



Andi Hermansyah &lt;andi.ffunair@gmail.com&gt;

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**[Pharm Pract] 1518 Submission Acknowledgement**

3 messages

**Fernando Fernandez-Llimos** <journal@pharmacypractice.org>

Sat, Apr 6, 2019 at 2:12 PM

To: Andi Hermansyah &lt;andi-h@ff.unair.ac.id&gt;

Andi Hermansyah:

Thank you for submitting the manuscript, "Assessment of Pharmacists' Knowledge, Attitude and Practice (KAP) Towards their Current Function and Performance in Delivering Pharmacy Services: An Insight for Identifying Training Needs and Professional Development" to Pharmacy Practice. With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

Manuscript URL: <https://www.pharmacypractice.org/journal/index.php/pp/authorDashboard/submission/1518>

Username: andihermansyah

Please note that we allow 60 to 90 DAYS for peer-reviewers. Please, do not inquire about the status of your article in that period. No modifications to the article submitted are allowed after submission, until reviewers' comments received.

NOTE: If you want to help us to reduce this delay, you are welcome to reply this email suggesting reviewers (including their affiliation and email) with the following requirements:

- \* Suggested reviewers should be from a different institution, if possible from a different country.
- \* Suggested reviewers should never have co-authored or worked with any of the authors.
- \* Suggested reviewers should have published articles in the topic of the submitted one (provide PubMed PMID of some of these articles).

If you have any questions, please contact us.

Thank you for considering this journal as a venue for your work.

Fernando Fernandez-Llimos

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Pharmacy Practice<http://www.pharmacypractice.org>

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**andi hermansyah** <andi-h@ff.unair.ac.id>

Sat, Apr 6, 2019 at 2:35 PM

To: Fernando Fernandez-Llimos &lt;journal@pharmacypractice.org&gt;

Dear Prof. Fernando,

It's been a long time I have not been in touch with the Pharmacy Practice journal since my last article was accepted in 2011 and my role as reviewer in 2017. I would expect that my current submission may suit to the journal expectations and requirements.

I would like to suggest following reviewers for the article:

1. A/P. Dr. Shane Lindsay Scahill from School of Pharmacy University of Auckland New Zealand (email: [s.scahill@auckland.ac.nz](mailto:s.scahill@auckland.ac.nz))
2. A/P. Dr. Mohd. Fadli Mohd. Asmani from School of Pharmacy Management & Science University Malaysia (email: [m\\_fadli@msu.edu.my](mailto:m_fadli@msu.edu.my))

3. A/P. Dr. Bandana Saini from School of Pharmacy The University of Sydney Australia (email: [bandana.saini@sydney.edu.au](mailto:bandana.saini@sydney.edu.au))

Please let me know your earliest response.

best regards,

**Andi Hermansyah, Ph.D., Apt**

Department of Pharmacy Practice

Faculty of Pharmacy, Universitas Airlangga (UNAIR)

Surabaya - Indonesia

Phone (+6231) 5033710

Fax (+6231) 5020514

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Check our latest updates:

- The National Community Pharmacy Survey 2018 (SURPHACE Project) at [surphace.ff.unair.ac.id](http://surphace.ff.unair.ac.id)
- 2019 International Joint Symposium of the 8th Asia Pacific Pharmacy Education Network (APPEN) Conference and the 2nd Halal Pharmaceuticals and Cosmetics (HPC) Conference at [ff.unair.ac.id/conferences/appen2019/](http://ff.unair.ac.id/conferences/appen2019/)

[Quoted text hidden]



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**Pharmacy Practice** <[journal@pharmacypractice.org](mailto:journal@pharmacypractice.org)>

Tue, Apr 9, 2019 at 12:22 AM

To: andi hermansyah <[andi-h@ff.unair.ac.id](mailto:andi-h@ff.unair.ac.id)>

Thank you very much

Maria J. Bouzon

Administration

Pharmacy Practice

[www.pharmacypractice.org](http://www.pharmacypractice.org)

Twitter: @PharmPract

[Quoted text hidden]



Andi Hermansyah &lt;andi.ffunair@gmail.com&gt;

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**[Pharm Pract] 1518 20190811 Request authors' ORCIDs**

3 messages

**Pharmacy Practice** <journal@pharmacypractice.org>

Mon, Aug 12, 2019 at 1:57 AM

To: umi-a@ff.unair.ac.id, catur-d-s@ff.unair.ac.id, gesnita-n@ff.unair.ac.id, elida-z@ff.unair.ac.id, wahyu-u@ff.unair.ac.id, andi-h@ff.unair.ac.id

Dear Authors,

Could you, please provide the ORCID of all the authors of the article?

Title: " Assessment of Pharmacists' Knowledge, Attitude and Practice (KAP) in Chain Community Pharmacies Towards Their Current Function and Performance in Indonesia ".

More information about ORCID at: <http://orcid.org/>

Sincerely

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Pharmacy Practice<http://www.pharmacypractice.org>

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**andi hermansyah** <andi-h@ff.unair.ac.id>

Thu, Aug 15, 2019 at 5:17 AM

To: Fernando Fernandez-Llimos &lt;Journal@pharmacypractice.org&gt;

Dear Editor in Chief  
Pharmacy Practice,

Thank your for your email.

Below is the ORCID ID of each author

1. Umi Athiyah ( <https://orcid.org/0000-0003-4818-6847> )
2. Wahyu Utami ( <https://orcid.org/0000-0003-2587-0486> )
3. Elida Zairina ( <https://orcid.org/0000-0003-0845-4640> )
4. Catur Dian Setiawan ( <https://orcid.org/0000-0002-3642-9947> )
5. Gesnita Nugraheni ( <https://orcid.org/0000-0002-8791-8556> )
6. Andi Hermansyah ( <https://orcid.org/0000-0002-9716-3126> )

Best regards,

**Andi Hermansyah, Ph.D., Apt**

Department of Pharmacy Practice

Faculty of Pharmacy, Universitas Airlangga (UNAIR)

Surabaya - Indonesia

Phone (+6231) 5033710

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Website <http://www.ff.unair.ac.id/>**Check our latest updates:**

- The National Community Pharmacy Survey 2018 (SURPHACE Project) at [surphace.ff.unair.ac.id](http://surphace.ff.unair.ac.id)
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[Quoted text hidden]

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**Pharmacy Practice** <journal@pharmacypractice.org>

Thu, Aug 15, 2019 at 4:42 PM

To: andi hermansyah &lt;andi-h@ff.unair.ac.id&gt;

Thank you very much

Maria J. Bouzon

Administration

Pharmacy Practice

[www.pharmacypractice.org](http://www.pharmacypractice.org)

Twitter: @PharmPract

[Quoted text hidden]



Andi Hermansyah &lt;andi.ffunair@gmail.com&gt;

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**[Pharm Pract] New notification from Pharmacy Practice**

1 message

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**Prof. Fernando Fernandez-Llimos via Pharmacy Practice** <journal@pharmacypractice.org> Sun, Jul 28, 2019 at 8:06 PM

Reply-To: Fernando Fernandez-Llimos &lt;journal@pharmacypractice.org&gt;

To: Andi &lt;andi-h@ff.unair.ac.id&gt;

You have a new notification from Pharmacy Practice:

There is new activity in the discussion titled "Revision status" regarding the submission "Assessment of Pharmacists' Knowledge, Attitude and Practice (KAP) Towards their Current Function and Performance in Delivering Pharmacy Services: An Insight for Identifying Training Needs and Professional Development".

Link: <https://pharmacypractice.org/journal/index.php/pp/authorDashboard/submission/1518>

Fernando Fernandez-Llimos

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Pharmacy Practice

<http://www.pharmacypractice.org>



Andi Hermansyah &lt;andi.ffunair@gmail.com&gt;

**[Pharm Pract] 1518 Editor Decision: Modifications needed**

1 message

Prof. Fernando Fernandez-Llimos via Pharmacy Practice &lt;journal@pharmacypractice.org&gt;

Tue, Jun 25, 2019 at

7:23 PM

Reply-To: "Prof. Fernando Fernandez-Llimos" &lt;journal@pharmacypractice.org&gt;

To: Umi Athiyah &lt;umi-a@ff.unair.ac.id&gt;, Catur Dian Setiawan &lt;catur-d-s@ff.unair.ac.id&gt;, Gesnita Nugraheni &lt;gesnita-n@ff.unair.ac.id&gt;, Elida Zairina &lt;elida-z@ff.unair.ac.id&gt;, Wahyu Utami &lt;wahyu-u@ff.unair.ac.id&gt;, Andi Hermansyah &lt;andi-h@ff.unair.ac.id&gt;

Umi Athiyah, Catur Dian Setiawan, Gesnita Nugraheni, Elida Zairina, Wahyu Utami, Andi Hermansyah:

We have reached a decision regarding your submission to Pharmacy Practice, "Assessment of Pharmacists' Knowledge, Attitude and Practice (KAP) Towards their Current Function and Performance in Delivering Pharmacy Services: An Insight for Identifying Training Needs and Professional Development".

Our decision is to: ASK FOR A NEW VERSION INCLUDING REVIEWERS' COMMENTS.

Please, in no more than four weeks, submit a new version including these modifications WRITTEN IN A DIFFERENT COLOR (or track system) in the original text. We also need a LETTER TO THE REVIEWERS, with your answer for each reviewer's comment.

Please go to 'review' tab, and upload the new version of the manuscript. See the Editor's version we sent the peer-reviewers.

Prof. Fernando Fernandez-Llimos  
University of Lisboa  
[journal@pharmacypractice.org](mailto:journal@pharmacypractice.org)

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Reviewer A:

General comments

This paper should be of interest to the journal readership, particularly to scholars and practitioners from low and middle-income developing nations such as Indonesia. This is an interesting paper that is important for understanding pharmacy practices in developing nations. It also contributes to the growing literature on corporatisation of pharmacy. I have recently reviewed papers on chain pharmacies in China and so there is a growing literature in developing nations.

I am not in a position to correct all the grammar errors and nor is that the role of the reviewer. This paper needs a solid grammar edit to bring it up to the expectations of an international peer review pharmacy journal. For example in the Abstract which I read first, the second sentence starts with a grammatically incorrect approach – " While many of the research on..."

I have significant ethical concerns with the lack of ethics approval and the 100% response rate. Appears to be a compulsory corporate survey and that is not what an internationally recognised study process would follow. Study participants should always have the option to opt out. A standard ethics committee approval would require this option.

Specific comments

Title: I suggest that Indonesia is added to the title to provide context. Rather than an insight which is singular I suggest Insights (plural). There is no mention in the title of chain pharmacies. I think the title could be more carefully crafted to include that and still reduce the words (perhaps)

## ABSTRACT

Policy is a significant driver and I would expect that to appear in the background. Maybe it isn't the case in developing nations so much? Abstract needs to be more focussed on the Indonesian context.

## INTRODUCTION

The Introduction provides some focus and context on Indonesia which is good. I would include the impact of policy internationally on pharmacists having to move from being supply focussed to clinically focussed.

Highlight the pharmacist absence as being a developing nation issue (it is not the case in UK, NZ, Australia, Canada etc where pharmacists MUST be onsite – it is otherwise illegal. Ie highlight this is the case in Indonesia

In the country I reside in Chain corporate pharmacies are basically discount retail pharmacies and are not known for their extended services and so that is a difference and is why it is important to be clear in your paper about the context being Indonesia. Also you need to define the ownership of these Chain pharmacies. In my home country we also have branded pharmacy groups which are individually owned but come under group logo's. this provides buying power but also support to role out services. They are kind of like franchise pharmacies but are owner operated. These aren't seen so much as corporate owned chains like those previously described. So as you can see it is very important to define specifically what you mean by Chain and even perhaps give some (an) example? You will also need to reference the statement – “Typically, pharmacies providing such services are operating under chain model pharmacy” – unless it is covered by reference 8.

I like how the authors end the Introduction on the objective.

The corporatisation literature from the developed world could be used in the background as a platform for why it is important to understand these issues. I have reviewed papers from China around chain pharmacies so the authors could also look for that literature.

## METHODS

Sample is of a good size. Was this study put through an ethics approval process? Please define abbreviations when first used (SOP). Pleased to see the survey was piloted. What reliability measure was undertaken (? Chronbach alpha – if so what was the score?).

Response rate – The 100% response rate is the nature of a compulsory company based “compulsory” survey. Normal ethics approval processes would go against a study run via this mechanism.

## RESULTS

20 prescriptions in a day seems very low. Is this because a lot of medicines are available across the counter in Indonesia that in developed (labelled high income) nations would need to be dispensed on a prescription...and hence the high level of self medication transactions.

Table 3 shows the participants' level of KAP. It is not surprising that majority of participants had good 137 knowledge and attitude about their day to day function and services provided in pharmacy. Actually, this is not surprising because it is a compulsory work survey assessing their performance. It is good to pick up some disconnect in 15% reporting poor practice though.

The findings around age and having an SOP is interesting and can be (is) compared with international literature!

## DISCUSSION

First sentence of the Discussion needs to remind the reader that this is in the context of Indonesia.

Discussion seems to be well structured around the key findings but again, grammar needs to be significantly tightened up. Implications for literature, policy, practice and future research are all covered.

## CONCLUSION

Needs to be brought back to highlight this study is in the context of low and middle income countries. There is also no mention of the chain pharmacy context.

REFERENCES – an adequate list. Sound international references. Ref 7 needs formatting.

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Reviewer B:

Thank you for the opportunity to review this article about pharmacists' knowledge, attitude and practice (KAP) towards their current function and performance in delivering pharmacy services in Indonesia. It is an interesting topic but I believe it needs minor revision before it would be ready for publication. I have included detailed comments below.

Lines 86 – 87 How many different pharmacies/locations have been included in the study? Please provide that information.

Lines 89 – 90 It would be interest to see the original questionnaire as supplemental data so future readers could be able to see questions you have used in your research.

Line 122 “A total of 949 pharmacists returned the questionnaire resulting 100% response rate ...” Response rate of 100% is really unusual in questioner surveys. You should explain this later in Discussion.

Table 1 Educational level - there are 948 subjects, not 949. If you miss information for one person, please insert that also in the table.

Table 2 – please correct each “,” with “.” in Table 2 from the part 6. “*The number of pharmacists in each pharmacy...*” till the end of table 2.

Table 3 – I suggest writing numbers with 2 or 3 decimal places, not 4. Also, results would benefit of including standard deviation values for mean, and interquartile range for mean values, as number mean or median doesn't say too much to the readers without these other values. Why do you report results with mean and median? Did you test normality of your data?

Table 4 – Please insert the name of statistical test bellow the table used for analysis in Table 4. Also, numbers 0.000 in Table 4 look weird, so please provide the full numbers to the readers.

Line 179. “*However, pharmacists who fall into particular group of age had the lowest score for attitude (31-40 years old) and practice (> 50 years 180 old) which indeed a fact that cannot be ignored by KF...*” How do you explain that participants in group 41 – 50 scored higher in attitudes and practice than in those two age groups?

Lines 194 -200 I think Discussion would benefit of adding explanation why is so small percentage of pharmacists with available SOPs for dispensing prescribed medicines drugs and self-medication services. All pharmacists are employees of the same company and therefore this should be explained.

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Reviewer C:

General Comments:

Essentially this research comprises analysis of a questionnaire focusing on Knowledge, Attitude and Practice (KAP) of community pharmacist regarding the delivery of pharmacy services in one chain pharmacies in Indonesia and it benefits from the large number of respondents (all the target population).

The study title suggests two objectives: a) assess pharmacists' KAP and b) Identification of training needs and Professional development. However, this second objective is poorly explored in the manuscript. I suggest separating these objectives and give some more information about findings related to the training needs and professional development.

By its importance for the study understanding and questions assess in each KAP dimension, consider provide the questionnaire as a supplementary file. As the manuscript has been submitted to an English language journal, consideration should be given to provision an English version.

### **Abstract**

L30: should include "Indonesia" at the end of the sentence. The sentence "...which is not always the case in independent pharmacies" is not a reality for many countries. The reference mentioned in the introduction refers to the Indonesia framework.

### **Introduction:**

As we are unfamiliar with the Indonesian community pharmacy landscape you should consider include some information relevant to the aim of the study and discussion of the results (e.g. important regulations, ratio between independent pharmacies and chain pharmacies, average of pharmacist / pharmacy, ...).

L62: refers that pharmacists are absence during pharmacy operating hours. Should explain this characteristic as in most countries (at least in Europe) a pharmacy needs to have a pharmacist present during the operating hours.

### **Methods**

Some details of the methodology are missing or incomplete.

L83: it is mentioned that KF is the largest chain pharmacy network in Indonesia. It should be noted whether it is spread all over the territory or in only a few regions of the country.

L103-104: The questionnaire was distributed to the pharmacists through KF online system. In what way was assured that the answers were only given by those professionals?

Details of the knowledge section of the questionnaire should also mention how the response options for each question were constructed. From reading it seems that each question contained right and wrong options (L111-112). Please explain.

L111: The "examine" should be "characterize"

L111-114: It seems that the scores for each KAP dimension is obtained by adding the values of each item in each dimension, and that higher scores indicate greater level of Knowledge, Attitude and Practice. Please clarify how the scores are obtained.

L115: indicates that "bad", "moderate" and "good" classification was used to evaluate the KAP, however, the correspondence of this with the scores range of each of the KAP dimensions is not mentioned. It must be reported to allow a better reading of the results.

L115-117: Authors mention 5 variables analysed as indicator..... An explanation why these variables were chosen and not others should be considered (e.g. why not explore the number patients a day?, other relevant pharmacy characteristics)

L119-120: Between-group comparisons (and not association) were based on ANOVA test for continuous variables. The methodology of the statistical tests used, mainly regarding the applicability conditions, should be clarified.

Should also be mentioned that data were reported as absolute and relative frequencies and measures of central tendency and dispersion.

## Results

The total number of KF pharmacies and the average number pharmacist/pharmacy should be included.

No attempt has been made in this study to explore other factors that may affect KAP such as number of patients with or without prescription per day, number of pharmacists in each pharmacy, other pharmacy characteristics. Authors should consider further exploration of the data.

L145 – The term “association” shouldn’t be used to explore the differences between-groups.

There is a strong language that can eventually not really reflect the data (L145-146); “characteristics of participants **which determines** performance of pharmacists in delivering services” (why those? need to explain in the methods).

Table 1- In the age group the first group should be  $\leq 30y$ , if the following is 31-40y

Table 2 - The title should be something like “characteristics of KF pharmacies” and the total number of answers should be placed elsewhere.

For each continuous variable (number of pharmacists, pharmacy assistants and other pharmacy staff) the mean and standard deviation should be presented.

Table 3 – Difficult to interpret. What are the mean values for the poor, moderate and good classification in each dimension? Please include the standard deviation associated with the average in each level of KAP (and the interquartile range for the median).

Table 4 – The title should mention “distribution” and not “association”. It is also incomplete. Besides the results of score KAP by the characteristics of participants it is also present the scores by some pharmacy characteristics

(availability of SOP).

In the age group the first group should be  $\leq 30y$ , if the next is 31-40y

As the educational level has only 1 person in the "Doctor" category, it is impossible to interpret the comparison. Please clarify the statistical methodology.

## Discussion

L157 – Authors mention "facts" it should be "data"

It is discussed the between-group scores differences in each of the 5-variables used as indicator, however it is not mentioned the description of the mean values found. In some cases, even the lowest score seems to be high (maybe classified as good?). Authors should also attempt to explore these findings.

L160-162: If "the pharmacists' burnout, job stress and dissatisfaction to work were reported to moderately increase in the later stage of work", the lowest score in terms of attitude and practice should be obtained in the group that has been working for more years ( $> 15$ ) and not in the group that works at 5-10 years? Please explain better.

L168-169: "This study implied that pharmacists are in a need of professional practice development to update, refresh and maintain their professional roles and behavior". Please explain how this is inferred. I was not able to understand.

Again, in line 207-209 it is mentioned the need for training and devise development program to improve pharmacists' professional practice, however it is unclear how this relates with KAP.

As one of the objectives seems to be - Identification of training needs and Professional development -, authors should try to explore and give more details of the findings in this field.

L172-173: Please see comments to table 4.

L177-178: Should include a reference.

L183: "31-40 years"

the authors have discussed that factors associated with workplace affect pharmacists' performance (L206-207). Although despite section 2 contains 11 questions about the characteristics of the pharmacy, only 2 of these characteristics are explored (SOP availability for prescribed medicines and for self-medication). Table 2 details more pharmacy characteristics. Why was not this data explored? (e.g average number patients a day).

Consider compare the pharmacists' /pharmacies who provides extended service and those who doesn't.

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Pharmacy Practice

<http://www.pharmacypractice.org>



**C-PP-1518-referee Article Text-4398-2-2-20190406.pdf**

639K



Andi Hermansyah &lt;andi.ffunair@gmail.com&gt;

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**[Pharm Pract] 1518 Editor Decision: Accepted**

1 message

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**Prof. Fernando Fernandez-Llimos via Pharmacy Practice** <journal@pharmacypractice.org> Mon, Aug 12, 2019 at 1:53 AM

Reply-To: "Prof. Fernando Fernandez-Llimos" &lt;journal@pharmacypractice.org&gt;

To: Umi Athiyah &lt;umi-a@ff.unair.ac.id&gt;, Catur Dian Setiawan &lt;catur-d-s@ff.unair.ac.id&gt;, Gesnita Nugraheni &lt;gesnita-n@ff.unair.ac.id&gt;, Elida Zairina &lt;elida-z@ff.unair.ac.id&gt;, Wahyu Utami &lt;wahyu-u@ff.unair.ac.id&gt;, Andi Hermansyah &lt;andi-h@ff.unair.ac.id&gt;

Umi Athiyah, Catur Dian Setiawan, Gesnita Nugraheni, Elida Zairina, Wahyu Utami, Andi Hermansyah:

We have reached a decision regarding your submission to Pharmacy Practice, "Assessment of Pharmacists' Knowledge, Attitude and Practice (KAP) Towards their Current Function and Performance in Delivering Pharmacy Services: An Insight for Identifying Training Needs and Professional Development".

Our decision is to: ACCEPT THE MANUSCRIPT IN ITS CURRENT VERSION

We'll check your manuscript against plagiarism detection software [iThenticate: <http://www.ithenticate.com/>]. If no alerts appear, in some weeks from now you'll receive the proofs to check.

Thanks for considering Pharmacy Practice for your publications.

Regards

Prof. Fernando Fernandez-Llimos  
University of Lisboa  
[journal@pharmacypractice.org](mailto:journal@pharmacypractice.org)

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Pharmacy Practice  
<http://www.pharmacypractice.org>



Andi Hermansyah &lt;andi.ffunair@gmail.com&gt;

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**[Pharm Pract] 1518 20190818 Proofs**

3 messages

**Pharmacy Practice** <journal@pharmacypractice.org>

Mon, Aug 19, 2019 at 1:09 AM

To: umi-a@ff.unair.ac.id, catur-d-s@ff.unair.ac.id, gesnita-n@ff.unair.ac.id, elida-z@ff.unair.ac.id, wahyu-u@ff.unair.ac.id, andi-h@ff.unair.ac.id

Dear Authors,

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**Because your article has been copyedited and the pages have been typeset, no substantive corrections can be made at this time. Only typos will be considered.**

Sincerely,

Maria J. Bouzon

Administration

Pharmacy Practice

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Twitter: @PharmPract

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165K



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**andi hermansyah** <andi-h@ff.unair.ac.id>  
To: Pharmacy Practice <journal@pharmacypractice.org>

Fri, Aug 23, 2019 at 8:39 AM

Dear Editor in Chief,  
Pharmacy Practice

Thank you for your email. Please find attached the proofread of our manuscript.

Shall you have any further queries, please do not hesitate to contact me.

Kind regards

**Andi Hermansyah, Ph.D., Apt**  
Department of Pharmacy Practice  
Faculty of Pharmacy, Universitas Airlangga (UNAIR)  
Surabaya - Indonesia  
Phone (+6231) 5033710  
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Check our latest updates:

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[Quoted text hidden]



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**Pharmacy Practice** <journal@pharmacypractice.org>  
To: andi hermansyah <andi-h@ff.unair.ac.id>

Sat, Aug 24, 2019 at 5:43 PM

Thank you very much

Maria J. Bouzon

Administration

Pharmacy Practice

[www.pharmacypractice.org](http://www.pharmacypractice.org)

Twitter: @PharmPract

[Quoted text hidden]