

**PHARMACEUTICAL SERVICES
IN COMMUNITY PHARMACY IN EAST JAKARTA**

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A Thesis Submitted in Partial Fulfillment of the Requirements
for the Degree of Master of Public Health in Health Systems Development

College of Public Health Sciences

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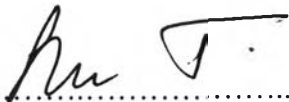
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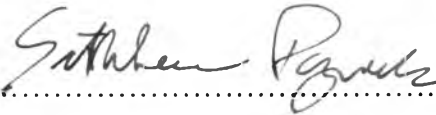
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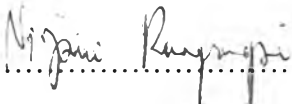



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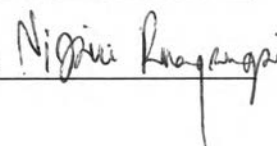
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Good pharmacy practice is an international standard for pharmaceutical services in community pharmacy, includes the advice for self-care for any symptoms or ailments that can be self-treated. Therefore, the needs of information for self-medication should be provided by health-care professional, especially pharmacist in the community. The objective of this study was primary focus on description of delivery of health care services by community pharmacies in terms of Good Pharmacy Practice, customer knowledge and perception about self-medication, and the pharmacies knowledge about regulatory information in East Jakarta Municipality. A cross-sectional study design using structured questionnaire was done to describe the good pharmacy practice in community pharmacy and self-medication practice among the customers. Questionnaire was developed based on the four elements of good pharmacy practice. For customers, score for self-medication practice was divided into information from pharmacies (Score 1) and their knowledge about the drug they bought at interviewing time (Score 2). 98 pharmacies and 294 customers were interviewed in this study. From 98 pharmacists, 69.4% are female. Most of the pharmacist worked as pharmacies licenser only for side job (71.4%), which mainly worked as government employee with 51.6%. The pharmacist experience at most is more than 15 years with 43.9% and the highest proportion of pharmacists come to their pharmacies once in a week (38.8%). The most of community pharmacies were independent (87.8%), with 49% has 101-350 prescriptions in a week. In terms of good pharmacy practice, 69.4% of pharmacies were concluded less than good. For regulation knowledge, 3 of 5 pharmacies has known at least 3 latest regulation whether 69.4% has only 1 or less document in their pharmacies. A significant association was found between job status of pharmacist, frequency of pharmacist practice, type of pharmacy and number of prescription with good pharmacy practice. However, only one significant association was found between regulation knowledge and job status of pharmacist. In customer, 88.1% of respondent get scores 1 less or equal to 4, whether 79.6% of the customer get the score higher or equal to 5. The summary for self medication practice was fair in 71.8% customers. The association was found significantly in education and income of customer with knowledge of customer (Score 2). By spearman correlation test, there was a significant association between information from pharmacies (Score 1) and good pharmacy practice. In conclusion, the practice of community pharmacy in East Jakarta was less than good; the self-medication practice among customer in East Jakarta also less than good and there is a gap in education/information practice to customers that can be fulfilled by pharmacist in the community.

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TABLE OF CONTENTS

	Page
Abstract.....	iii
Acknowledgements	iv
Table Of Contents.....	v
List of Table.....	ix
List of Figure	x
List of Acronym and Abbreviation.....	xi
CHAPTER I INTRODUCTION.....	1
1.1 Background.....	1
1.2 Rational of the Study.....	3
1.3 Research Question.....	4
1.4 Research Objective.....	5
1.4.1 General objective.....	5
1.4.2 Specific objective.....	5
1.5 Hypothesis of the Study.....	5
1.6 Variables in the Study.....	6
1.7 Operational Definitions.....	7
1.8 Conceptual Framework.....	11
CHAPTER II LITERATURE REVIEW	12
2.1 Good Pharmacy Practice and Pharmaceutical Care.....	12
2.2 Self-Medication.....	15
2.3 Rational Use of Medicine.....	16
2.4 Quality of Pharmacy Service.....	17
2.5 Indonesia.....	21

	Page
2.5.1 Indonesia geographic and demographic situation.....	21
2.5.2 Health care system in Indonesia.....	24
2.5.3 Pharmaceutical sector in Indonesia.....	25
CHAPTER III RESEARCH METHODOLOGY.....	29
3.1 Research Design.....	29
3.2 Site of the Study.....	29
3.3 Population and Sample.....	29
3.4 Data Collection Tool.....	31
3.5 Data Collection.....	32
3.6 Data Processing and Analysis.....	32
3.6.1 Questionnaire for pharmacies.....	33
3.6.2 Questionnaire for customers.....	34
3.7 Data Analysis.....	35
3.8 Reliability and Validity of the Instruments.....	37
3.8.1 Reliability.....	37
3.8.2 Validity.....	38
3.9 Ethical Considerations.....	38
CHAPTER IV RESEARCH RESULTS.....	39
4.1 The Results from Community Pharmacies.....	40
4.1.1 Demographics of pharmacy.....	40
4.1.2 Result score for good pharmacy practice.....	44
4.1.3 Knowing of regulation with the availability of document.....	48
4.1.4 Associations between good pharmacy practice and possible determinants.....	50

	Page
4.1.5 Association between knowledge and regulation document and possible determinant.....	52
4.2 The Results from Customers.....	55
4.2.1 Socio-demographics of customers.....	55
4.2.2 Knowledge of customers.....	57
4.2.3 Customer's perceptions about self-medication practice.....	59
4.2.4 Association between knowledge of customer (Score 2) and possible determinant.....	63
4.3 Association between Good Pharmacy Practice in Community Pharmacy and Knowledge of Customers.....	64
CHAPTER V	66
5.1 Discussion.....	66
5.1.1 Pharmacy practice in community.....	66
5.1.2 Self-medication practice among customer.....	70
5.2 Conclusion.....	74
5.3 Recommendation.....	76
References	78
Appendices	83
Appendix A Schedule Activities.....	84
Appendix B Participant Information.....	85
Appendix C Informed Consent for Pharmacy.....	86
Appendix D Questionnaire Form for Community Pharmacy.....	87
Appendix E Informed Consent for Customer.....	92
Appendix F Questionnaire Form for Customer.....	93
Appendix G Measurement for Good Pharmacy Practice.....	96

	Page
Appendix H Measurement for Self-Medication Practice.....	97
Appendix I Budget.....	98
Curriculum Vitae.....	99

LIST OF TABLE

Table	Page
1. Jakarta Areas and Populations.....	22
2. Population by Sub-Districts in East Jakarta.....	23
3. Demographic of respondent in community pharmacy.....	40
4. Demographic of pharmacist as licenser at community pharmacy.....	41
5. Characteristics of community pharmacy.....	42
6. Priority of suggestion by pharmacy for price complain.....	43
7. Summary of score in good pharmacy practice.....	47
8. Result of good pharmacy practice.....	48
9. Prevalence of regulation knowledge in community pharmacy.....	49
10. Ordinal scale of regulation knowledge and document.....	50
11. Relationship between demographics of pharmacy and good pharmacy practice.....	51
12. Relationship between demographic of pharmacy and the knowledge of regulation.....	53
13. Relationship between demographic of pharmacy and the availability of regulation document.....	54
14. Demographics of customers.....	55
15. Summary score of self-medication practice.....	58
16. The reason for self medication practice.....	59
17. Information source of customer for self-medication practice.....	60
18. Problem of customer with drugs in the last 6 months.....	61
19. Customer perception about importance of service provided by community pharmacy.....	61
20. Pharmacist role in community pharmacy.....	62
21. Relationship between demographics and knowledge of customer for self- medication practice (Score 2).....	64
22. Spearman's correlation between mean score of customers and Score of Good Pharmacy Practice.....	65

LIST OF FIGURE

Figure	Page
1. Conceptual framework.....	11
2. Map of Indonesia, Jakarta and East Jakarta.....	24
3. Distribution Channel of Medicine.....	26
4. Histogram for score of the 1st element of Good Pharmacy Practice.....	44
5. Histogram for score of the 2nd element of Good Pharmacy Practice.....	45
6. Histogram for score of the 3rd element of Good Pharmacy Practice.....	45
7. Histogram for score of the 4th element of Good Pharmacy Practice.....	46
8. Histogram of total scores for good pharmacy practice.....	47
9. Drug therapeutics for self-medication of customers.....	56
10. Drug classification of customers.....	56
11. Histogram for score 1 (information from pharmacy).....	57
12. Histogram for score 2 (the knowledge of customer).....	58
13. Histogram of score for self-medication practice in customer.....	58
14. Reason for self-medication practice and buy the medicine.....	59
15. Information source to of customer for self-medication practice.....	60
16. Customer perception about importance of service provided by community pharmacy.....	62

LIST OF ACRONYM AND ABBREVIATION

DG	Directorate General
FIP	Federation Internationale Pharmaceutique
GDP	Gross Domestic Product
GNI	Gross National Income
MOH	Ministry of Health
NSAID	Non-Steroid Analgesic anti-Inflamation Drug
OTC	<i>“over the counter”</i>
PDR	People’s Democratic Republic
WHO	World Health Organization