

CHAPTER I

INTRODUCTION

1. Background

Health is very important for humans because it is an important factor in improving the quality of life. Improving the quality of health services is one way to improve the quality of human life. According to the Regulation of the Minister of Health of the Republic of Indonesia number 73 of 2016, a pharmacy is pharmaceutical services facility where pharmaceutical practice is carried out by pharmacists. This regulation establishes standards for pharmaceutical services in pharmacies, including in terms of prescription handling, drug storage, and providing drug information services to the public.¹

According to the Minister Of Health Regulation pharmaceutical services are divided into two: management services for pharmaceutical preparations, medical devices, and consumable medical supplies, as well as clinical pharmacy services. Pharmacy services in pharmacies are direct and responsible services to patients to improve patient health. The number of pharmacies continues to increase every year due to complex health issues and a population growth in Indonesia.²

The level of perfection of health services is defined by improving the quality of pharmaceutical services. According to the Permenkes, pharmaceutical services are divided into two: management services for pharmaceutical preparations, medical devices, and consumable medical materials and clinical pharmacy services. Pharmacy services in pharmacies are direct and responsible services to patients to improve their health. The number of pharmacies continues to increase every year due to complex health problems and a growing population in Indonesia. The lives of patients and the quality of health services. One party can achieve the satisfaction of each patient according to the average satisfaction level, and the other party can provide service according to professional standards and ethical codes Service quality is directly

¹E.Setiawan,S.Irawati,B.Presley(2015) Journal of Pharmaceutical & Clinical Sciences, Perception and Tendency of Pharmacist Involvement in Pharmacies on the Drug Reconciliation Process

²Melia Eka Rosita and Aji Tetuko, 'Evaluation of the Implementation of Clinical Pharmacy Services in Sleman Pharmacy', Journal of Pharmaceutical Care and Sciences, 3 (2023), 1019.

correlated with customer satisfaction. Service quality means consistently meeting customer expectations; If what customers feel about the service is comparable or better than they expected, they will be satisfied. Ultimately, service that satisfies consumers will increase loyalty, repeat purchases, and *word-of-mouth*.³

Pharmaceutical services in pharmaceutical service standards in pharmacies include drug information services (PIO), medication counseling or consultation services, and home *pharmacy care*. These three services are pharmaceutical services that can be directly experienced by consumers. The pharmaceutical service standards that have been established are not only beneficial for the community but will also assist pharmacies. The implementation of pharmaceutical service standards compels all pharmacies to improve their pharmacy management, both from the perspective of management and human resources. Consequently improving services to consumers becomes the primary priority in the implementation of pharmaceutical service standards.⁴

Permenkes Number 73 of 2016 establishes the standards for pharmaceutical services in pharmacies. This provides standards for pharmaceutical personnel in providing pharmaceutical services. However, this ministerial regulation appears to be merely a written decision that lacks clarity on its implementation in the field and needs to be evaluated periodically. If pharmacists work with modular owners, they must still fully implement the standards of pharmacy services.⁵ Pharmaceutical service standards in pharmacies are the obligation of the pharmacist profession to understand and apply the standards passed to help them carry out their work well and ensure a better quality of pharmaceutical services for patients.⁶

³ Deby Mongi and others, 'Evaluation of the Implementation of Pharmaceutical Services at the Telemedicine Farma 14 Manado Pharmacy', *The Tropical Journal of Biopharmaceutical*, 2020.2, 65–71.

⁴ Prima Roza Yulia, Lukman M. Baga, and Setiadi Djohar, 'Consumer Satisfaction with Pharmacy Services and the Level of Consumer Knowledge Regarding Applicable Pharmaceutical Service Standards (Case Study in Depok City)', *Journal of Business and Management Applications*, 2016

⁵ Alam Diajeng Nasyrh, 'Evaluation of the Implementation of Pharmaceutical Service Standards in Pharmacies in West Pontianak District in 2018', 2018.

⁶ Hening Pratiwi and others, 'Analysis of Public Perception of the Role of Pharmacists in Pharmaceutical Services in Pharmacies in Sokaraja, Baturraden, Sumbang, and Kedungbanteng Districts', *jpscr: Journal of Pharmaceutical Science and Clinical Research*, 5.1 (2020), 33

In Islamic teachings, we have been instructed to do good in our daily lives, one of which is in doing work. As Muslims, we must provide the best service to patients to improve the quality of health services and patient satisfaction with health services. Good and quality service can be seen from someone who can speak kindly, gently, politely, and fairly. It has been explained in the words of Allah S.W.T. in Surah Ali Imran verse 159:

فَبِمَا رَحْمَةٍ مِّنَ اللَّهِ لِنْتَ لَهُمْ وَلَوْ كُنْتَ فَظًا غَلِيظَ الْقَلْبِ لَانْفَضُّوا مِنْ حَوْلِكَ ۚ
فَاعْفُ عَنْهُمْ وَاسْتَغْفِرْ لَهُمْ وَشَاوِرْهُمْ فِي الْأَمْرِ ۚ فَإِذَا عَزَمْتَ فَتَوَكَّلْ عَلَى اللَّهِ ۚ إِنَّ اللَّهَ
يُحِبُّ الْمُتَوَكِّلِينَ ﴿١٥٩﴾

It means: "So it is by the mercy of Allah that you are gentle with them. If you are harsh and rude-hearted, of course they will distance themselves from your surroundings."

Research on the implementation of pharmaceutical service standards in pharmacies can provide information on how pharmaceutical services are carried out and whether they meet the standards that have been set. This research can help improve the quality of pharmaceutical services in pharmacies and protect the public from unprofessional services.

A. Problem Formulation

The formulation of the problem in this study as follows:

- 1.) How is the compliance with the pharmaceutical service standards of several pharmacies in Ngawi according to the Regulation of the Minister of Health No. 73 of 2016?
- 2.) What is the percentage profile of the implementation of pharmaceutical services in several pharmacies in Ngawi according to the regulation of the Minister of Health no. 73 of 2016 concerning pharmaceutical service standards in pharmacies?

B. Research Objectives

The objectives of this study are

- 1.) To find out the suitability of the implementation of pharmaceutical services in several pharmacies in Ngawi by the Regulation of the Minister of Health no.. 73 of 2016 concerning pharmaceutical service standards in pharmacies.
- 2.) This study aims to determine the percentage of pharmacies in Ngawi that have implemented pharmaceutical services according to the regulation of the Minister of Health no . 73 of 2016 concerning pharmaceutical service standards in pharmacies.

C. Research Benefits

1. Theoretical Benefits

The results of this study can be used as a reference material for further research, especially regarding the study of the implementation of pharmaceutical services in pharmacies.

2. Practical Benefits

The results of this research are expected to add to the treasure of science and increase readers' insight into pharmaceutical service standards in pharmacies by the regulations that have been set.

D. Originality of Research

Research on the implementation of pharmaceutical services has been carried out by several researchers, as seen in **Table 1** below.

Tabel 2. Originality of research

Research Title	Research Methods	Variable	Results	Research Differences
Study on the Implementation of Pharmaceutical Service Standards Based on Permenkes RI No 73 in 2016 In the Karanganyar Regency	Observational	<p>Dependen : The percentage of pharmacies that have implemented pharmaceutical service standards based on the Indonesian Minister of Health Regulation Number 73 of 2016.</p> <p>Independen : Pharmaceutical service standards</p>	showing that of the 30 pharmacies that became respondents, 13 pharmacies were included in the good service category, 10 pharmacies were included in the sufficient service category, 7 pharmacies were included in the poor service category. The average percentage of services for the management of pharmaceutical preparations, medical devices and consumable	<p>Dependen: Pharmacy Compliance with Pharmaceutical Service Standards</p> <p>Independen: qualifications of pharmaceutical personnel, pharmacy facilities and infrastructure, knowledge and attitude of pharmacists towards the</p>

Pharmacy in 2020 ⁷	based on the Indonesian Minister of Health Regulation Number 73 of 2016	medical materials was 94% (good), and the service parameters farmasi klinik mendapat hasil sebesar 68% (cukup).	Minister of Health of the Republic of Indonesia Regulation No. 73 of 2016
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Research Title	Research Methods	Variable	results	Research Differences
Study on the application of pharmaceutical service standards in 11 pharmacies Ngawi ⁸ regency	Observational	Dependen : Conformity of Pharmaceutical Service Standards in Pharmacies Independen : Pharmaceutical Services in Pharmacies	Pharmaceutical services at 11 pharmacies in Ngawi Regency are not in accordance with the Regulation of the Minister of Health Number 73 of 2016.	Dependen: Pharmacy compliance with independent pharmaceutical service standards : qualifications of pharmaceutical personnel, pharmacy facilities and infrastructure, knowledge and attitude of pharmacists towards the Minister of Health of the Republic of Indonesia Regulation No. 73 of 2016

⁷ Ollan Prasetyo, 'Study on the Implementation of Pharmaceutical Service Standards Based on the Minister of Health of the Republic of Indonesia Regulation No. 73 of 2016 at Pharmacies in Karanganyar Regency in 2020', Faculty of Pharmacy D-III Pharmacy Study Program, Setia Budi University of Surakarta (Setia Budi University, 2020).

⁸ Leyli dan rahmanian, Ranita Laila, 'Study on the Application of Pharmaceutical Service Standards in 11 District Pharmacies', Indonesian Journal of Pharmaceutical Science And Clinical Research, vol 1, 2023.