

**PERLINDUNGAN HUKUM TERHADAP APOTEKER DALAM  
MENJALANKAN PELAYANAN KEFARMASIAN  
(STUDI DI KOTA SURAKARTA)**

**Oleh:**

**Zhefani Fiorentina Meidy**

**E1A018271**

**ABSTRAK**

Penelitian bertujuan untuk mengetahui perlindungan hukum dan faktor-faktor penghambat terjadinya perlindungan hukum terhadap apoteker dalam menjalankan pelayanan kefarmasian pada apotek di Kota Surakarta. Metode penelitian yang digunakan dalam penelitian ini adalah yuridis sosiologis dengan spesifikasi penelitian deskriptif. Jenis dan sumber data yang digunakan adalah data primer dan sekunder. Metode pengumpulan data dilakukan melalui wawancara, studi kepustakaan dan studi dokumenter, yang disajikan dengan bentuk teks naratif dan matriks kualitatif dengan metode analisis kualitatif. Parameter yang digunakan dalam penelitian ini antara lain hak memperoleh advokasi, pembinaan, perlindungan, dan informasi yang lengkap dari penerima pelayanan kesehatan. Serta hak menerima imbalan jasa, memperoleh perlakuan yang sesuai dan kesempatan untuk mengembangkan profesi serta menolak keinginan penerima pelayanan kesehatan yang tidak sesuai peraturan. Hasil penelitian menunjukkan bahwa bentuk perlindungan hukum preventif antara lain alokasi dana khusus IAI untuk pemberian advokasi atau pembelaan, memperoleh jaminan BPJS Ketenagakerjaan serta kepastian hukum memperoleh perlindungan dan pembelaan. Adanya standar imbalan jasa dan pengawasan oleh IAI, memperoleh jaminan hak memperoleh perlakuan yang sesuai dan menolak keinginan penerima pelayanan kesehatan yang bertentangan dengan peraturan serta kebebasan apoteker untuk melanjutkan pendidikan atau seminar pelatihan keprofesian. Sedangkan bentuk perlindungan represif antara lain memperoleh bantuan hukum, pembinaan khusus, klarifikasi, dan pendampingan untuk membantu mencari titik tengah permasalahan dari pengurus IAI. Serta apoteker memperoleh imbalan jasa sesuai standar, memperoleh perlakuan yang sesuai, kebebasan untuk melanjutkan pendidikan atau mengikuti seminar pelatihan keprofesian dan menolak keinginan penerima pelayanan kesehatan jika tidak sesuai dengan peraturan. Beberapa faktor penghambat yaitu faktor sarana dan fasilitas, faktor masyarakat, serta faktor budaya hukum yang mempengaruhi pelaksanaan perlindungan hukum apoteker dalam menjalankan pelayanan kefarmasian.

**Kata Kunci** : Perlindungan Hukum, Pelayanan Kefarmasian, Apoteker.

***LEGAL PROTECTION FOR PHARMACISTS IN CARRYING OUT  
PHARMACEUTICAL SERVICES  
(STUDY AT SURAKARTA CITY)***

**By:**

**Zhefani Fiorentina Meidy**

**E1A018271**

***ABSTRACT***

This study aimed to know the legal protection and the inhibiting factors for the occurrence of legal protection for pharmacists in carrying out pharmaceutical services at pharmacies in Surakarta City. The research method used in this research is sociological juridical with descriptive research specifications. The types and sources of data used are primary and secondary data. Data collection methods were carried out through interviews, literature studies and documentary studies, which were presented in the form of narrative texts and qualitative matrices with qualitative analysis methods. The parameters used in this study include the right to obtain advocacy, guidance, protection, and complete information from health service recipients. As well as the right to receive remuneration for services, receive appropriate treatment and the opportunity to develop the profession and refuse the wishes of recipients of health services that are not in accordance with regulations. The results of the study indicate that forms of preventive legal protection include the allocation of IAI special funds for advocacy or defense, obtaining BPJS Employment guarantees and legal certainty in obtaining protection and defense. There is a standard of remuneration for services and supervision by IAI, guaranteeing the right to receive appropriate treatment and rejecting the wishes of recipients of health services that are contrary to regulations and the freedom of pharmacists to continue education or professional training seminars. While the forms of repressive protection include obtaining legal assistance, special guidance, clarification, and assistance to help find the middle point of the problem from the IAI management. As well as pharmacists receive compensation for services according to standards, receive appropriate treatment, freedom to continue education or attend professional training seminars and refuse the wishes of recipients of health services if they are not in accordance with regulations. Some of the inhibiting factors are facilities and facilities, community factors, and legal culture factors that affect the implementation of pharmacist legal protection in carrying out pharmaceutical services.

**Keywords :** *Legal Protection, Pharmaceutical Services, Pharmacists.*