

## Praktek kerja profesi di Apotek Prima Sehat periode April 2016 = Internship at Apotek Prime Sehat period April 2016 / Arifa Rafrillia

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### Abstrak

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Praktek Kerja Profesi Apoteker di Apotek Prima Sehat bertujuan agar calon apoteker mampu memahami tugas dan tanggung jawab apoteker dalam pengelolaan apotek, serta melakukan praktik pelayanan kefarmasian sesuai dengan ketentuan perundang-undangan dan etika yang berlaku, memiliki wawasan, pengetahuan, keterampilan, dan pengalaman praktis untuk melakukan praktik kefarmasian di Apotek, dan memiliki gambaran nyata tentang permasalahan praktik kefarmasian serta mempelajari strategi dan kegiatankegiatan yang dapat dilakukan dalam rangka pengembangan praktik kefarmasian. Tugas khusus yang diberikan berjudul Evaluasi Tingkat Kepuasan Pelanggan terhadap Kualitas Pelayanan Apotek Prima Sehat. Tujuan dari tugas khusus ini adalah mengevaluasi pelayanan di Apotek Prima Sehat yang perlu ditingkatkan berdasarkan kepuasan pelanggan.

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#### <b>ABSTRACT</b><br>

Internship at Apotek Prima Sehat aiming for that prospective pharmacists are able to understand the duties and responsibilities of pharmacists in the management of the pharmacy, as well as to practice pharmacy services in accordance with statutory provisions and ethics, insight, knowledge, skills, and practical experience to carry out the practice of pharmacy in the pharmacy, and have a real picture of the issues pharmaceutical practice and learn the strategies and activities that can be done in the framework of the development of pharmacy practice. Given the special task entitled Evaluation of Customer Satisfaction on Service Quality of Apotek Prima Sehat. The purpose of this special task is to evaluate the service in Apotek Prima Sehat needs to improved based on customer satisfaction.