

INTISARI

ISTI QOMAH NUR AFFIYAH 2025, EVALUASI PELAYANAN KEFARMASIAN DI APOTEK TJOJUDAN SURAKARTA TAHUN 2025, KARYA TULIS ILMIAH, PROGRAM STUDI D-III FARMASI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA. Dibimbing oleh Dr. apt. Samuel Budi Harsono L., S. Farm., M.Si

Pelayanan kefarmasian di apotek merupakan bagian dari sistem pelayanan kesehatan yang harus memenuhi standar mutu sebagaimana diatur dalam Permenkes No. 73 Tahun 2016. Penelitian ini bertujuan untuk mengevaluasi penerapan standar pelayanan kefarmasian di Apotek Tjojudan Surakarta dan kesesuaiannya terhadap perundang – undangan yang berlaku.

Penelitian ini menggunakan metode deskriptif kuantitatif dengan pengambilan data retrospektif dengan pendekatan *Cross Sectional Survey* melalui observasi dan kuesioner kepada responden. Analisis hasil diambil dari pengelompokan data berdasarkan 5 parameter yaitu karakteristik responden, pengelolaan sediaan farmasi, pelayanan farmasi klinik, sumber daya manusia, sarana dan prasarana.

Hasil penelitian menunjukkan bahwa sebagian besar indikator pengelolaan sediaan farmasi bahan medis habis pakai dan pelayanan farmasi klinik telah dilakukan dengan baik, yaitu perencanaan, pengadaan, penyimpanan, distribusi, dan waktu tunggu pelayanan resep yang telah sesuai dengan standar. Ditemukan beberapa ketidaksesuaian, seperti tidak dilakukannya dokumentasi konseling, catatan pengobatan pasien, pelayanan farmasi di rumah, pemantauan terapi obat dan efek samping obat yang belum maksimal.

Kata kunci : Pelayanan kefarmasian, apotek, Permenkes No. 73 Tahun 2016, standar pelayanan.

ABSTRACT

ISTI QOMAH NUR AFFIYAH 2025, EVALUATION OF PHARMACY SERVICES AT TJOJUDAN PHARMACY SURAKARTA IN 2025, SCIENTIFIC PAPER, D-III PHARMACY STUDY PROGRAM, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA. Supervised by Dr. apt. Samuel Budi Harsono L., S. Farm., M.Si

Pharmaceutical services in pharmacies are part of the health service system that must meet quality standards as regulated in the Minister of Health Regulation No. 73 of 2016. This study aims to evaluate the implementation of pharmaceutical service standards at Tjojudan Surakarta Pharmacy and its compliance with applicable laws and regulations.

This study uses a quantitative descriptive method with retrospective data collection with a *Cross Sectional Survey* approach through observation and questionnaires to respondents. Analysis of the results is taken from grouping data based on 5 parameters, namely respondent characteristics, pharmaceutical preparation management, clinical pharmacy services, human resources, facilities and infrastructure.

The results of the study showed that most indicators of management of pharmaceutical supplies of disposable medical materials and clinical pharmacy services have been carried out well, namely planning, procurement, storage, distribution, and waiting time for prescription services that have been in accordance with standards. Several discrepancies were found, such as the absence of documentation of counseling, patient treatment records, home pharmacy services, monitoring of drug therapy and side effects of drugs that have not been maximized.

Key words : pharmaceutical service, pharmacy, minister of Health RegulationNo. 73 of 2016, service standards.