

## Praktik kerja profesi di Apotek Kimia Farma Nomor 450 Cibubur Lapangan Tembak periode bulan April 2018 = Internship at Kimia Farma 450 Cibubur Lapangan Tembak Pharmacy period April 2018

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### Abstrak

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Praktik kerja profesi dilakukan di Apotek Kimia Farma KF No. 450 Cibubur Lapangan Tembak bertujuan untuk memberikan pemahaman tugas dan tanggung jawab apoteker dalam pengelolaan apotek, melakukan praktik pelayanan kefarmasian sesuai dengan ketentuan perundang-undangan dan etika yang berlaku, memberikan wawasan, pengetahuan, keterampilan, dan pengalaman praktis untuk melakukan praktik kefarmasian di apotek, serta memberikan gambaran nyata tentang permasalahan praktik kefarmasian serta mempelajari strategi dan kegiatan-kegiatan yang dapat dilakukan dalam rangka pengemabangan praktik kefarmasian. Praktik kerja dilakukan selama satu bulan. Selama masa periode tersebut mahasiswa diberikan tugas khusus dengan judul "Analisis Survey Pelanggan pada Dimensi Responsiveness dan Assurance". Tujuan dari tugas khusus adalah untuk mengetahui gap kesenjangan antara nilai harapan dan kenyataan terhadap mutu pelayanan yang diterima pelanggan di Apotek KF Lapangan Tembak Cibubur serta untuk mengetahui atribut dari dimensi Responsiveness dan Assurance, yang perlu diperbaiki pada Apotek KF Lapangan Tembak Cibubur.

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#### **ABSTRACT**

Internship at Kimia Farma No. 450 Cibubur Lapangan Tembak Pharmacy aims to provide an understanding of the duties and responsibilities of pharmacists in the management of pharmacies, as well as to practice pharmaceutical services in accordance with applicable legislation and ethical provisions, providing insight, knowledge, skills and practical experience for pharmaceutical practices, provide a real picture of the pharmaceutical practice issues and learn strategies and activities that can be done in order to develop pharmaceutical practices. Internship had been done for one month. During that period student are given a special assignment entitled Customer Survey Analysis on Responsiveness and Assurance Dimensions . The purpose of the specific assignment is to know the gap between the value of hope and reality to the quality of service received by customers in Kimia Farma Pharmacy Cibubur as well as to determine the attributes of the dimensions of Responsiveness and Assurance, which need to be improved on the Kimia Farma Pharmacy Cibubur.