

ABSTRACT

Based on the research conducted by the International Pharmaceutical Manufactures Groups (IPMG) in 2002 on 600 outlets (pharmacies, drug stores, clinic) in 4 major cities namely Jakarta, Bandung, Surabaya and Medan, it was noted that proximately 40% of drugs sold were counterfeit drugs. The purpose of this research was try to identify the community complaint and expectation about the drugs quality in Surabaya pharmacies.

This was descriptive study. Total sampels of this study were 100 respondents and 58 pharmacies widely spread in North Surabaya, Central Surabaya, East Surabaya, South Surabaya and West Surabaya. The sampling techniques used was purposive sampling.

This study showed that 71% (71 from 100 respondents use the pharmacies). 88,8% of them complained the drug quality. The complaint was getting the conterfeit (3,18%), damaged drugs (61,90%) and expired drugs (1,58%). Meanwhile, the respondents expectation (22,7%) were there wouldn't be no counterfeit, damaged, and expired drugs.

From this result, it could be concluded that there was still community complaint as the pharmacies consumers related to the drugs quality and their expectation so that there were no counterfeit, damaged, or expired drugs in pharmacies. Therefore monitoring and socialization must be done by BPOM related to the counterfeit, damaged, or expired drugs for the community so they could be more thorough in buying the drugs.

Keywords : Pharmacy, Community Complaint, Community Expectation, Drugs Quality

ABSTRAK

Berdasarkan penelitian yang dilakukan oleh *International Pharmaceutical Manufactures Groups* (IPMG) pada tahun 2002 terhadap 600 outlet (apotek, toko obat dan klinik) di 4 kota besar yakni Jakarta, Bandung, Surabaya dan Medan. Tercatat 40% dari obat yang dijual merupakan obat palsu. Sedangkan BPOM Surabaya menyatakan bahwa di wilayah Surabaya tercatat 20% obat antibiotik pernah dipalsukan. Penelitian ini bertujuan untuk mengidentifikasi keluhan dan harapan masyarakat terhadap mutu obat pada apotek di Surabaya.

Penelitian ini merupakan penelitian deskriptif. Besar sampel yang diambil sebanyak 100 masyarakat dan 58 apotek yang tersebar di Surabaya Utara, Surabaya Pusat, Surabaya Timur, Surabaya Selatan dan Surabaya Barat. Teknik sampling yang digunakan adalah *purposive sampling*.

Penelitian ini menunjukkan bahwa dari 100 responden pengguna apotek terdapat 71% yang memanfaatkan apotek, terdapat 88,8% pengguna apotek yang mengeluh terkait mutu obat di apotek, bentuk keluhan terkait mutu obat di apotek menurut pengguna yaitu pernah mendapatkan obat palsu sebesar 3,18%, mendapatkan obat rusak sebesar 61,90%, mendapat obat kadaluarsa sebesar 1,58%. Sedangkan harapan terkait mutu obat di apotek mayoritas berharap agar jangan sampai ada obat palsu, obat rusak, maupun obat kadaluarsa sebesar 22,7%.

Dari hasil penelitian dapat disimpulkan bahwa masih adanya keluhan dari masyarakat pengguna apotek terkait mutu obat dan berharap agar jangan sampai ada obat palsu, obat rusak, maupun obat kadaluarsa di apotek. Oleh sebab itu perlu diadakan monitoring dan sosialisasi oleh BPOM terkait obat palsu, obat rusak, maupun obat kadaluarsa kepada masyarakat supaya lebih teliti dalam membeli obat.

Kata Kunci : Apotek, Keluhan Masyarakat, Harapan Masyarakat, Mutu Obat