

INTISARI

Apotek merupakan unit pelayanan kefarmasian yang paling banyak melaksanakan telefarmasi. Penelitian ini bertujuan untuk mengetahui gambaran persepsi apoteker di apotek wilayah Kota Yogyakarta terhadap telefarmasi, mengetahui hubungan antara karakteristik sosiodemografi apoteker dan ketersediaan layanan telefarmasi di apotek dengan persepsi tersebut.

Penelitian ini merupakan penelitian deskriptif kuantitatif dengan pendekatan *cross-sectional*. Populasi penelitian adalah apoteker di apotek Kota Yogyakarta yang dipilih secara *convenience sampling* untuk menjadi responden. Pengambilan data dilakukan dengan instrumen kuesioner yang disebarakan secara daring menggunakan *Google Form* dan luring antara Februari-Maret 2023. Data dianalisis secara univariat dan bivariat (*Chi-square test*).

Sebanyak 89 responden terlibat dalam penelitian, mayoritas berjenis kelamin perempuan (86,5%) dan bekerja di apotek non-jejaring (59,6%). Hasil penelitian menunjukkan bahwa apoteker memiliki persepsi negatif terhadap telefarmasi secara umum. Hal ini terutama terkait persepsi kebutuhan pasien terhadap telefarmasi (61,80%) dan kesiapan implementasi telefarmasi di apotek (62,92%). Meskipun demikian, persepsi positif ditunjukkan terkait manfaat telefarmasi (51,69%). Sedangkan persepsi terhadap hambatan telefarmasi, apoteker menunjukkan persepsi positif (51,69%) atau melihat beberapa aspek sebagai hambatan dalam praktik telefarmasi. Dari penelitian ini juga diketahui bahwa tidak terdapat hubungan antara jenis kelamin ($p=0,359$), usia ($p=0,383$), tingkat pendidikan ($p=0,995$), lama praktik di apotek ($p=0,802$), serta ketersediaan layanan telefarmasi di apotek ($p=0,079$) dengan persepsi apoteker. Akan tetapi, terdapat hubungan antara jenis apotek (jejaring, non-jejaring) ($p=0,019$) dengan persepsi tersebut. Kesimpulan tersebut menunjukkan perlunya dukungan, pelatihan, maupun pedoman praktik telefarmasi untuk meningkatkan pemahaman apoteker terkait kebutuhan telefarmasi bagi pasien dan menguatkan kesiapan implementasi telefarmasi pada pelayanan kefarmasian di apotek.

Kata kunci: telefarmasi, persepsi apoteker, apotek, Kota Yogyakarta

ABSTRACT

Pharmacies are pharmaceutical service units commonly practicing telepharmacy. This study aims to know the pharmacist's perception towards telepharmacy in pharmacies at Yogyakarta City. We also want to know the relationships between pharmacist's sociodemographic characteristics and the availability of telepharmacy services in pharmacies with those perceptions.

This research is a quantitative-descriptive study with a cross-sectional approach. The study population was pharmacists which work at the pharmacies in Yogyakarta City and were selected by convenience sampling to become respondents. Data collection was carried out with a questionnaire instrument distributed online (Google Form) and offline, between February-March 2023. Data were analyzed univariately and bivariately (Chi-square test).

A total of 89 respondents were involved in the study, the majority of whom were female (86,5%) and worked in non-group/chain pharmacies (59,6%). The results showed that pharmacists had a negative perception of telepharmacy in general. This was mainly related to the perceived needs of patients for telepharmacy (61,80%) and readiness to implement telepharmacy in pharmacies (62,92%). However, positive perceptions were shown regarding the benefits of telepharmacy (51,69%). As for perceptions of barriers to telepharmacy, pharmacists showed positive perceptions (51,69%) or saw several aspects as barriers to telepharmacy practice. This study also found that there was no relationship between gender ($p=0,359$), age ($p=0,383$), education level ($p=0,995$), length of practice in pharmacies ($p=0,802$), and availability of telepharmacy services in pharmacies ($p=0,079$) with pharmacist's perceptions. However, there was an association between the type of pharmacies (group/chain, individual pharmacies) ($p=0,019$) and these perceptions. These conclusions indicate the need for support, training, and telepharmacy practice guidelines to improve pharmacist's understanding of telepharmacy needs for patients and strengthen their readiness to implement telepharmacy in pharmaceutical services at pharmacies.

Keywords: telepharmacy, pharmacist's perception, pharmacies, Yogyakarta City