

Praktek kerja profesi di Apotek Kimia Farma No. 50 periode bulan April 2017 = Apothecary profession internship program at Kimia Farma Pharmacy No 50 on April 2017

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Abstrak

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Praktek kerja profesi di Apotek Kimia Farma No. 50 Periode Bulan April 2017 bertujuan untuk memahami peranan, tugas dan tanggung jawab Apoteker di Apotek sesuai dengan ketentuan dan etika pelayanan farmasi pada khususnya dan pelayanan kesehatan pada umumnya, memiliki wawasan, pengetahuan, keterampilan dan pengalaman praktis untuk melakukan praktek kefarmasian di Apotek serta memiliki gambaran nyata tentang permasalahan praktek kefarmasian serta mempelajari strategi dan kegiatan-kegiatan yang dapat dilakukan dalam rangka perkembangan praktek kefarmasian di Apotek. Praktek kerja profesi dilakukan selama satu bulan dengan tugas khusus yaitu analisis kepuasan pelanggan di Apotek Kimia Farma No. 50 Periode April 2017 dilihat dari dimensi assurance dan empathy. Kata kunci: Praktek kerja, Apotek, Apoteker, Kepuasan Pelanggan, Dimensi Assurance, Empathy

ABSTRACT

The aims of apothecary profession internship program at Kimia Farma No. 50 Pharmacy on April 2017 are to understand the duties and responsibilities clinical pharmacists in accordance with the provisions and ethics in particular the pharmaceutical and healthcare service in general, have insight, knowledge, skill and experience the practical for doing pharmaceutical care in Community Pharmacy and having an example about pharmaceutical care and learning strategy and activities can be implemented in pharmaceutical care to the Community Pharmacy. The apothecary profession internship program conducted during one month in a special assignment that is given entitled customer satisfaction analysis at Kimia Farma Pharmacy No. 50 Period April 2017 seen from the dimensions of assurance and empathy. Keywords Intership, Pharmacy, Apothecary, Customer Satisfaction, Assurance Dimension, Empathy Dimension