

## Evaluasi Out Of Stock (OOS) pada Produk Over The Counter (OTC) di Apotek Roxy Jagakarsa = Evaluation of Out Of Stock (OOS) on Over The Counter (OTC) Products at Roxy Jagakarsa Pharmacy

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### Abstrak

Praktik Kerja Profesi Apoteker di Apotek Roxy Jagakarsa bertujuan untuk menelaah faktor penyebab terjadinya kekosongan produk OTC di Apotek Roxy Jagakarsa dan menganalisis strategi untuk mengatasi kekosongan produk OTC di Apotek Roxy Jagakarsa. Metode pelaksanaan penyusunan tugas khusus dilakukan dengan jenis penelitian deskriptif yang bersifat kualitatif, yang berfokus pada jumlah produk *Over The Counter* (OTC) yang mengalami kondisi *out of stock*. Data hasil pengkajian menunjukkan bahwa terdapat 92 jenis obat yang mengalami kondisi "*Out Of Stock*" di Apotek Roxy Jagakarsa. Faktor-faktor penyebab kekosongan stok meliputi lead time yang lambat dalam pengiriman obat, keterbatasan ketersediaan jenis obat paten tertentu, kesalahan dalam pengiriman obat, kerusakan obat selama proses pendistribusian, dan penghentian produksi oleh produsen (*discontinue*). Strategi yang digunakan untuk mengatasi kekosongan stok meliputi proses substitusi, di mana obat yang tidak tersedia digantikan dengan obat yang memiliki kandungan yang sama dan tersedia dalam stok apotek.

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Pharmacist Professional Work Practices at the Roxy Jagakarsa Pharmacy aims to examine the factors that cause avoidance of OTC products at the Roxy Jagakarsa Pharmacy and analyze strategies to overcome the lack of OTC products at the Roxy Jagakarsa Pharmacy. The method for carrying out special preparation tasks is carried out using a type of qualitative descriptive research, which focuses on the number of Over The Counter (OTC) products that are out of stock. Data from the study shows that there are 92 types of medicines that are in an "Out Of Stock" condition at the Roxy Jagakarsa Pharmacy. Factors causing stock shortages include slow lead times in drug delivery, limited availability of certain types of patented drugs, errors in drug delivery, drug damage during the distribution process, and production permits by manufacturers (*discontinued*). The strategy used to overcome stock shortages includes a substitution process, where drugs that are not available are replaced with drugs that have the same content and are available in pharmacy stock.