

ABSTRAK

Pelayanan kesehatan, terutama pelayanan kefarmasian adalah salah satu hak warga negara Indonesia. Salah satu bentuk pelayanan kesehatan yang banyak dilakukan warga Indonesia adalah pelayanan kesehatan tradisional dengan memakai obat bahan alam. Meskipun demikian, masih belum banyak penelitian terkait pelayanan informasi obat bahan alam di Indonesia. Penelitian ini bertujuan untuk memberikan gambaran pelayanan informasi obat bahan alam oleh apoteker yang bekerja di apotek pada Desa Maguwoharjo, Kecamatan Depok, Kabupaten Sleman, Provinsi Daerah Istimewa Yogyakarta.

Penelitian ini dilakukan dengan bentuk observasional yang bersifat deskriptif. Data dikumpulkan melalui kuesioner dengan pertanyaan tertutup dan semi terbuka. Responden pada penelitian ini mencakup apoteker yang bekerja di apotek, pedagang besar farmasi serta konsumen obat bahan alam di apotek. Hasil kuesioner lalu dikonversi sebelum diolah dengan teknik *content analysis*. Data selanjutnya disajikan dengan frekuensi kata kunci jawaban responden pada setiap pertanyaan pada kuesioner.

Berdasarkan hasil penelitian, diketahui 70% (7) konsumen apotek tidak mengetahui pelayanan informasi obat dan 90% (9) konsumen apotek tidak mengetahui pelayanan informasi obat bahan alam. Dari segi pedagang besar farmasi, diketahui 100% (4) dari pedagang besar farmasi mengaku ketersediaan obat bahan alamnya mencukupi bagi apotek di Desa Maguwoharjo. Dari segi apoteker, penekanan aspek pelayanan informasi obat bahan alam masih berfokus pada aspek pemakaian obat bahan alam, seperti pada indikasi obat bahan alam yang mencapai 90% (9) apoteker, daripada aspek keamanan obat bahan alam, seperti efek samping obat bahan alam yang hanya mencapai 50% (5) apoteker.

Kata kunci: pelayanan kefarmasian, pelayanan informasi obat, obat bahan alam, apotek, apoteker

ABSTRACT

Healthcare services, particularly pharmaceutical services, are a fundamental right of Indonesian citizens. One form of healthcare frequently utilized by Indonesians is traditional medicine, which relies on natural remedies. However, there remains a lack of research on the provision of information regarding natural remedies in Indonesia. This study aims to provide an overview of information services regarding natural herbal medicines provided by pharmacists working at pharmacies in Maguwoharjo Village, Depok Subdistrict, Sleman Regency, Special Region of Yogyakarta Province.

This study was conducted as a descriptive observational study. Data were collected via a questionnaire consisting of closed-ended and semi-open-ended questions. The study's respondents included pharmacists working in pharmacies, pharmaceutical wholesalers, and consumers of herbal medicines at pharmacies. The questionnaire results were then converted before being analyzed using content analysis. The data were subsequently presented as the frequency of key words in the respondents' answers to each question on the questionnaire.

Based on the research findings, it was found that 70% (7) of pharmacy customers were unaware of medication information services and 90% (9) were unaware of information services regarding herbal medicines. From the perspective of pharmaceutical wholesalers, 100% (4) of them reported that the supply of herbal medicines was sufficient for pharmacies in Maguwoharjo Village. From the pharmacists' perspective, the emphasis on herbal medicine information services remains focused on the use of herbal medicines—such as their indications, which 90% (9) of pharmacists address—rather than on safety aspects, such as side effects, which only 50% (5) of pharmacists cover.

Keywords: pharmaceutical services, drug information services, herbal medicines, pharmacies, pharmacists