

INTISARI

Telefarmasi merupakan layanan kefarmasian jarak jauh melalui pemanfaatan teknologi informasi dan komunikasi yang memungkinkan apoteker berinteraksi dengan pasien tanpa tatap muka langsung. Pemanfaatan layanan telefarmasi oleh masyarakat saat ini masih rendah. Penelitian ini bertujuan untuk menggambarkan persepsi serta kesiediaan masyarakat Kabupaten Klaten dalam menggunakan layanan telefarmasi, menganalisis hubungannya dengan faktor sosiodemografi, serta memahami apakah persepsi tersebut berhubungan dengan kesiediaan.

Penelitian dilakukan menggunakan desain kuantitatif observasional deskriptif dengan pendekatan *cross-sectional*. Instrumen yang digunakan adalah kuesioner terstruktur mengenai sosiodemografi, persepsi terhadap layanan telefarmasi, dan kesiediaan menggunakan layanan telefarmasi. Responden dipilih menggunakan metode *convenience sampling* dengan jumlah akhir 133 partisipan. Pengumpulan data dilakukan melalui *Google Form*. Data yang diperoleh dianalisis statistik deskriptif serta uji *Chi-Square* atau *Fisher's Exact Test* melalui *software R Studio*.

Hasil penelitian menunjukkan mayoritas responden (83,5%) telah mengenal istilah telefarmasi, tetapi hanya sebagian kecil (34,6%) yang menggunakan layanan tersebut. Sebagian besar responden memiliki persepsi positif (57,9%) dan memiliki kesiediaan tinggi untuk menggunakan layanan telefarmasi di masa mendatang (91%). Uji *Chi-Square* menunjukkan bahwa karakteristik sosiodemografi (usia, jenis kelamin, pendapatan, riwayat penyakit kronis, dan frekuensi kunjungan apotek) tidak berhubungan signifikan dengan persepsi ($p > 0,05$), kecuali pendidikan terakhir ($p = 0,014$). Pada variabel kesiediaan, hanya usia ($p = 0,000$) dan pendidikan terakhir ($p = 0,005$) yang menunjukkan hubungan signifikan. Serta terdapat hubungan signifikan antara persepsi dan kesiediaan menggunakan layanan telefarmasi ($p = 0,004$). Edukasi dan sosialisasi berkelanjutan perlu ditingkatkan agar persepsi positif dan kesiediaan dapat mendorong masyarakat dalam menggunakan layanan telefarmasi secara optimal.

Kata kunci: Telefarmasi, persepsi, kesiediaan menggunakan, sosiodemografi

ABSTRACT

Telepharmacy is a form of remote pharmaceutical service that utilizes information and communication technology, enabling pharmacists to interact with patients without direct face-to-face contact. Despite its potential benefits, the utilization of telepharmacy services among the community remains relatively low. This study aimed to describe public perceptions and willingness to use telepharmacy services in Klaten Regency, to analyze their associations with sociodemographic factors, and to examine the relationship between perception and willingness to use telepharmacy.

This study employed a quantitative observational descriptive design with a cross-sectional approach. Data were collected using a structured questionnaire covering sociodemographic characteristics, perceptions of telepharmacy services, and willingness to use telepharmacy. Respondents were selected using convenience sampling, resulting in a total of 133 participants. Data collection was conducted through Google Forms. Descriptive statistical analysis and inferential tests using the Chi-Square or Fisher's Exact Test were performed with R Studio software.

The results showed that the majority of respondents (83,5%) were familiar with the term telepharmacy, however, only a small proportion (34,6%) had previously used telepharmacy services. Most respondents demonstrated a positive perception of telepharmacy (57,9%) and a high willingness to use telepharmacy services in the future (91%). Chi-Square analysis revealed that sociodemographic characteristics, including age, gender, income, history of chronic disease, and frequency of pharmacy visits, were not significantly associated with perception ($p > 0,05$), except for educational level ($p = 0,014$). Regarding willingness to use telepharmacy, only age ($p = 0,000$) and educational level ($p = 0,005$) showed significant associations. In addition, a significant relationship was found between perception and willingness to use telepharmacy services ($p = 0,004$). Continuous education and socialization efforts are therefore necessary to enhance positive perceptions and willingness, thereby encouraging optimal utilization of telepharmacy services within the community.

Keywords: *Telepharmacy, perception, willingness to use, sociodemographics*