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## Table of Contents

No.	Title	Page
1	<b>Evaluasi Mutu Pelayanan Di Apotek Komunitas Kota Kendari Berdasarkan Standar Pelayanan Kefarmasian</b>	30 - 35
2	Permasalahan Terkait Obat Antihipertensi pada Pasien Usia Lanjut di Poli Geriatri RSUD Dr. Soetomo, Surabaya	36 - 41
3	Studi In Silico Gendarusin A, B, C, D, Dan E Untuk Prediksi Absorpsi Dan Aktivitas Terhadap Hialuronidase (Ec 3.2.1.35)	42 - 47
4	Pengaruh Sistem Miroemulsi Tipe W/O Terhadap Karakteristik Sediaan Dan Pelepasan Natrium Diklofenak (Perbandingan Konsentrasi Surfaktan (Span 80-Tween 80): Kosurfaktan (Etanol 96%) = 6:1 dalam basis gel HPMC 4000)	48 - 54
5	Efek Apoptosis Ekstrak Etanol Ganggang Hijau ( <i>Spirogyra</i> Sp.) Terhadap Ekspresi Caspase-3 Dan Bcl-2 Pada Sel T47d	55 - 58
6	Perbandingan Aktivitas Antioksidan Ekstrak Aseton Tomat Segar Dan Pasta Tomat Terhadap 1,1-Diphenyl-2-Picrylhidrazyl (Dpph)	59 - 62
7	Uji Aktivitas Ekstrak Biji Sirsak ( <i>Annona muricata</i> L.) Terhadap Sel Kanker Mamalia Secara In Vitro	63 - 66

## ***Evaluasi Mutu Pelayanan Di Apotek Komunitas Kota Kendari Berdasarkan Standar Pelayanan Kefarmasian***

## ***Evaluasi Mutu Pelayanan Di Apotek Komunitas Kota Kendari Berdasarkan Standar Pelayanan Kefarmasian***

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### **Abstract**

Pharmacy's service in Indonesia was rated by some observers as below standard and pharmacists are still not properly carry out its role. This research aimed to know service quality in Kota Kendari community pharmacies. This research is a descriptive evaluative research. Data collected from 519 respondents with simple random sampling used questionnaires and implementation of pharmaceutical care by pharmacist with accidental sampling in June-August 2014 spread across community pharmacies in Kendari. The result showed that the percentage rate is 76.70% consumer satisfaction with enough category. Fixed percentage of any document procedures and the enactment of dispensing time is 60% with enough categories. Pharmacist percentage of pharmacies manages quality guarantee is 40% with less category. Generally, based on the standard score pharmacy services set by the health department of the Republic of Indonesian in year 2008 that quality of service in community pharmacies Kendari city has medium category.

Keyword : service, quality, consumer, satisfaction, time, dimension, procedure, still,

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