
The Effect of Human Resource Competency Training and Administrative System for Pharmaceutical Personnel Capability Improvement at UDB Medika Pharmacy

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ABSTRACT

UDB Medika Pharmacy is a new form of business that was established to increase the income generating of Duta Bangsa University, Surakarta. The lack of experience of Pharmacy Staff at the UDB Medika Pharmacy as practitioners in the pharmacy sector creating human resources in UDB Medika pharmacies requires real training in carrying out pharmaceutical service standards in pharmacies. This study aims to assess the level of knowledge and ability of pharmacy staff, and to find out whether there is a significant influence before and after the Human Resources Competency and Administration System training for pharmacists at UDB Medika Pharmacy. This study was a pre-experimental study with a one-group design that was given a pre-test and a post-test. The results of this study indicate that the average score after training is 78.51, which is higher than the score before training, which is 52.58. Competency Training on Human Resources and Administrative Systems for pharmacists at UDB Medika Pharmacy has been proven to be able to increase the knowledge and skills of pharmaceutical staff at UDB Medika pharmacies in providing pharmaceutical services in accordance with pharmacy service standards at pharmacies, assessed from test results before and after training.

KEYWORDS

UDB Medika, Pharmacy, Competency Training, Administrative System, Knowledge level.



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INTRODUCTION

Health care facilities that are easy to reach today are pharmacies, The pharmacy is a place of health services that helps and facilitates the community to achieve optimal levels of well-being, besides that the pharmacy is also a place of service and practice for pharmacists in carrying out their pharmaceutical work. Initially, the pharmacy business operated only to sell medicines. As time goes by, currently pharmacies not only provide medicines, but also the needs of mothers and babies such as baby milk, food for babies, cosmetics and other medical devices.

Pharmacies are increasingly in demand by the public because in practice a pharmacist will also provide education not only about drugs purchased from the pharmacy, but about the health of the patient just like a doctor, so it's no wonder that pharmacists can be said to be a substitute for doctors. In running a business, strategy formulation is the first thing that must be done by a company before starting a business, so that the goals of the business can be achieved optimally. Likewise with the pharmacy business, in this business the owner is required to continue to innovate and develop new strategies to increase competitiveness.

UDB Medika Pharmacy is a new form of business that was established to increase the income generating of Duta Bangsa University, Surakarta. While waiting for the UDB Medika Pharmacy approval process, in its daily activities it is used as a learning medium for students of the Bachelor of Pharmacy Study Program and functioned as a Mini Pharmacy laboratory. The selling equipment and commodities owned by the UDB Medika Pharmacy are also still limited to support the practicum and learning needs of the students of the Bachelor of Pharmacy Study Program. The lack of experience of Pharmacy Staff at the UDB Medika Pharmacy as practitioners in the pharmacy sector creating human resources in UDB Medika pharmacies requires real training in carrying out pharmaceutical service standards in pharmacies according to the Minister of Health of the Republic of Indonesia No. 35 of 2014.

This study aims to assess the level of knowledge and ability of pharmacy staff, and to find out whether there is a significant influence before and after the Human Resources Competency and Administration System training for pharmacists at UDB Medika Pharmacy. The hypothesis states that "Ho" there is no difference in the level of knowledge of pharmacists in pharmacies before and after training, while "Ha" there is a difference before and after training in the level of knowledge of pharmacists in pharmacies.

RESEARCH METHOD

Research Subjects

7 (seven) Pharmacy Staff who are human resources at the UDB Medika Pharmacy.

Time and Place of Research

The data for this research were obtained from a training which covered two main topics which were conducted offline on August 16, 2023 at the Meeting Room at Duta Bangsa University, Surakarta. The first topic is about the competence of human resources in pharmacies and the second topic is about administration systems in pharmacies, with various case studies found in pharmacies in general.

Research Path

Participants have been given a pre-test in advance to find out the competency standards of the trainees before participating in the training. After completing all training

sessions, participants will be given a post-test. Evaluation of the participants will be given by the facilitator from the results of the written pre-test and post-test. Researchers used a pre-experimental research design on pharmaceutical staff with a one group design given a pre-test and post-test. Non-probability sampling was carried out for all pharmacy staff in training activities.

Data analysis

Research data are presented in tabular form. The level of knowledge is categorized as good if the score is at least 76, sufficient if the value range is between 56-75 and not good/poor if it has a value of <56.

RESULT AND DISCUSSION

The average pre-test score for pharmacists at the UDB Medika pharmacy was 52.58 and the average post-test score for pharmacists was 78.51. Because the value of the post-test is greater than the pre-test, descriptively there is a difference in the average training results between the pre-test and post-test.

Table 1. Pharmacist Knowledge in First and Second Training

Category Distribution	Percentage of Participant Scored	
	Before Training	After Training
Good (76-100)	0	85,72%
Enough (56 -75)	28,57%	14,28%
Less (under 56)	71,43%	0

In Table.1 there was a change in the participants' knowledge where the number of participants who were classified as lacking knowledge before the training was 71.43% and decreased to 0% after attending the training. There was an increase in the number of participants who previously had good knowledge from 0% to 85.72%. These results illustrate that the knowledge of pharmaceutical staff regarding human resource competencies in pharmacies and the administration system in pharmacies, with various case studies found in pharmacies generally increases after attending training.

Research Discussion

This research is a collaboration between the Directorate of Higher Education Academic Ministry of Education, Culture, Research and Technology Republic Indonesia with the Faculty of Health Sciences Bachelor of Pharmacy Study Program, University of Duta Bangsa Surakarta, with the Entrepreneurship-Based Empowerment scheme and the scope of Campus Business Development which aims to support university campus autonomy through earning income independently or in partnership and provide opportunities and work experience to students. The results of this study were as expected, namely an increase in the knowledge and skills of pharmacy staff at the UDB Medika pharmacy as seen from a significant increase between the post-test scores compared to the pre-test scores and an increase in the percentage level of knowledge from a level that was not good before training, an increase into a good category after training.

This was obtained because during the training, participants were given a variety of materials, ranging from good pharmacy service, management and administrative systems, so that pharmacists are able to carry out pharmaceutical services in accordance with pharmaceutical service standards in pharmacies. Assessors and facilitators also played a major role in the success of this training, because apart from being academics, they have

also received training and obtained competency certificates from the Ministry of Health of the Republic of Indonesia.

CONCLUSION

There was a change in the participants' knowledge where the number of participants who were classified as lacking knowledge before the training was 71.43% and decreased to 0% after attending the training. There was an increase in the number of participants who previously had good knowledge from 0% to 85.72%.

There is a significant influence from the training activities carried out on the level of knowledge and ability of pharmacists in providing pharmaceutical services, managing and administering pharmacy at the UDB Medika Pharmacy.

ACKNOWLEDGMENTS

We say thank you to Directorate of Higher Education Academic Ministry of Education, Culture, Research and Technology Republic Indonesia who have supported the funding of this training and research. We also say thank you to Faculty of Health Sciences Bachelor of Pharmacy Study Program, University of Duta Bangsa Surakarta, who have supported this training program.

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