

ABSTRACT

**HERBAL MEDICINES MANAGEMENT AND SERVICES BY
RESPONSIBLE PHARMACIES AND DRUG STORES
(QUALITATIVE STUDY)**

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The use of medicinal plants as medicinal raw materials has been widely accepted in the world. As people tend to go back to nature, this brings about an increased use of herbal medicines. Despite that, herbal medicine management and services was considered poor, causing illegal herbs distribution, low product quality, and inadequate information service. This research aimed to explore the management and services of herbal medicines service provided by pharmacists and pharmacist assistants in Surabaya. Qualitative study was applied using a Capability-Opportunity-Motivation and Behaviour approach. In-depth, semi-structured interviews were conducted with seven pharmacists and one pharmacist assistant. The results showed that capability, opportunity, and motivation could affect behavior in providing management and herbal medicines service. Herbal medicine management and services reported by the majority of informants indicated that pharmaceutical service standards have not been well implemented. One of management activities that required improvement was making sure that herbal medicines registration number is checked prior to receiving the products. Moreover, lack of informants' knowledge about side effects of herbal medicines and medicine interaction led to suboptimal monitoring of medicines side effects. Therefore, there is a need of actions to improve pharmacists' and pharmacist assistants' knowledge and skills in monitoring medicines side effects.

Key words: medicines management and service, herbal medicines, pharmacies, drug store.