

POLITEKNIK KESEHATAN TANJUNGPUR
JURUSAN FARMASI
Laporan Tugas Akhir, Juli 2021

Muhammad Aditya Rangga

**Gambaran Penerapan Standar Prosedur Operasional Pelayanan Pelanggan
Selama Masa Pandemi Covid-19 Pada Apotek Di Kota Bandar Lampung**

xviii, 67 halaman, 6 tabel, 7 gambar, 8 lampiran.

ABSTRAK

Pada tanggal 31 desember 2019, Tiongkok melaporkan penemuan kasus *pneumonia* misterius, pada tanggal 11 Februari *World Health Organization* memberi nama virus baru tersebut *Severe Acute Respiratory Syndrome Coronavirus-2* (SARS-CoV-2) dan nama penyakitnya sebagai *Coronavirus disease 2019* (Covid-19). Covid-19 dapat menyebar terutama dari orang ke orang melalui *droplet* yang keluar dari hidung atau mulut saat orang yang terinfeksi Covid-19 batuk, bersin atau berbicara. Apotek adalah suatu tempat tertentu, tempat dilakukan pekerjaan kefarmasian penyaluran perbekalan farmasi kepada masyarakat. Apotek harus mudah diakses oleh masyarakat. Sarana dan prasarana apotek dapat menjamin mutu Sediaan Farmasi, Alat Kesehatan, dan Bahan Medis Habis Pakai serta kelancaran praktik Pelayanan Kefarmasian.

Penelitian ini bertujuan mengetahui penerapan protokol kesehatan di beberapa apotek di Bandar Lampung. Penelitian ini menggunakan metode deskriptif dengan menggunakan lembar kuesioner dan lembar ceklist kemudian data disajikan dalam bentuk distribusi frekuensi dan persentase. Hasil penelitian ini menunjukkan penerapan Standar Prosedur Operasional pelayanan pelanggan terkait sanitasi ruangan apotek sebanyak 43,3%, terkait perlindungan diri personel apotek sebanyak 8,3%, terkait pelayanan pelanggan di apotek sebanyak 0%, terkait penyediaan sarana edukasi terkait pencegahan Covid-19 sebanyak 16,7%, dan yang menerapkan semua SPO pelayanan pelanggan sebanyak 0%.

Kata kunci : Covid-19, standar prosedur operasional, apotek
Daftar bacaan : 17 (2008-2021)

POLYTECHNIC OF HEALTH TANJUNGKARANG
PHARMACEUTICAL DEPARTMENT
Final Assignment Report, June 2021

Muhammad Aditya Rangga

Overview of the Implementation of Standard Customer Service Operational Procedures During the Covid-19 Pandemic Period at Pharmacies in Bandar Lampung City

xviii, 67 pages, 6 tables, 7 pictures, and 8 attachments.

ABSTRACT

On December 31st, 2019, Tiongkok reported the discovery of a mysterious case of pneumonia, on February 11th the World Health Organization named the new virus Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-CoV-2) and the name of the disease as Coronavirus disease 2019 (Covid-19). Covid-19 can spread mainly from person to person through droplets that come out of the nose or mouth when an infected person coughs, sneezes or talks. A pharmacy is a certain place where pharmaceutical work is carried out to distribute pharmaceutical supplies to the public. Pharmacies must be easily accessible to the public. Pharmacy facilities and infrastructure can guarantee the quality of Pharmaceutical Preparations, Medical Devices, and Consumable Medical Materials as well as the smooth practice of Pharmaceutical Services.

This study aims to determine the application of health protocols in several pharmacies in Bandar Lampung. This study uses a descriptive method using a questionnaire sheet and a checklist sheet then the data is presented in the form of frequency and percentage distributions. The results of this study indicate the application of Standard Operating Procedures for customer service related to pharmacy room sanitation as much as 43.3%, related to self-protection of pharmacy personnel as much as 8.3%, related to customer service at pharmacies as much as 0%, related to the provision of educational facilities related to Covid-19 prevention as many as 0%. 16.7%, and 0% of those who implement all customer service SOP's.

Keywords : Covid-19, standard operating procedures, pharmacy
Reading list : 17 (2008-2021)