

## ABSTRAK

Mutu menjadi konsen utama yang perlu diawasi dalam pelayanan kefarmasian. Kehadiran apoteker yang optimal dan budaya kerja yang mendukung memiliki dampak yang signifikan dalam meningkatkan mutu Sistem Informasi Apotek (SIA), yang pada akhirnya menghasilkan mutu pelayanan kefarmasian yang baik. Tujuan Penelitian ini untuk mengetahui pengaruh kehadiran apoteker dan budaya kerja terhadap mutu pelayanan kefarmasian yang dimediasi oleh Sistem Informasi Apotek di apotek di wilayah kabupaten Banjarnegara. Penelitian ini menguji hipotesis terkait Sistem Informasi Apotek, Budaya kerja, kehadiran Apoteker, Pengelolaan obat, dan mutu pelayanan kefarmasian di Apotek. Metode penelitian menggunakan pendekatan kuantitatif. Penelitian ini telah dilakukan di Kabupaten Banjarnegara, Jawa Tengah, pada periode waktu 1 Juli 2023 sampai dengan 1 Agustus 2023. Populasi pada penelitian ini adalah seluruh Apoteker dalam wilayah Kabupaten Banjarnegara. Sampel didapatkan melalui cara *non-probability sampling*. Hasil Penelitian ini, seluruh hipotesis berpengaruh positif. Sistem Informasi Apotek memediasi hubungan antara kehadiran apoteker dan mutu pelayanan kefarmasian. SIA memediasi hubungan antara budaya kerja dan mutu pelayanan kefarmasian.

**Kata kunci :** Apotek, Mutu Pelayanan Kefarmasian, Kehadiran Apoteker, Sistem Informasi Apotek (SIA), Budaya Kerja

## ABSTRACT

Quality is the main concern that needs to be monitored in pharmaceutical services. The optimal presence of pharmacists and a supportive work culture have a significant impact in improving the quality of the Pharmacy Information System (PIS), which ultimately results in good quality pharmaceutical services. The aim of this research is to determine the influence of the presence of a pharmacist and work culture on the quality of pharmaceutical services mediated by the Pharmacy Information System in pharmacies in the Banjarnegara district area. This research tests hypotheses related to Pharmacy Information Systems, workplace culture, pharmacist presence, drug management, and the quality of pharmaceutical services in pharmacies. The research method uses a quantitative approach. This research was conducted in Banjarnegara Regency, Central Java, in the period 1 July 2023 to 1 August 2023. The population in this research were all pharmacists in the Banjarnegara Regency area. The sample was obtained through non-probability sampling. The results of this research show that all hypotheses have a positive effect. The Pharmacy Information System mediates the relationship between the presence of a pharmacist and the quality of pharmaceutical services. SIA mediates the relationship between work culture and quality of pharmaceutical services.

**Keywords:** Pharmacy, Quality of Pharmaceutical Services, Pharmacist Presence, Pharmacy Information System (PIS), Workplace Culture