

## Abstrak

# ANALISIS KUALITATIF PERSEPSI APOTEKER DI APOTEK TERHADAP PERAN DAN PERILAKU APOTEKER DI APOTEK PADA MASA PANDEMI COVID-19

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**Latar Belakang:** Pasien dan masyarakat merasa khawatir untuk mendatangi fasilitas kesehatan seperti rumah sakit dan puskesmas di masa pandemi COVID-19. Apotek menjadi alternatif utama bagi pasien untuk memperoleh pelayanan kesehatan. Oleh karena itu, apoteker di apotek memiliki peran dan perilaku yang strategis di masa pandemi. Penelitian ini bertujuan untuk mengeksplorasi persepsi apoteker di apotek terhadap peran, perilaku, serta faktor-faktor yang mempengaruhi peran dan perilaku di masa pandemi COVID-19.

**Metodologi:** Penelitian ini menggunakan metode kualitatif melalui wawancara mendalam kepada apoteker di apotek. Perekrutan informan dilakukan dengan teknik *purposive sampling* dan jumlah informan ditentukan hingga data jenuh ( $n=7$ ). Wawancara mendalam dilakukan secara daring dan setiap wawancara direkam kemudian ditranskrip kata demi kata. Uji kredibilitas data dilakukan melalui *member check*. Data dikoding dan dianalisis menggunakan teknik analisis tematik.

**Hasil dan Kesimpulan:** Hasil penelitian menunjukkan bahwa selama pandemi apoteker memiliki peran yang strategis sebagai garda terdepan diantaranya menyediakan layanan farmasi klinik, obat dan alat kesehatan yang digunakan untuk mencegah atau mengobati gejala COVID-19, mencegah penyebaran dan penularan COVID-19, meluruskan misinformasi, memberikan edukasi, mencegah penyalahgunaan penggunaan obat, serta mengidentifikasi dan memantau pasien COVID-19. Apoteker menunjukkan kemauan untuk selalu memperbarui pengetahuan, mencari peluang usaha, dan mengambil hikmah positif dibalik pandemi. Apoteker menunjukkan perilaku altruisme. Apoteker merasa belum mendapatkan dukungan yang cukup dalam menghadapi pandemi COVID-19.

**Kata kunci:** Peran, Perilaku, Apoteker Komunitas, COVID-19, wawancara mendalam

## Abstract

# QUALITATIVE ANALYSIS OF THE PERCEPTION OF PHARMACIST IN PHARMACIES ON THEIR ROLES AND PRACTICES DURING COVID-19

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**Background:** *Public are worried about visiting health facilities such as hospitals and health centers during COVID-19 pandemic. Pharmacies are the main alternative for patients to obtain health services. Therefore, pharmacist in pharmacies have a strategic role and practice during a pandemic. This research aimed to explore the perception of pharmacist in pharmacies on their roles, practices, and factors that influence role and practice during COVID-19.*

**Methods:** *This study used a qualitative method through in-depth interviews with pharmacist in pharmacies. The participant was carried out by purposive sampling technique and the number of participants was determined until data was saturated (n=7). Online interviews were conducted and each videos recorded was transcribed verbatim. The credibility of the data is tested through member check. Data were coded and analyzed by using thematic analysis.*

**Results and Conclusion:** *The result showed that pharmacist had a strategic role during the pandemic, including providing clinical pharmacy service, drugs and medical device used to prevent or treat symptoms of COVID-19, preventing the spread and transmission of COVID-19, correcting misinformation, providing education, preventing irrational drug use, identifying and monitoring COVID-19 patients. Pharmacist showed willingness to learn, looked for business opportunities, and took positive lessons behind the pandemic. Pharmacist showed altruism. Pharmacist felt that they had not received adequate support during the pandemic.*

**Keywords:** *Role, Practice, Community Pharmacist, COVID-19, In-depth Interview*