

**Laporan Praktek Kerja Profesi Apoteker di Apotek Safa Jl. Bukit Duri
Tanjakan No.68 Tebet, Jakarta Selatan Periode 1 April - 10 Mei 2014 =
Report of Apotechary Profession Internship in Apotek Safa Jl. Bukit
Duri Tanjakan No.68 Tebet, Jakarta Selatan on 1 April - 10 Mei 2014
Period**

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Abstrak

Praktek Kerja Profesi Apoteker (PKPA) di Apotek Safa bertujuan untuk memahami peranan apoteker pengelola apotek di dalam kegiatan pelayanan kefarmasian di apotek. Tugas khusus yang diberikan berjudul Survei Tingkat Kepuasan Konsumen Terhadap Kualitas Pelayanan Kefarmasian di Apotek Safa dengan tujuan mengetahui tingkat kepuasan konsumen dengan membandingkan nilai harapan dan persepsi konsumen serta mengetahui aspek yang harus dikembangkan sebagai bahan evaluasi kualitas pelayanan kefarmasian di Apotek Safa.

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Apotechary Profession Internship in Apotek Safa has purpose to understand role of Apotechary roles of pharmaceutical care in Apotek Safa. The title of special assignment is Survey The Satisfaction Level of Consumers Against The Quality of Pharmaceutical Care in Apotek Safa. It has purpose to know the level of consumers satisfaction by compare perception and expectation value, including know the aspect that are needed to be developed as the evaluation of pharmaceutical care in Apotek Safa.