

ABSTRACT

Phytopharmaceuticals are natural drug preparations or traditional medicines whose safety and efficacy have been scientifically proven, and have become increasingly popular in healthcare services in Indonesia. Pharmacists working in pharmacies play an important role in providing appropriate information and counseling regarding phytopharmaceuticals to patients. This study aims to evaluate the level of knowledge and role of pharmacists working in pharmacies related to phytopharmaceuticals in Semarang City. The specific objectives of this study are to measure the level of knowledge of pharmacists working in pharmacies about phytopharmaceuticals, describe the role of pharmacists working in pharmacies in the provision and counseling of phytopharmaceuticals, and explore the obstacles and challenges that affect pharmacists' knowledge and role related to phytopharmaceuticals.

This study used a descriptive *cross-sectional* design with a combined quantitative and qualitative approach. The study population included 120 pharmacists working in pharmacies in Semarang City, with 9 respondents selected for in-depth interviews. Quantitative data collection was conducted through questionnaires which were then analyzed using SPSS, while qualitative data were obtained through in-depth interviews and observations analyzed using NVIVO 12 Pro *software*.

The results showed that 71% of pharmacists had high knowledge about phytopharmaceuticals (average score 86.36), with the main information sources being promotional materials and product leaflets. However, 73% of pharmacists had difficulty accessing current evidence-based information. In terms of education, 97% of pharmacists provided usage information and 93% assisted in product selection, but were constrained by the lack of systematic counseling strategies and adverse effect monitoring protocols. The main obstacles included limited access to scientific literature (58%), lack of specialized training (16%), and insufficient current product information (14%), indicating the need for structured professional development for pharmacists in the field of phytopharmaceuticals.

Keywords: pharmacists, phytopharmaceuticals, Semarang City, knowledge, role.

INTISARI

Fitofarmaka merupakan sediaan obat bahan alam atau obat tradisional yang sudah dibuktikan keamanan dan khasiatnya secara ilmiah, telah menjadi semakin populer dalam pelayanan kesehatan di Indonesia. Apoteker yang bekerja di apotek memainkan peran penting dalam menyediakan informasi dan konseling yang tepat mengenai fitofarmaka kepada pasien. Penelitian ini bertujuan untuk mengevaluasi tingkat pengetahuan dan peran apoteker yang bekerja di apotek terkait fitofarmaka di Kota Semarang. Tujuan khusus penelitian ini adalah untuk mengukur tingkat pengetahuan apoteker yang bekerja di apotek tentang fitofarmaka, menggambarkan peran apoteker yang bekerja di apotek dalam penyediaan dan konseling fitofarmaka, dan mengeksplorasi kendala dan tantangan yang mempengaruhi pengetahuan dan peran apoteker terkait fitofarmaka.

Penelitian ini menggunakan desain deskriptif *cross-sectional* dengan pendekatan kombinasi kuantitatif dan kualitatif. Populasi penelitian mencakup 120 apoteker yang bekerja di apotek di Kota Semarang, dengan 9 responden terpilih untuk wawancara mendalam. Pengumpulan data kuantitatif dilakukan melalui kuesioner yang kemudian dianalisis menggunakan SPSS, sementara data kualitatif diperoleh melalui wawancara mendalam dan observasi yang dianalisis menggunakan *software* NVIVO 12 Pro.

Hasil penelitian menunjukkan 71% apoteker memiliki pengetahuan tinggi tentang fitofarmaka (skor rata-rata 86,36), dengan informasi utama berasal dari materi promosi dan leaflet produk. Namun demikian sejumlah 73% apoteker kesulitan mengakses informasi berbasis bukti terkini. Dalam aspek edukasi, 97% apoteker memberikan informasi penggunaan dan 93% membantu pemilihan produk, namun terkendala kurangnya strategi konseling sistematis dan protokol pemantauan efek samping. Kendala utama meliputi akses terbatas ke literatur ilmiah (58%), minimnya pelatihan khusus (16%), dan kurangnya informasi produk terkini (14%), mengindikasikan perlunya pengembangan profesional terstruktur untuk apoteker di bidang fitofarmaka.

Kata kunci: apoteker, fitofarmaka, Kota Semarang, pengetahuan, peran.

