

IMPLEMENTASI PERLINDUNGAN HUKUM MASYARAKAT DALAM PELAYANAN KEFARMASIAN DI APOTEK

(Studi di Apotek Padayungan, Kota Tasikmalaya)

Oleh :

Zahwa Fatimah Az-zahra

E1A021175

ABSTRAK

Penelitian ini bertujuan untuk mengetahui implementasi perlindungan hukum masyarakat dalam pelayanan kefarmasian dan menganalisis pengaruh faktor komunikasi, kedisiplinan, serta sarana dan prasarana terhadap implementasi perlindungan hukum dalam pelayanan kefarmasian di Apotek Padayungan, Kecamatan Cihideung, Kota Tasikmalaya. Penelitian ini menggunakan metode kuantitatif dengan pendekatan yuridis empiris dan spesifikasi penelitian deksriptif. Jenis dan sumber data yang digunakan meliputi data primer dan data sekunder yang diperoleh melalui penyebaran angket dan studi kepustakaan. Pengolahan data melalui metode editing, coding, dan tabulasi yang kemudian dianalisis menggunakan metode distribusi frekuensi analisis, tabel silang analisis, analisis isi dan analisis perbandingan. Hasil penelitian menunjukkan bahwa implementasi perlindungan hukum masyarakat dalam pelayanan kefarmasian di Apotek Padayungan adalah efektif. Hal tersebut tercermin dari 3 (tiga) indikator yang meliputi efektifnya perlindungan hukum masyarakat terhadap keamanan penggunaan obat; efektifnya perlindungan hukum masyarakat terhadap sumber daya kefarmasian; dan kurang efektifnya perlindungan hukum masyarakat terhadap sediaan farmasi dan kefarmasian klinis. Faktor komunikasi, kedisiplinan, serta sarana dan prasarana berpengaruh secara positif terhadap efektivitas implementasi perlindungan hukum masyarakat dalam pelayanan kefarmasian di apotek, artinya semakin baik komunikasi apoteker, semakin tinggi kedisiplinan apoteker, serta semakin baik sarana dan prasarana yang tersedia di apotek, maka akan semakin efektif pula implementasi perlindungan hukum masyarakat dalam pelayanan kefarmasian di apotek.

Kata kunci: Implementasi; Perlindungan Hukum Masyarakat; Pelayanan Kefarmasian

**IMPLEMENTATION OF LEGAL PROTECTION FOR THE PUBLIC IN
PHARMACEUTICAL SERVICES AT PHARMACIES**

(A Case Study of Padayungan Pharmacy, Tasikmalaya City)

By :

Zahwa Fatimah Az-zahra

E1A021175

ABSTRACT

This study aims to examine the implementation of legal protection for the public in pharmaceutical services at Apotek Padayungan, Cihideung District, Tasikmalaya City, and to analyze the influence of communication, discipline, and facilities and infrastructure on such implementation. The research applies a quantitative method with a juridical-empirical approach and descriptive analysis. Data were collected from 45 respondents selected through a simple random sampling method. Primary and secondary data were obtained through questionnaires and literature studies, processed by editing, coding, and tabulation, and analyzed using frequency distribution, cross-tabulation, content, and comparative analysis methods. The findings indicate that the implementation of legal protection for the public in pharmaceutical services at Apotek Padayungan is generally effective. This is reflected in three indicators: the effectiveness of legal protection related to drug use safety, the effectiveness of legal protection related to pharmaceutical human resources, and the less effective protection concerning pharmaceutical preparations and clinical pharmacy services. Furthermore, communication, discipline, and facilities and infrastructure positively influence the effectiveness of implementing legal protection in pharmaceutical services. This suggests that effective communication, high discipline among pharmacists, and adequate facilities and infrastructure contribute significantly to realizing optimal legal protection for the public in pharmacy practice.

Keywords : *Implementation; Legal Protection for The Society; Pharmaceutical Services*