pharmacy visitors. There are 135 respondents consist of 26 pharmacy personnels and 109 pharmacy visitors who are willing to participate in this research. From this research we can conclude that: 1)Observation result (*checklist*) of suitability of pharmaceutical care implementation shows 19 items are appropriate and 16 items are not appropriate according to pharmaceutical care standard. 2)Questionnaire result of Pharmacy visitor's perception about pharmaceutical care standard shows 9 items are appropriate, 6 items are appropriate enough, 7 items are less appropriate and 3 items are inappropriate. 3)Interview result with pharmacy visitors shows 60% said pharmaceutical care in several pharmacy in Sorong are appropriate enough with the pharmaceutical care standard in pharmacy that has been determined.

**Keywords:** Pharmaceutical care standard, pharmacy personnel, pharmacy visitors, Sorong