

## DAFTAR PUSTAKA

Adrian, J. A. L., Zeszotarski, P. and Ma, C. (2015) 'Developing pharmacy student communication skills through role-playing and active learning', *American Journal of Pharmaceutical Education*, 79(3), pp. 1–8. doi: 10.5688/ajpe79344.

Albekairy, A. M. (2014) 'Pharmacists' Perceived Barriers to Patient Counseling', *Journal of Applied Pharmaceutical Science*, 4(01), pp. 070–073. doi: 0.7324/JAPS.2014.40112.

Alden, D. L. *et al.* (2017) 'Who Decides: Me or We? Family Involvement in Medical Decision Making in Eastern and Western Countries', 38(1), pp. 14–25. doi: 10.1177/0272989X17715628.

Anderson, L. and Krathwohl, D. (2002). *A taxonomy for learning, teaching, and assessing*. New York: Longman.

APHA. (2005) 'Principles of Practice for Pharmaceutical Care'. Available at: <https://www.pharmacist.com/principles-practice-pharmaceutical-care>

Arksey, H., O'Malley, L. (2005). Scoping studies: Towards a methodological framework. *Int. J. Soc. Res. Methodol. Theory Pract.* 8: 19–32. doi:10.1080/1364557032000119616

ASHP. (1997) 'American Society of Health-System Pharmacists. ASHP Guidelines on Pharmacist-Conducted Patient Education and Counseling', *Am J Health-Syst Pharm.*, pp. 340–342.

ASHP. (2015) 'ASHP Guidelines on the Pharmacist' s Role in Providing Drug Information', (Di), pp. 455–459.

Aubel, J, Rabei, H & Mukhtar, M. (1991). Health workers' attitudes can create communication barriers / Judi Aubel, Hussein Rabei & Mohamed Mukhtar. *World health forum 1991; 12(4): 466-471* <https://apps.who.int/iris/handle/10665/45960>

Barbour, R. (2007). *Doing focus groups*. 1st ed. London: Sage.

Barrows H, S. and S, A. (1964) 'The Programmed Patient A Technique For Appraising.15.pdf', *J of Med Edu*, p. 802–805.

Beardsley, R. S., Kimberlin, C. L. and Tindall, W. N. (2006) ' Communication Skills in Pharmacy Practice: A Practical Guide for Students and Practitioners (5th Edition)'. Lippincott Williams & Wilkins

Bernknopf, A. C. *et al.*. (2009) 'Drug information: From education to practice', *Pharmacotherapy*, 29(3), pp. 331–346. doi: 10.1592/phco.29.3.331.

Braun, V., Clarke, V. (2006). Qualitative Research in Psychology Using thematic analysis in psychology Using thematic analysis in psychology. *Qual. Res. Psychol.* 3: 77–101.

Chen, H., Ung, C.O.L., Chi, P., Wu, J., Tang, D., Hu, H. (2018). Consumers' perceptions about pharmaceutical care provided by community pharmacists in China in relation to over-the-counter drugs: A qualitative study. *Inq. (United States)* 55. doi:10.1177/0046958018793292

Claramita, M. *et al.* (2010) 'Developing and validating a guideline on doctor-patient communication for Southeast Asian context' (2011), 4(2).

Claramita, M. *et al.* (2011) 'Model Pendidikan Interprofesional menggunakan Pedoman Komunikasi "SAPA-AJAK BICARA-DISKUSI'. Laporan Penelitian Dosen Senior. Telah dipresentasikan di Konferensi Internasional Dokter Keluarga (WONCA-World Family Doctors Conference) Prague, 2013. Yogyakarta; Fakultas Kedokteran UGM

Claramita, M. *et al.* (2013) 'Introducing a Partnership Doctor-Patient Communication Guide for Teachers in the Culturally Hierarchical Context of Indonesia', 26(3). doi: 10.4103/1357-6283.125989.

Claramita, M. *et al.* (2016) 'Nurse Education Today Comparison of communication skills between trained and untrained students using a culturally sensitive nurse – client communication guideline in Indonesia', *YNEDT*. Elsevier Ltd, 36, pp. 236–241. doi: 10.1016/j.nedt.2015.10.022.

Constand, M. K. *et al.*. (2014) 'Scoping review of patient-centered care approaches in healthcare', pp. 1–9.

Cooper, L., Vellurattil, P. and Qui, A. (2014) 'Pharmacy Students ' Perceptions of Cultural Competence Encounters During Practice Experiences', 78(2).

Depkes RI, (2007). Pedoman Konseling Pelayanan Kefarmasian Di Sarana Kesehatan. Jakarta: Departemen Kesehatan RI.

Depkes RI, (2009). Undang-undang nomor 36 tahun 2009 tentang Kesehatan. Jakarta: Departemen Kesehatan RI.

Depkes RI, (2016). Peraturan Menteri Kesehatan Republik Indonesia Nomor 73 Tahun 2016 Tentang Standar Pelayanan Kefarmasian Di Apotek. Jakarta: Departemen Kesehatan RI.

Dilshad, R. M. and Latif, M. I. (2013) 'Focus Group Interview as a Tool for Qualitative Research: An Analysis', *Pakistan Journal of Social Sciences (PJSS)*.

Driesenaar, J.A., De Smet, P.A.G.M., van Hulten, R., Noordman, J., van Dulmen, S. (2016). Cue-Responding Behaviors During Pharmacy Counseling Sessions with Patients with Asthma About Inhaled Corticosteroids: Potential Relations with Medication Beliefs and Self-Reported Adherence. *Health Commun.* 31: 1266–1275. doi:10.1080/10410236.2015.1062974

Fraenkel, R. J., & Wallen, E. N. (2009). How to Design and Evaluate Research in Education (8th ed.). NY: The McGraw-Hill Companies, Inc.

Gall, M., Gall, J. and Borg, W. (2003). *Educational research*. Boston: Allyn and Bacon.

Giri, V. N. (2006). Culture and Communication Style. *Review of Communication*, (June 2015), pp. 37–41. doi: 10.1080/15358590600763391.

Grice, G. R. *et al.*. (2017) 'Design and Validation of Patient-Centered Communication Tools ( PaCT ) to Measure Students ' Communication Skills', *Am. J. Pharm. Educ* 81(8). doi: 10.5688/ajpe5927.

Guirguis, L.M., Nusair, M.B., 2016. Standardized patients' preferences for pharmacist interactive communication style: A mixed method approach. *J. Am. Pharm. Assoc.* 56: 123–128. doi:10.1016/j.japh.2015.12.007

Harlianti, M. S., Andayani, T.M and Puspendari, D. A. (2016) 'Pengaruh Kepuasan Terhadap Kemauan Membayar (Willingness to Pay) Jasa Pelayanan Konseling Oleh Apoteker', *Kartika Jurnal-Ilmiah Farmasi* 4(1), pp. 26–30.

Hartayu, T. S., Mi, M. I. and Suryawati, S. (2012) 'Improving of type 2 diabetic patient's knowledge, attitude and practice towards diabetes self-care by implementing community-based interactive approach-diabetes mellitus strategy', *BMC Research Notes*, 5. doi: 10.1186/1756-0500-5-315.

Haste, H. (2018), *Attitudes and Values and the OECD Learning Framework 2030: A critical review of definitions, concepts and data*, OECD, [https://www.oecd.org/education/2030project/contact/Draft\\_Papers\\_supporting\\_the\\_OECD\\_Learning\\_Framework\\_2030.pdf](https://www.oecd.org/education/2030project/contact/Draft_Papers_supporting_the_OECD_Learning_Framework_2030.pdf).

Heriyanto, H. (2018). Thematic Analysis sebagai Metode Menganalisa Data untuk Penelitian Kualitatif. *Anuva* 2: 317. doi:10.14710/anuva.2.3.317-324

Herman, M. J. and Susyanty, A. L. (2012) 'An Analysis of Pharmacy Services By Pharmacist In Community Pharmacy (Kajian Praktek Kefarmasian oleh Apoteker di Apotek Komunitas)', *Buletin Penelitian Sistem Kesehatan* (51), pp. 271–281.

Hofstede, G. (2001). *Culture's consequences: Comparing values, behaviors, institutions, and organizations across nations*. Thousand Oaks, CA: Sage Publications.

Hofstede, G. (2011) 'Dimensionalizing Cultures : The Hofstede Model in Context Dimensionalizing Cultures : The Hofstede Model in Context', 2, pp. 1–26.

IAI. (2016) 'Standar Kompetensi Apoteker Indonesia', Jakarta. Pimpinan Pusat Apoteker Indonesia

Ilardo, M.L., Speciale, A. (2020). The community pharmacist: Perceived barriers and patient-centered care communication. *Int. J. Environ. Res. Public Health* 17. doi:10.3390/ijerph17020536

Kassam, R., Volume-Smith, C. and Albon, S. P. (2008) 'Informed shared decision making: An exploratory study in pharmacy', *Pharmacy Practice*, 6(2), pp. 57–67. doi: 10.4321/S1886-36552008000200001.

Kementerian Kesehatan Republik Indonesia. (2016). *Peraturan Menteri Kesehatan RI Nomor 73 Tahun 2016 Tentang Standar Pelayanan Kefarmasian di Apotek*. Jakarta: Kementerian Kesehatan Republik Indonesia

Kolb, D. A. (2015) *Lifelong Learning and Integrative Development, Experiential learning : experience as the source of learning and development*.

Kreuter, M. W. and McClure, S. M. (2004) 'The Role of Culture in Health Communication', *Annual Review of Public Health*, 25(1), pp. 439–455. doi: 10.1146/annurev.publhealth.25.101802.123000.

Krueger, R. A. (2002). *Designing and Conducting Focus group Interviews*. University of Minnesota

Krueger, R. and Casey, M. (2015). *Focus groups*. Los Angeles [u.a.]: Sage Publishing

Laif, F. et al. (2017) 'Pharmacist Perceived Barriers to Patient Counseling; A Study in Eastern Region of Saudi Arabia', *Journal of Pharmaceutical Research International*, 19(6), pp. 1–12. doi: 10.9734/jpri/2017/37705.

Lee, M., and Ihm, J. (2021) 'Improving of type 2 diabetic patient's knowledge, attitude and practice towards diabetes self-care by implementing community-based

interactive approach-diabetes mellitus strategy', BMC Medical Education, 21:225.  
doi: <https://doi.org/10.1186/s12909-021-02674-z>

Lutfiyati, H. et al. (2020) 'Evaluasi Sumber Daya Apoteker Berdasarkan Standar Pelayanan Kefarmasian Terkait Sumber Daya Manusia di Apotek Kabupaten Temanggung'. Prosiding Pertemuan Ilmiah Daerah IAI PD Jawa Tengah 2020. Surakarta; PD IAI Jateng

Maharani, D.N., Mukaddas, A., Indriani, I. (2016). Analisis Pengaruh Kepuasan Pasien Terhadap Kualitas Pelayanan Resep Di Apotek Instalasi Farmasi Badan Rumah Sakit Daerah Luwuk Kabupaten Banggai. *J. Farm. Galen. (Galenika J. Pharmacy)* 2: 111–117. doi:10.22487/j24428744.2016.v2.i2.5984

Malet-Larrea, A., Arbillaga, L., Gastelurrutia, M., Larrañaga, B., Garay, Á., Benrimoj, S.I., Oñatibia-Astibia, A., Goyenechea, E. (2019). Defining and characterising age-friendly community pharmacies: a qualitative study. *Int. J. Pharm. Pract.* 27: 25–33. doi:10.1111/ijpp.12451

Manera, K., H, C. S., Gutman, T., & Tong, A. (2019). *Consensus Methods: Nominal Group Technique. Handbook of Research Methods in Health Social Sciences*, 737–750. doi:10.1007/978-981-10-5251-4\_100

Manning, D. H. and Kristeller, J. L. (2017) 'Pharmacy Transitions of Care and Culture'. *Hospital Pharmacy*, Vol. 52(8) 520–521. doi: 10.1177/0018578717724887.

Martin LR, Williams SL, Haskard KB, Dimatteo MR. (2005). The challenge of patient adherence. *Ther Clin Risk Manag.* 1(3):189–19.

McMillan, S.S., King, M., Tully, M.P. (2016). How to use the nominal group and Delphi techniques. *Int. J. Clin. Pharm.* 38: 655–662. doi:10.1007/s11096-016-0257-x

Morley, L. et al. (2017) 'Collaboration in Health Care', *Journal of Medical Imaging and Radiation Sciences*. Elsevier Inc, 48(2), pp. 207–216. doi: 10.1016/j.jmir.2017.02.071.

Mort, J. R. and Hansen, D. J. (2010) 'First-year Pharmacy Students Self-Assessment of Communication Skills and the Impact of Video Review', 74(5), pp. 1–7.

Mulyono, I.K.A., Irawati, S., Susilo, A.P., Claramita, M. (2019). Pharmacist-patient communication in Indonesia: The roter interaction analysis system (RIAS) in a socio-hierarchical context. *Pharm. Educ.* 19: 359–369.

Naughton, C. A. (2018) 'Patient-Centered Communication'. MDPI doi: 10.3390/pharmacy6010018.

Ngoh, L. N. (2009) 'Health literacy: A barrier to pharmacist–patient communication and medication adherence', (August).

Nguyen, H. (2013). The prime questions in authentic patient's consultations: A call for additional research on current and new paradigms. *Res. Soc. Adm. Pharm.* 9: 339–352. doi:10.1016/j.sapharm.2012.04.007

Nusair, M.B., Guirguis, L.M. (2018). Thoroughness of community pharmacists' assessment and communication using the patient care process. *Res. Soc. Adm. Pharm.* 14: 564–571. doi:10.1016/j.sapharm.2017.07.002

Olsen, WK, Haralambos, M (ed.) & Holborn, M (ed.). (2004), Triangulation in Social Research: Qualitative and Quantitative Methods Can Really Be Mixed. in *Developments in Sociology*. Causeway Press Ltd.

O'Brien, C.E., Stafford, R., Franks, A.M. (2018). Establishment of a patient-centered communication course to address curricular gaps. *Curr. Pharm. Teach. Learn.* 10: 933–939. doi:10.1016/j.cptl.2018.04.008

O'Connell MB, et al. (2013) Cultural competency in health care and its implications for pharmacy part 3B: emphasis on pharmacy education policy, procedures, and climate. *Pharmacotherapy*. 33(12):e368–e381.

Pohjanoksa-mäntylä, M. and Yeung, S. S. T. (2012) 'International Pharmaceutical Federation (FIP) Counseling Concordance Communication Innovative Education for Pharmacists'.

Poirier, T. I. *et al.*. (2009) 'INSTRUCTIONAL DESIGN AND ASSESSMENT A Cultural Competency Course for Pharmacy Students', 73(5).

Pratiwi, Y.E., Sunarso, S. (2018). Peranan Musyawarah Mufakat (Bubalah) Dalam Membentuk Iklim Akademik Positif Di Prodi Ppkn Fkip Unila. *Sosiohumaniora* 20: 199. doi:10.24198/sosiohumaniora.v20i3.16254

Purnell, L. (2002) 'The Purnell Model for Cultural Competence', *Journal of Transcultural Nursing*, 13(3), pp. 193–196. doi: 10.1177/10459602013003006.

Rahmadina, M. (2012) 'Komunikasi Kesehatan : Sebuah Tinjauan', *Jurnal Psikogenesis*, vol 1:1.



Rickles, N. M. et al. (2009) 'The Impact of a Standardized Patient Program on Student Learning of Communication Skills', 73(1).

Rokhman, M. R., Utami, K. N. and Dianastuti, N.A. (2013) 'Pengaruh Fasilitator Terhadap Sikap Apoteker Untuk Mengimplementasikan Pharmaceutical Care', Jurnal Manajemen dan Pelayanan Farmasi. Vol 3 No 3

Rustanti, Y.A. and Kusuma, A. M. (2014) 'Pengetahuan, sikap dan perilaku apoteker dalam pekerjaan kefarmasian di rumah sakit di wilayah karesidenan banyumas', Sainteks volume XI(2), pp. 12–18.

Sam, A. T and Parasuraman, S. (2015) 'The Nine-Star Pharmacist: An Overview', Journal of Young Pharmacists Vol 7. Issue 4

Seybert, A. L. (2011) 'Patient Simulation in Pharmacy Education', 75(9), pp. 75–76.

Shah, M. B., King, S. and Patel, A. S. (2004) 'Intercultural Disposition and Communication Competence of Future Pharmacists', 68(5).

Shaya, F. T. and Gbarayor, C. M. (2006) 'The Case for Cultural Competence in Health Professions Education', 70(6), pp. 1–6.

Silverman, J., Kurtz, S. and Draper, J. (2013) *Skills for Communicating with Patients Third Edition Skills for Communicating with Patients Third Edition*.

Smith, W. T. et al. (2011) 'Disability in cultural competency pharmacy education', American Journal of Pharmaceutical Education, 75(2).

Smithson, J. et al.. (2015) 'Standardized patients in pharmacy education: An integrative literature review', *Currents in Pharmacy Teaching and Learning*. Elsevier, 7(6), pp. 851–863. doi: 10.1016/j.cptl.2015.08.002.

Sugiyono. (2017). *Metode Penelitian dan Pengembangan*. Bandung: Alfabeta.

Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.

Sulaiman, N, Ming, L. C. (2016). Use of herbal products in Southeast Asian countries. Arch Pharma Pract. 7:S1-4.

Suryawati, S. (2010) 'CBIA- Cara Belajar Ibu Aktif, A Community-Based Interactive Approach. Yogyakarta. Yayasan Melati Nusantara

Sulistya, Y. A., Pramestutie, H. R. and Sidharta, B. (2017) 'Profil Kualitas Pelayanan Resep oleh Apoteker di Beberapa Apotek Kecamatan Klojen Kota

Malang Overview of Perscriptions Service Quality by Pharmacist in Several Pharmacies at Klojen District of Malang', 3(1), pp. 1–9.

Supardi, S. et al. (2012) 'Pelaksanaan Standar Pelayanan Kefarmasian Di Apotek Dan Kebutuhan Pelatihan Bagi Apotekernya', Buletin Penelitian Sistem Kesehatan (39), pp. 138–144.

Supardi, S. et al. (2012) 'Evaluasi Peran Apoteker berdasarkan Pedoman Pelayanan Kefarmasian di Puskesmas', Media Litbang Kesehatan, vol 2:4.

Svensberg, K. *et al.* (2017) 'Nordic Pharmacy Schools' Experience in Communication Skills Training', 81(9). doi: 10.5688/ajpe6005.

Teeter, B., Stafford, R., Payakachat, N., Reid, J., Thiessen, K., Franks, A., O'Brien, C. (2019). Student pharmacists' use of patient-centered communication skills during an introductory pharmacy practice experience. *Am. J. Pharm. Educ.* 83: 1799–1805. doi:10.5688/ajpe7244

UNESCO. (2013). Glossary of Curriculum Terminology. Geneva: UNESCO-IBE

Utarini, A. (2020) *Tak Kenal Maka Tak Sayang: Penelitian Kualitatif Dalam Pelayanan Kesehatan*. Yogyakarta: Gadjah Mada University Press.

Wallman, A., Vaudan, C. and Ka, S. (2013) 'Communications Training in Pharmacy Education, 1995-2010', 77(2).

Watson, M. C. et al. (2004) 'Simulated patients in the community pharmacy setting: Using simulated patients to measure practice in the community pharmacy setting', *Pharmacy World and Science*, 26(1), pp. 32–37. doi: 10.1023/B:PHAR.0000013467.61875.ce.

WHO. (1997) 'The role of the pharmacist in the health care system: preparing the future pharmacist: curricular development: report of a third WHO Consultative Group on the Role of the Pharmacist'. Vancouver. WHO/Pharm/97/599.

WHO. (1998) 'WHO. (1997) 'The role of the pharmacist in the health care system: preparing the future pharmacist: curricular development: report of a third WHO Consultative Group on the Role of the Pharmacist'. The Hague. WHO/DAP/98.13

Wiedenmayer, K. *et al.* (2006) 'Developing pharmacy practice A focus on patient care HANDBOOK – 2006 EDITION', Available at: <http://www.fip.org/files/fip/publications/DevelopingPharmacyPractice/Developin gPharmacyPracticeEN.pdf>.



Wilby, K. J. et al.. (2017) 'Exploring the influence of cultural orientations on assessment of communication behaviours during patient- practitioner interactions'. BMC Medical Education, pp. 1–10. doi: 10.1186/s12909-017-0899-y.

Wolters, M. (2017) 'Exploring the concept of patient centred communication for the pharmacy practice', *International Journal of Clinical Pharmacy*. Springer International Publishing, 39(6), pp. 1145–1156. doi: 10.1007/s11096-017-0508-5.