

## Evaluation Of Fulfillment Of Pharmacy Service Standards In Clinical Pharmacy Services For *Analgesic Drugs* At Wijaya Pharmacy Health Of Kediri District

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### ABSTRACT

Pharmaceutical services are services related to pharmaceutical preparations such as drugs recommended for the treatment of improving the quality of life of patients. The government has made efforts to improve health services, including the construction of various health facilities such as pharmacies. In accordance with PMK Number 73 of 2016 concerning Standards of Clinical Pharmacy Services in Pharmacies, this study was conducted with the aim of determining the fulfillment of pharmaceutical service standards in clinical pharmacy services for *analgesic* drugs at the Wijaya Sehat Pharmacy, Kediri Regency, including clinical pharmacy services such as PIS, Counseling, DTM, and MDSE, along with the Attitudes and Behavior of pharmacists during service through patient or respondent perceptions. The research method uses a quantitative method with a cross-sectional research design, the tool used to conduct this study is a questionnaire using a *Likert scale* 1-4 (strongly agree, agree, disagree, strongly disagree). Sampling using *accidental sampling* technique of 120 respondents who purchased *analgesic drugs*. Instrument testing was conducted for validity and reliability in different places before conducting the study. The results obtained were that pharmaceutical services at Wijaya Sehat Pharmacy still carried out 2 services, namely PIS and Counseling, while DTM and MDSE had not been implemented due to limited human resources, there were no complaints related to Side Effects of Drugs (SED), there were no diseases that required DTM, and patients had a comfortable perception during service because pharmacists were polite and friendly.

**Keywords:** Pharmaceutical Service Standards, Analgesic Drugs, Patient Perception.

### INTRODUCTION

Health initiatives are a form of effort to maintain and improve health, with the aim of creating an optimal level of health in the community. created as a health facility for the community, and pharmaceutical services are carried out relating to or described in terms of actual or potential tissue damage. Providing information related to medicine and having a very important role in improving the quality of life of patients and providing quality services to patients. The government has made efforts to improve health services, including the construction of various health facilities such as pharmacies. Pharmacy is one of the pharmaceutical services managed by professional pharmacists to overcome unwanted events during pharmaceutical services that are still related to drugs (Anjani et al., 2019).

Indonesia has issued health law regulations regulated by the Minister of Health Regulation No. 73 of 2016 concerning Pharmaceutical Service Standards in Pharmacies, one of which is clinical pharmacy services in pharmacies which are part of several services that are directly responsible for providing medicines, medical devices, BMHP or disposable medical materials, and others to patients, and clearly aimed at improving the quality of life (outcome) of patients to achieve the desired results. good. Pharmacists have a role or duty to improve

knowledge, skills, and interact well directly with patients (Health, 2016).

Analgesic drugs are compounds that can reduce or suppress pain. Because there is no general anesthetic effect, it can reduce pain and provide comfortable sensation. Painkillers can cause dangerous side effects if consumed excessively for a long period of time, one of which is paracetamol. Pain is a sensation experienced in the form of unpleasant sensations and emotions that relating to or described in terms of actual or potential tissue damage. Providing information related to medicine and having a very important role in improving the quality of life of patients and providing quality services to patients. Non-compliance in treatment can occur due to a lack or decrease in quality of life and poor quality services. Lack of information obtained by patients is also one of the reasons for noncompliance related to information about drugs (Reni Putri, et al 2021).

According to existing regulations, namely the Minister of Health Regulation No. 73 of 2016 concerning Pharmaceutical Service Standards in Pharmacies, after carrying out drug dispensing activities, a pharmacist must include information related to the drug, namely by providing information related to the use or rules when consuming drugs that will be used as therapy and other information. This is something that must not be forgotten or not done by pharmacists in every pharmacy, namely providing drug information and having the responsibility to improve the quality of life of patients and provide quality services for patients.

Pharmaceutical service standards are certainly related to several management such as resources, infrastructure, prescription services, promotion, education, and housing or home care services. Evaluation is needed to ensure the quality of pharmaceutical services in pharmacies in accordance with Government Regulation of Health No. 73 of 2016. Quality assessments in pharmaceutical services are carried out with several evaluations of service quality such as prescription screening, dispensing, self-medication, Drug Information Services (PIO), counseling, home health services (Home Care), services Drug Therapy Monitoring (DMT), and Drug Side Effect Monitoring (DSE) services. Evaluation is also carried out on non-clinical pharmaceutical activities such as medical devices and other supplies that are needed for the health sector, including planning, procurement, receipt, storage, management, destruction, recording and reporting (Health, 2016).

Perception is part of the assessment of what is witnessed or seen after that doing thinking activities to make decisions or conclusions from what is seen and what will be done afterwards. Patient expectations can be influenced by previous conversations, comments from family members, and assurances and information from marketers and competitors. Satisfied customers will remain loyal in the long term. This is very dependent to the person in charge of providing services (Fadila Anggraini, et al 2022).

## METHOD

This study uses a quantitative method with a descriptive observational research type. This study uses a cross-sectional design. The tool for data collection is by using a questionnaire addressed to patients who come to the pharmacy Wijaya Sehat and pharmacists. The purpose of this study was to determine the evaluation of the fulfillment of pharmaceutical service standards in analgesic drug services at the Wijaya Sehat Pharmacy, Kediri Regency by providing questionnaires to patients who buy analgesic drugs. So that the results show whether the implementation is carried out towards the fulfillment of pharmaceutical service standards in the clinical pharmacy services of analgesic drugs.

The number of samples in this study was 120 respondents and 1 pharmacist as a confirmation of whether or not the service was carried out. The sample inclusion criteria in this study were willingness to be respondents, respondents were able to communicate, respondents were aged 16-60 years old, respondents bought analgesic drugs. As

for the exclusion criteria are respondents with a condition of having an infectious disease, respondents are sick with limited mobility or speech, respondents with mental disorders.

The data obtained in this study are classified as primary data because the data were obtained directly through questionnaires that had been filled out by respondents to determine the standards of pharmaceutical services in clinical pharmacy services for analgesic drugs at the Wijaya Sehat pharmacy. Data processing is carried out by steps of editing, coding, entry, cleaning, and processing and also a validity test is carried out to determine the validity of the questionnaire and a reliability test to determine whether the results of the questionnaire are reliable.

## RESULT dan DISCUSSION

### A. Respondent Characteristics

Table 1 Respondent Characteristics

Characteristics		Respondent N(120)	Percent
Gender	Male	61	50,83%
	Female	59	49,17%
Age	Adults (16-40)	97	80,83%
	Old age (41-60)	23	19,17%
Work	Private employees	35	29,17%
	Self-employed	28	23,33%
	Civil servant	6	5%
	Student	13	10,83%
	Student (bachelor)	13	10,83%
	Retired	1	0,83%
	Doesn't work	24	20%

The table shows that respondents who answered the questionnaire when viewed from the gender side, the most respondents who filled out or answered the questionnaire were male respondents totaling 50,83% while women totaling 49,17%, when viewed from the age of the respondents who answered the questionnaire, the majority were adults (16 years-40 years) totaling 80,83% of respondent while the elderly totaling 19,17%, and when viewed from the occupation of the respondents, the most respondents were those who worked in the private sector totaling 29,17% respondents, self-employed totaling 23,33%, unemployed totaling 20%, students and college students totaling 10,83%, civil servants totaling 5%, and retirees totaling 0,83%.

### B. PIS Respondents' Answers

Tabel 1 Percentage of PIS Answers

Percentage of PIS Answers		
Strongly Agree	62	55,83%
Agree	52	43,33%
Disagree	5	4,17%
Strongly Disagree	1	0,83%

Pharmacy Information Services (PIS) are drug information services provided by pharmacists that are impartial to patients, the public, and other health professions that require careful and best evaluation in terms of drug consumption. Service activities in providing drug information in pharmacies include answering questions verbally and in writing, producing and distributing bulletins/brochures/brochures, strengthening the community (advice), providing

information and training to patients, and providing information to pharmacy students from knowledge and skills. These activities continue professional practice, research on drug use, writing and posting papers in scientific forums, and implementing quality assurance programs. Table 1 shows that Wijaya Sehat Pharmacy mostly carries out drug information service activities. Judging from the percentage of answers from the questionnaire answered by respondents, most of them answered strongly agree, which is 55,83%, which means that patients have the perception that Wijaya Sehat Pharmacy provides the service according to what the patient feels. Some patients answered agree, 43,33%, disagree 4,17%, and strongly disagree 0,83%.

#### C. Counseling Respondents' Answers

Table 2 Percentage of Counseling Answers

Percentage of Counseling Answers		
Strongly Agree	58	48,33%
Agree	59	49,17%
Disagree	2	1,67%
Strongly Disagree	1	0,83%

Counseling is a communication process between a pharmacist and a patient or the patient's family to provide knowledge, understanding, awareness, compliance and ultimately changing a person's behavior or policies in using drugs and solve the problems faced by patients. Pharmacists need to reaffirm that patients and families understand the drugs they will use.

Table 2 explains that Wijaya Sehat Pharmacy around 49,17% carries out counseling activities. Judging from the percentage of answers from the questionnaire answered by respondents, most of them answered agree, which is 49,17%, which means that patients have the perception that Wijaya Sehat Pharmacy services provide the service according to what the patient feels. Some patients answered strongly agree at 48,33%, disagree at 1,67%, and strongly disagree at 0,83%.

#### D. DTM Respondents' Answers

Table 3 Percentage of DTM Answers

Percentage of DTM Answers		
Strongly Agree	0	0,00%
Agree	0	0,00%
Disagree	45	37,50%
Strongly Disagree	75	62,50%

Drug Therapy Monitoring (DTM) is an activity aimed at ensuring that patients receive effective and affordable treatment or therapy by maximizing efficacy and minimizing side effects. Criteria for DTM patients include children, the elderly, nursing mothers, pregnant women, patients receiving five or more drugs, patients with dual diagnoses, and patients with chronic diseases such as kidney or liver dysfunction, patients receiving drugs with a narrow therapeutic index, and patients who have received drugs known to have unwanted side effects. Table 3 above explains that Wijaya Sehat Pharmacy has not fully implemented DTM activities. Judging from the percentage of answers from the questionnaire answered by respondents, most of them answered disagree, which is 37,50%, which means that patients have the perception that

Wijaya Sehat Pharmacy services have not carried out the service according to what is felt by patients. Most patients answered strongly disagree, which is 62,50%, then patients who answered strongly agree and agree, which is 0,00%. DTM services have not been implemented for several reasons, these reasons were explained by pharmacists said as follows: "DTM services cannot be implemented yet, the first reason is constrained by the human resources available at the Wijaya Sehat pharmacy. Second, patients who buy painkillers are usually given medicine and are immediately finished or cured, but until now DTM has not been carried out because there are no patients who need DTM because on average patients who buy analgesic drugs are immediately cured when given medicine. Usually, what needs to be monitored for drug therapy is chronic diseases such as diabetes. We are still running several services such as prescription drug services, self-medication, Drug Side Effects, PIS, counseling like that".

#### E. MDSE Respondents' Answers

Table 4 Percentage of MESO Answers

Percentage of MESO Answers		
Strongly Agree	0	0,00%
Agree	0	0,00%
Disagree	45	37,50%
Strongly Disagree	75	62,50%

Monitoring of Drug Side Effects (MDSE) is the act of monitoring the use of drugs, potentially harmful drugs or side effects that may occur at the dose commonly used by people for therapeutic, diagnostic, or therapeutic purposes or to alter physiological functions.

Table 4 explains that Wijaya Sehat Pharmacy has not fully implemented MDSE activities. Judging from the percentage of answers from the questionnaire answered by respondents, most of them answered disagree, which is 37,50%, which means that patients have the perception that Wijaya Sehat Pharmacy services have not carried out the service according to what is felt by the patient. Most of the patients answered strongly disagree, which is 62,50%, then patients who answered strongly agree and agree are 0,00%.

There are several reasons why the Wijaya Sehat pharmacy does not provide MDSE services, the reasons are which was explained by the pharmacist as follows: "So far there has been no monitoring of drug side effects because we always explain to patients, such as asking patients whether they have a history of illness, so that side effects do not occur when our PIS is explains the rules for taking medication, how to take medication, and the side effects of medication. The weakness here is the documentation, there was a time when we first started implementing documentation but over time inconsistent and eventually not implemented. We still run some services such as prescription drug services, self-medication Drug Side Effects, PIS, counseling like that".

#### F. Respondents' Answers on Pharmacists' Attitudes and Behavior

Table 5 Percentage of answers to Pharmacists' Attitudes and Behaviors

Percentage of answers to Pharmacists' Attitudes and Behaviors		
Strongly Agree	24	20,00%
Agree	92	76,67%
Disagree	3	2,50%
Strongly Disagree	1	0,83%

Pharmacist attitudes and behaviors are the impact of changes in the subject of drugs (pharmaceutical care) on patients. Pharmacists need to improve their knowledge, attitudes and behaviors in pharmaceutical services. The attitudes and behaviors of a pharmacist greatly

determine the success of a pharmaceutical practice.

Table 5 explains that the attitude and behavior during service at the Wijaya Sehat pharmacy, most patients have a comfortable perception when getting drug information, amounting to 76,67%. And other answers from the questionnaire answered by respondents, some answered strongly agree, which is 20,00%, strongly disagree 2,50%, then patients who answered strongly disagree 0,83%.

#### G. Overall Respondents' Answers

Table 6 Overall Respondents' Answers

Variabel	Kategori
PIS	Strongly Agree (55,83%)
Counseling	Agree (49,17%)
DTM	Strongly Disagree (62,50%)
MDSE	Strongly Disagree (62,50%)
Pharmacists' Attitudes and Behaviors	Agree (76,67%)

Table 6 shows that the service conditions at the Wijaya Sehat pharmacy in PIO services are classified as very agree, meaning that respondents have the perception that the Wijaya Sehat pharmacy fulfills PIS services by providing questionnaires to patients and around 55,83% of patients answered very agree, respondents answered 49,17% agreed for counseling services, respondents answered 62,50% strongly disagreed for DTM services, respondents answered 62,50% strongly disagreed for MDSE services, and finally attitudes and behavior. pharmacists during service answered in agreement with the number 76,67%.

#### H. Validity Test

Table 7 Validity Test

Number question	R Table	R Count	Sig. 2-tailed	Information
1	0,632	0,676	0,016	Valid
2	0,632	0,782	0,003	Valid
3	0,632	0,686	0,014	Valid
4	0,632	0,917	0,000	Valid
5	0,632	0,686	0,014	Valid
6	0,632	0,700	0,011	Valid
7	0,632	0,650	0,022	Valid
8	0,632	0,793	0,002	Valid
9	0,632	0,775	0,003	Valid
10	0,632	0,671	0,017	Valid
11	0,632	Unreadable	.	Invalid
12	0,632	Unreadable	.	Invalid
13	0,632	Unreadable	.	Invalid
14	0,632	Unreadable	.	Invalid
15	0,632	Unreadable	.	Invalid
16	0,632	Unreadable	.	Invalid
17	0,632	Unreadable	.	Invalid
18	0,632	Unreadable	.	Invalid
19	0,632	0,775	0,003	Valid
20	0,632	0,745	0,005	Valid
21	0,632	0,755	0,005	Valid

Standard measure of the accuracy of instrument questions and is one part of the validity

of a survey in a study that uses the accuracy of questions to find out valid answers. For this reason, a questionnaire or survey that contains several questions that measure something is considered valid, assuming that each question that forms the survey has high validity. The relationship between questions is largely reflected in the relationship between answers and questions. A questionnaire consisting of 21 items with 12 respondents was used in this study. Based on the results of the validity test data processing in table 8, it was found that in the validity test there were valid and invalid data. For valid data itself, it is the PIO, Counseling, and Pharmacist Attitude and Behavior subvariables. While invalid data is in the DMT and DED subvariables. The questionnaire can be said to be valid if  $r \text{ count} > r \text{ table}$ , or can be seen in the 2-tailed figure in SPSS.

#### I. Reliability Test

Table 8 Reliability Test

Cronbach's Alpha 0,929	N No Items 13
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Reliability testing is used to calculate indicators or indexes of constructs or variables in questionnaires or questionnaires. After conducting a validity test, a validity test must be carried out. If a person's answer to a survey is consistent with what he said at that time, then the answer can be declared reliable or trustworthy (Ghozali, 2016). If a variable gets a Cronbach alpha value of more greater than 0,60 then it is considered reliable (Rochaety, 2009). And in this study the reliability test value reached 0,92 so that the questionnaire can be said to be reliable. This analysis was carried out using SPSS Statistics version 22.

Based on table 9, it can be seen that the reliability test has a value of 0,929, which means that the questionnaire can be said to be reliable because the Cronbach Alpha value is more than 0,60. However, if the Cronbach Alpha reliability value is less than 0,60, it can be interpreted that the questionnaire is not reliable.

### CONCLUSION

- 1) Based on the results of the study, it can be concluded that the fulfillment of pharmaceutical service standards in the clinical pharmacy services of analgesic drugs at the Wijaya Sehat Pharmacy, Kediri Regency is still running 2 services, namely Drug Information Services (DIS) and Counseling. And the services that have not been implemented are Drug Therapy Monitoring (DTM) and Drug Side Effects Monitoring (DMSE).
- 2) Based on the results of the research that has been conducted, it turns out that there are reasons why DTM and DMSE have not been implemented due to several reasons such as inadequate Human Resources (HR), during the establishment of the pharmacy there have been no reports of complaints of Side Effects of Drugs (SED), and there have been no diseases that so far require Drug Therapy Monitoring (DTM).
- 3) Based on the results of the research that has been carried out, it was found that the patient's perception of the clinical pharmacy services carried out by Wijaya Sehat Pharmacy, patients feel comfortable because the majority of patients answered in agreement on the questionnaire, which means that many patients have the perception that the service gives the impression polite and friendly.

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