

PHARMACEUTICAL SERVICE STANDARDS IN PHARMACIES IN BAUBAU CITY

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A B S T R A C T

Pharmaceutical services in ensuring the quality of public health are very important. Pharmacy pharmacy services have been stipulated in the Decree of the Minister of Health of the Republic of Indonesia Number 73 of 2016 so that it is more organized towards the goal of quality pharmaceutical services. The purpose of this study is to find out the standards of pharmaceutical services carried out by several pharmacies in Baubau City. This type of research is descriptive with quantitative data collection. Quantitative data is numerical data or values derived from pharmaceutical service standards, data obtained by dividing questionnaires. The descriptive data analysis aims to describe how the implementation of pharmaceutical services in Baubau city pharmacies is determined based on the number of respondents and the percentage of each answer. Data collection was carried out using the Cross Sectionals Survey approach. Cross-sectional design is a type of research used to study the dynamics between risk factors and their effects by observing or collecting data at a certain point in time. This study allows researchers to evaluate the prevalence and relationship between the variables studied in a population at any given time. Many observation samples in this study are 19 pharmacies located in the Baubau City area. The results of the study were reviewed on several aspects including Human Resources (SDA), facilities and infrastructure, and the quality of pharmaceutical services. The results showed that 74% of pharmacies were in the Good category and 26% of pharmacies were in the Enough category.

INTRODUCTION

Pharmaceutical service standards as a benchmark for the service of pharmaceutical personnel are often used in various services. The standard is contained in the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016. Including pharmacists in carrying out services must be guided by these regulations. In the standard regulations of pharmaceutical services, there are rules and procedures for service to patients. Clinical pharmacy services at Aapotek are directly related to matters in the form of pharmaceutical preparations, medical devices, and consumable medical materials that focus on improving the quality of life of patients (Diana *et al*, 2019). Pharmaceutical services are continuous and responsible services for the patients involved (Mustiqawati *et al*, 2023)

Pharmaceutical services in pharmacies have a very crucial function to realize quality health for the community, where pharmacists play the role of health workers who have the duty and responsibility to realize good pharmaceutical services to ensure that patients get quality drugs. As an integral part of the health care system, pharmacies play a role in providing easy and fast access for people to get the medicines they need. This includes not only prescription drugs, but also over-the-counter medications and other health products that can help in maintaining and restoring health (Supardi *et al*, 2019). Health is a common freedom and an effort for the builders of the state (Teheni *et al*, 2020).

In ensuring the quality of pharmaceutical services to the community, the government has set pharmaceutical service standards in pharmacies through the Decree of the Minister of Health of the Republic of Indonesia No. 73 of 2016, with the aim of protecting the public from unprofessional actions. Therefore, all pharmacists are obliged to comply with the standards that have been set in carrying out their professional activities in the field of pharmacy (Permenkes Ri, 2016). In the implementation of this service standard, attention must be paid to rationality that will determine the success of treatment (Ilham *et al*, 2022).

A pharmacy is a place of pharmaceutical services that carry out pharmaceutical practice. In applying pharmaceutical service standards in pharmacies (Maharani *et al*, 2016). In the successful

implementation of service standards, it is not spared from the prescribing patterns or descriptions of drug use trends developed by pharmacies (Hamzah et al, 2022).

In Baubau City which continues to grow there are 78 pharmacies, the existence of pharmacies that provide good pharmaceutical services is becoming increasingly important. With the increasing population and the need for healthcare services, pharmacies must be able to meet these challenges by providing effective and efficient services. This includes not only providing medications that suit the patient's needs, but also providing clear and accurate information about how to use the drug, side effects, and drug interactions that need to be watched out for (Elmiawati, *et al*, 2016).

To produce good services, pharmaceutical actions must be based on ministerial regulation Number 73 of 2016 concerning pharmaceutical services in pharmacies. This is very related to pharmaceutical services that meet expectations (Pojoh *et al*, 2012).

METHODOLOGY

The research was conducted on June 14-22, 2024 at the Baubau City Pharmacy. The study population is 78 pharmacies in the city of Baubau. The sample is 19 pharmacies. The instrument in this study is in the form of a questionnaire. Data was collected through the results of a survey that had been filled out with questionnaires and analyzed based on the characteristics of the pharmacy, pharmacist, tranquility, service, administration and service quality. The conclusion is determined based on the implementation of pharmaceutical services in accordance with the applicable ministerial regulations.

The data taken is quantitative data in the form of numbers or values of pharmaceutical service standards. The data obtained is data collected based on questionnaire answers whose content of the answers will be scored in accordance with the provisions of Permenkes No.73 of 2016, then a total score is obtained that describes the assessment of pharmaceutical processing and services in pharmacies. Data processing with the data taken is then processed for analysis.

Data analysis based on descriptive analysis. The data was analyzed by observing the number of respondents and the percentage of each answer, then the results were calculated by comparing against the maximum score. If the score obtained is less than 60%, it will be included in the poor category, a score between 60-79% is included in the sufficient category and a score with 80-100% is included in the good category.

$$\text{Presentase} = \frac{\text{jumlah skor yang diperoleh}}{\text{jumlah skor maksimal}} \times 100\%$$

Table 1. Research Standards

Category	Presented
Good	80-100%
Enough	60-79%
Less	<60%

Source : Yuliast, 2016

From the primary data, data processing is then carried out. the assessment results are presented by looking at the score to calculate the value, the percentage obtained is processed using a table and analyzed using *Microsoft Excel*.

RESULTS & DISCUSSION

Based on the total population of 78 pharmacies, a sample of 19 active pharmacies has become respondents. This total pharmacy is used as a survey sample to measure the extent of the implementation of pharmaceutical service standards in Baubau city pharmacies.

The respondents who are intended to fill out the questionnaire are the pharmacist in charge or the accompanying pharmacist as stated in the applicable regulations, which states that pharmaceutical work must be carried out by pharmaceutical personnel who have expertise and authority. Pharmaceutical personnel based on the Regulation of the Minister of Health of the Republic of Indonesia No. 9 of 2017 consist of pharmacists and pharmaceutical technical personnel. The respondents responsible for filling out the questionnaire are pharmacists.

Table 2. Distribution Of Percentage (%) Implementation Of Pharmaceutical Personnel Standards (HR)

Pharmacy Data	Number Of Pharmacies	
	Yes	Not
Have A Pharmacist	19 (100%)	0(0%)
Have A TTK	19 (100%)	0(0%)
Have Non-Pharmaceutical	12 (63%)	7(37%)

Source : Primary Data, 2024

Based on Table 2. that every pharmacy has a pharmacist. There are 19 pharmacists with a percentage of 100%. There are 19 pharmaceutical technical personnel reaching a percentage of 100% and there are 12 non-pharmaceutical personnel reaching a percentage of 63%, which is from the total number of pharmacies that still have non-pharmaceutical tegana. Government Regulation of the Republic of Indonesia No. 51 paragraph (1) 2009 pharmaceutical services in pharmacies can only be carried out by pharmacists and paragraph (3) in carrying out pharmaceutical duties where referred to in paragraph (1), pharmacists are assisted by TTK who already have a certificate of registration of pharmaceutical technical personnel or STR.

Table 3. Distribution Of Percentage (%) Of The Implementation Of The Standard For The Implementation Of The Pharmacist (HR) Data Standard

Long experience in pharmacy	Sum	Percentage
>1 Year	19	100%
<1 Year	0	0%

Source : Primary Data, 2024

Based on Table 3. All pharmacists have at least one year of professional experience. With years of professional experience, pharmacists can deepen their knowledge of the provision of pharmaceutical services, increase awareness of the development of pharmaceutical knowledge, and provide quality services that ensure patients receive their medications.

Table 4. Pharmacist Arrival Frequency Data

Every day	Sum	Percentage
Yes	6	31%
Not	13	69%

Source : Primary Data, 2024

Based on Table 4, it was found that some pharmacists were not in the pharmacy every day. Of the total existing pharmacies, only 6 pharmacies (31%) have pharmacists who attend daily. According to the Decree of the Minister of Health of the Republic of Indonesia No. 26 of 1981 Article 18, pharmacists who manage pharmacies are required to be in the pharmacy during the operation of the pharmacy. If the pharmacist in charge is unavailable, then they can be replaced by an accompanying pharmacist.

Table 5. Data on Pharmacists Participating in Pharmacy Training

Number of pharmacists who take part in the training	Sum	Percentage
Yes	17	89%
Not	2	19%

Source : Primary Data, 2024

Based on Table 5, as many as 89% of pharmacists in Baubau city have participated in pharmacy training, both within Baubau city and outside the region. Pharmacists are required to take pharmacy training to harmonize the development of pharmaceutical science, and meet the requirements of competency standards (Permenkes RI No. 31 of 2016).

Table 6. Distribution Of Percentage (%) Of Standard Implementation For Infrastructure Criteria

It	Description	Number of Pharmacies	
		Yes	Not
1	Have a Signboard	19(100%)	0(0%)
2	Has a Concoction Room	14(73%)	5(27%)
3	Have a Counseling Room	13(68%)	6(32%)

Source : Primary Data, 2024

Based on Table 6, the implementation of facilities and infrastructure standards is measured through the availability of instruction boards, concoction rooms, and counseling rooms. Pharmacies are required to have adequate facilities and infrastructure. The results show the fact that 100% of pharmacies already have signage to facilitate public access. In addition, 73% of pharmacies already have a concoction room equipped with medicine shelves and compounding tables, while 68% of pharmacies have provided a minimal counseling room with tables and chairs for counseling.

Table 7. Data That Prepares, Submits, And Provides Drug Information (Dispensing)

Who does dispensing	Sum	Percentage
Pharmacist	12	63%

Source : Primary Data, 2024

Based on Table 7, as many as 63% of drug preparation, delivery, and dispensing activities are carried out by pharmacists. Providing drug information is the pharmacist's job. In this process, TTK is authorized to serve over-the-counter drugs and limited over-the-counter drugs, while for hard drugs, narcotics, and psychotropics, TTK is only authorized in *compounding*. In general, the dispensing process remains the responsibility of the pharmacist.

Table 8. Distribution Of The Percentage (%) Of The Application Of Standards For Administrative Documentation Data

Documentation	Sum	Percentage (%)
Recording, preparation and reporting of narcotics, psychotropics	16	84%

Source : Primary Data, 2024

Based on Table 8, the recording, archiving, and reporting of narcotics and psychotropics in pharmacies have been done well, with a percentage of 84%. Pharmacies are required to have a list of narcotic and psychotropic drugs, as well as record and report every activity related to these drugs. Archiving is done to monitor drug expenditure on a monthly basis, and reports of narcotics and psychotropic use are routinely made and reported online to local health services.

Table 9 Distribution Of Percentage (%) Of The Application Of Service Quality Evaluation Data Standards

Reference	Number of Pharmacies	
	Yes	Not
Perform a fixed procedure	19 (100%)	0(0%)
Doing Customer Satisfaction	15 (78%)	4(22%)

Source : Primary Data, 2024

Based on Table 4.9, it is found that each pharmacy has provided regulations in every service process, with 100% of pharmacies having implemented SOPs that include dispensing, prescription checks, and drug delivery. It is hoped that with the SOP, services can run well and avoid overlapping duties and authorities. In the implementation of service quality standards, 78% of pharmacies have evaluated consumer satisfaction. Some pharmacies evaluate consumer satisfaction levels by providing patients with survey papers. The pharmacies that conduct this evaluation are usually also used as a place of work practice for students and students of the Pharmacy Vocational School in the city of Baubau.

Table 10. Implementation of Service Quality Standards

Description	Sum	Percentage
Shelving resep	18	94%
Drug preparation	19	100%
Drug delivery	19	100%

Source : Primary Data, 2024

Based on Table 10, according to the Minister of Health Regulation No. 73 of 2016, the implementation of service quality standards is measured through prescription screening, drug preparation, and drug delivery. As many as 94% of pharmacies have carried out prescription screening, while 100% of pharmacies have prepared and delivered drugs. In prescription screening, the criteria assessed include verification of the patient's identity and the type of drug requested. In the preparation of medicines, pharmacies must ensure the accuracy of medicines, the accuracy of dosages, and the suitability of patients. For drug delivery, pharmacies are required to ensure that patient information is in accordance with the medication given, to avoid errors, and include drug information that is clear and easy for patients to understand.

Table 11. Average yield percentage

No	Pharmacy name	Total score	Percentage	Information
1	AA	13	81%	Good
2	AN	15	93%	Good
3	AK	12	75%	Enough
4	AS	14	87%	Good
5	BH	14	87%	Good
6	F	13	81%	Good
7	H	12	75%	Enough
8	IS	15	93%	Good
9	MH	14	87%	Good
10	BUT	13	81%	Good
11	MM	11	68%	Enough
12	On	13	81%	Good
13	O3	12	75%	Enough
14	P24	12	75%	Enough
15	Qn	13	81%	Good
16	Re	15	93%	Good
17	Rn	15	93%	Good
18	Ra	15	93%	Good
19	WM	15	93%	Good
	Sum	256	84%	Good

Source : Primary Data, 2024

Based on Table 11. Pharmacies can be seen that the results of the Percentap-e of all pharmacies that were studied reached the pharmaceutical service standard of 84% with the good category.

Table 12. Data Caption

Vulnerability	Sum	Percentage
Good	14	74%
Enough	5	26%
Less	0	0%

Source : Primary Data, 2024

Based on Table 12, the results were obtained that 74% of pharmacies in Baubau city are already categorized as "good" in the implementation of pharmaceutical service standards, while 26% are categorized as "adequate," and no pharmacies are classified as "poor" services. The achievement of the implementation of pharmaceutical services is supported by three main factors: human resources, infrastructure, and service quality.

In accordance with applicable regulations, pharmacies must be managed by professional pharmacists who are able to provide good service and have participated in training. In terms of facilities and infrastructure, pharmacies must be located in places that are easily accessible to the public, with adequate access so that people can easily get information and counseling from pharmacists. For service quality, pharmacies have carried out prescription screening, preparation and delivery of drugs, as well as conducted consumer satisfaction evaluations to improve service quality.

CONCLUSION

From the results of the study, it was concluded that the standards of pharmaceutical services in Baubau city pharmacies in 2024 based on the regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016 were obtained that the pharmaceutical service standards in Baubau city pharmacies in the "good" category reached 74% and 26% were in the "adequate" category and no pharmacies were found that had a category of poor pharmaceutical service standards.

Factors that affect compliance with pharmaceutical service standards are human resources, service quality and infrastructure. The limitation in this study is that the number of research samples is only 19 pharmacies, so it still does not describe the real situation.

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