

## Praktek kerja profesi di Apotek Kimia Farma pelengkap nomor 1 RSCM periode bulan April tahun 2016 = Internship at Kimia Farma Complementary Pharmacy number 1 RSCM on April 2016

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### Abstrak

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Praktek Kerja Profesi di Apotek Kimia Farma Pelengkap Nomor 1 RSCM bertujuan agar calon apoteker mampu memahami tugas dan tanggung jawab apoteker dalam pengelolaan apotek, serta melakukan praktek pelayanan kefarmasian sesuai dengan ketentuan perundang-undangan dan etika yang berlaku; memiliki wawasan, pengetahuan, keterampilan, dan pengalaman praktis untuk melakukan praktek kefarmasian di apotek; memiliki gambaran nyata tentang permasalahan praktek kefarmasian serta mempelajari strategi dan kegiatan-kegiatan yang dapat dilakukan dalam rangka pengembangan praktek kefarmasian. Melalui praktek kerja ini, calon apoteker dapat melihat secara langsung kegiatan teknis dan non teknis terkait praktek kefarmasian yang dilakukan di Apotek Kimia Farma Pelengkap Nomor 1 RSCM. Praktikan diberikan tugas khusus yang berjudul Survei Kepuasan Pelanggan tentang Pelayanan di Apotek Kimia Farma Pelengkap Nomor 1 RSCM. Tugas khusus ini bertujuan untuk mengetahui tingkat kepuasan pelanggan terhadap pelayanan yang diberikan di Apotek Kimia Farma Pelengkap No.1 RSCM.

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

Profession Internship at Kimia Farma Complementary Pharmacy Number 1 RSCM aims to understand the duties and responsibilities of pharmacists in pharmacy management, as well as to practice pharmacy services in accordance with the provisions of law and ethics; have the insight, knowledge, skills, and practical experience to carry out the pharmaceutical practice in pharmacy; and have a real picture of the problems of pharmaceutical practice and learn the strategies and activities that can be done in order to develop the pharmaceutical practice. Through this internship, the intern can directly see both technical and non technical activities related to pharmaceutical practice do in Kimia Farma Complementary Pharmacy No. 1 RSCM. Intern was given a special assignment entitled Customer Satisfaction Survey on Services in Kimia Farma Complementary Pharmacy No. 1 RSCM. This special assignment aims to determine the level of customer satisfaction on services provided in Kimia Farma Complementary Pharmacy No. 1 RSCM.