ABSTRACT

Identification of Factors Affecting Dispensing and Medicine Information Services of Herbal Medicine by Community Pharmacists in Tulungagung Area

Zulfia Almas Rizqulloh

The purpose of this study was to determine factors influencing community pharmacists in dispensing and provision of Drug Information Services (DIS) about herbal medicines. To explore influencing factors on both activities, the COM-B theory approach (Capability, Opportunity, Motivation, and Behavior) was used in this study. This was a descriptive, qualitative research using a case study approach. Data was collected by the semistructured interview method with two purposively selected community pharmacists in the Tulungagung area. All interviews were recorded and transcribed verbatim. Then the data is processed using thematic analysis. In general, dispensing and DIS carried out by the informants were quite good, but the information given to patients regarding herbal medicine was still incomplete. Pharmacist's knowledge about herbal medicines is very necessary to be able to dispensing and DIS about herbal medicines, especially when providing information to patients or the publics. Therefore pharmacists must have the ability to obtain information on herbal well. Furthermore, the presence of pharmacy facilities can also support pharmacists in pharmaceutical services. The availability of herbal medicines does not escape the consideration of the pharmacist in providing herbal medicines at the pharmacy. Capability and opportunity can increase pharmacist's motivation to provide dispensing and DIS. Education and training for pharmacists had needed in order to increase the potential of pharmacists in pharmaceutical services, especially for dispensing and DIS. Pharmacists who are involved with the health department need to held counseling or seminar to the community about herbal medicine in order to increase public's knowledge about herbal medicine.

Keywords: Community Pharmacists, Herbal Medicine, Capability, Opportunity, Motivation, Behavior