

Perbedaan hasil pengukuran pelayanan swamedikasi oleh apoteker antara metode self report dan observasi di Apotek Kimia Farma Jakarta dan sekitarnya tahun 2013 = Measuring differences of self medication services by pharmacist between self report and observation method in Kimia Farma Apotek Jakarta and surrounding 2013

Nhadira Nhestricia, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20349714&lokasi=lokal>

Abstrak

Monitoring kinerja pelayanan kesehatan pada umumnya sering kali dilakukan dengan metode self-report dengan pendekatan pada kepatuhan petugas terhadap standar pelayanan. Asumsi tingginya penilaian self-report masih dipertanyakan validitasnya. Metode observasi diharapkan dapat memberikan gambaran pelaksanaan sistem pelayanan secara nyata.

Tujuan dari penelitian adalah diketahuinya gambaran pelayanan swamedikasi yang tepat berdasarkan standar pelayanan kefarmasian berdasarkan metode pengukuran self-report dan observasi di Apotek Kimia Farma Jakarta dan Sekitarnya tahun 2013. Penelitian ini menggunakan desain cross-sectional dengan jumlah sampel 24.

Hasil penelitian didapatkan bahwa ada perbedaan yang signifikan terhadap hasil pengukuran pelayanan swamedikasi oleh apoteker antara metode self-report dan observasi di Apotek Kimia Farma Jakarta dan sekitarnya tahun 2013.

.....

Monitoring the performance of health care in general is often done using a self-report that approach to compliance officers of service standards. The validity of assumption of high self-report assessment still questionable. Observation method is expected to provide an overview of the implementation of the real service system.

The purpose of research is to know the proper description self-medication services based on standards of pharmacy services between self-report and observation method in Kimia Farma Apotek Jakarta and surrounding 2013. This study uses cross-sectional design with a sample size of 24.

The results showed that there were significant differences of measurement results of self-medication services by pharmacists between self-report and observation method in Kimia Farma Apotek Jakarta and surrounding 2013.