

**Praktek kerja profesi di Apotek Kimia Farma No. 348 periode bulan April tahun 2016 = Profession internship program at Apotek Kimia Farma No. 348 in April 2016 / Muhammad Ikhsan**

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Abstrak

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Praktek Kerja Profesi Apoteker (PKPA) di Apotek Kimia Farma No. 348 bertujuan untuk memahami tugas pokok dan tanggung jawab apoteker sebagai Apoteker Pengelola Apotek (APA) di apotek, memberikan kesempatan calon apoteker untuk dapat beradaptasi secara langsung praktik di dunia kerja, serta memahami sistem manajemen dan administrasi di Apotek Kimia Farma No. 348. Tugas khusus dalam PKPA ini berjudul Customer Satisfaction sebagai Penerapan Customer Relationship Management di Apotek Kimia Farma No. 348.

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**ABSTRACT**

Pharmacist Profession Internship Program (PKPA) at Apotek Kimia Farma No. 348 aims to understand the main duties, functions and role of pharmacists as pharmacy manager (APA) in pharmacies and to provide an opportunity for prospective pharmacists to adapt directly to the actual working environment of pharmacy in Pharmacy and understand the management and administration systems in Apotek Kimia Farma No. 348. Given special assignments titled Customer Satisfaction as Application of Customer Relationship Management in Apotek Kimia Farma No. 348.