

DAFTAR PUSTAKA

- Aditama, H., Saputri, A., Fadhilah, D., Mayningrum, K., Sawitri, A., Pratiwi, W. A., & Pristhifani, I. N. (2018). Description of Professional Fee for Pharmacist in Sleman. *Jurnal Manajemen Dan Pelayanan Farmasi (Journal of Management and Pharmacy Practice)*, 8(2), 51. <https://doi.org/10.22146/jmpf.34062>
- Al-Tameemi, N. K., & Sarriff, A. (2019). Knowledge, attitude and practice of pharmacists on *Medication Therapy Management*: a survey in Hospital Pulau Pinang, Penang, Malaysia. *Journal of Pharmaceutical Health Care and Sciences*, 5(1), 1–9. <https://doi.org/10.1186/s40780-019-0131-9>
- Alhameed, A., Khansa, S., Hasan, H., Ismail, S., & Aseeri, M. (2019). Bridging the Gap between Theory and Practice; the Active Role of Inpatient Pharmacists in Therapeutic Drug Monitoring. *Pharmacy*, 7(1), 20. <https://doi.org/10.3390/pharmacy7010020>
- Anggriani, A., Yusrini Djabir, Y., Hakim, N., Atifah Ananda Usman, S., Kunci, K., Informasi Obat, P., & Makassar, K. (2022). Penerapan Pelayanan Informasi Obat di Beberapa Puskesmas Kota Makassar. *Original Article MFF*, 26(3), 111–113. <https://doi.org/10.20956/mff.v26i3.23846>
- Arimbawa, E., Wijaya, G., Arimbawa, E., & Wijaya, G. (2014). Hubungan Pelayanan Kefarmasian dengan Kepuasan Konsumen Menggunakan Jasa Apotik di Kota Denpasar The Relationship between Pharmaceutical Services and Satisfaction of Customers Accessing Pharmacy Services in Denpasar Pendahuluan Metode Rancangan penelitian. *Public Health and Preventive Medicine Archive*, 2(2), 198–203.
- Arnolds, C., & Boshoff, C. (2002). Compensation, esteem valence and job performance: An empirical assessment of Alderfer's ERG theory. *International Journal of Human Resource Management*, 13, 697–719. <https://doi.org/10.1080/09585190210125868>
- Barnett, M. J., Frank, J., Wehring, H., Newland, B., VonMuenster, S., Kumbera, P., Halterman, T., & Perry, P. J. (2009). Analysis of pharmacist-provided *Medication Therapy Management* (MTM) services in community pharmacies over 7 years. *Journal of Managed Care Pharmacy*, 15(1), 18–31. <https://doi.org/10.18553/jmcp.2009.15.1.18>
- Burnside, T. P. T., Scott, N. J., & Smith, M. G. (2019). Implementation of technician-driven *Medication Therapy Management* program in community pharmacies. *Journal of the American Pharmacists Association*, 59(4), S156-S160.e2. <https://doi.org/10.1016/j.japh.2019.06.014>
- Carvajal, M. J., Popovici, I., & Hardigan, P. C. (2021). Gender and Pharmacists' Career Satisfaction in the United States. *Pharmacy*, 9(4), 173. <https://doi.org/10.3390/pharmacy9040173>

- Dalyono. (2005). *Psikologi Pendidikan*. Rineka Cipt.
- Depkes, R. . (2009). *Profil Kesehatan Indonesia Tahun 2008*.
- Diah Prihapsari, R. I. (2021). Coding untuk menganalisis data pada penelitian kualitatif di bidang kesehatan. *Jurnal Kedokteran Syiah Kuala*, *21*(2), 130–135. <https://doi.org/10.24815/jks.v21i2.20552>
- Dinata, A. (2018). Pendampingan penyusunan DRD Pembangunan puskesmas kecamatan dempo utara Kota Pagar Alam. *NGABDIMAS*, *1*, 1–5. <https://doi.org/10.36050/ngabdimas.v1i1.89>
- Djamaluddin, F., Imbaruddin, A., & Muttaqin, M. (2020). Kepatuhan Pelayanan Farmasi Klinik Di Rsup Dr. Wahidin Sudirohusodo. *Jurnal Administrasi Negara*, *25*(3), 176–193. <https://doi.org/10.33509/jan.v25i3.923>
- Domiaty, S., Sacre, H., Lahoud, N., Sili, G., & Salameh, P. (2018). Knowledge of and readiness for *Medication Therapy Management* among community pharmacists in Lebanon. *International Journal of Clinical Pharmacy*, *40*(5), 1165–1174. <https://doi.org/10.1007/s11096-018-0666-0>
- Erlianti, K., Hasniah, H., & Mardiana, L. (2022). Analisis Kinerja Apoteker Dalam Pelayanan Farmasi Klinik di Puskesmas Kota Banjarmasin. *Al-Ulum: Jurnal Sains Dan Teknologi*, *7*(1), 27–37. <https://doi.org/10.31602/ajst.v7i1.5882>
- Faizin, Fitriani, R., & Bahlian, M. (2019). Tanggung Jawab Apoteker Dalam Tugas Pengelolaan Apotek (Studi Penelitian di Kota Langsa). *Jurnal Ilmiah Mahasiswa Meukuta Alam*, *1*(1), 105–122. <https://doi.org/10.33059/ma.v1i1.12>
- Fathurrahman, M., Ardhiani, M., Faridah, I. N., Dania, H., Irham, L. M., & Perwitasari, D. A. (2023). Kepatuhan Dan Luaran Terapi Pada Pasien Diabetes Melitus Tipe 2 Pengguna Insulin Di Apotek X Yogyakarta. *Medical Sains : Jurnal Ilmiah Kefarmasian*, *8*(2), 519–528. <https://doi.org/10.37874/ms.v8i2.743>
- Ferreri, S. P., Hughes, T. D., & Snyder, M. E. (2020). *Medication Therapy Management: Current Challenges*. *Integrated Pharmacy Research and Practice, Volume 9*, 71–81. <https://doi.org/10.2147/iprp.s179628>
- Ghibu, S., Juncan, A. M., Rus, L. L., Frum, A., Dobrea, C. M., Chiş, A. A., Gligor, F. G., & Morgovan, C. (2021). The particularities of pharmaceutical care in improving public health service during the COVID-19 pandemic. *International Journal of Environmental Research and Public Health*, *18*(18). <https://doi.org/10.3390/ijerph18189776>
- Hasibuan MSP. (2014). *Manajemen sumber daya manusia*. PT Bumi Aksara.
- Hattingh, H. L., Kelly, F., Fowler, J., & Wheeler, A. J. (2017). Implementation of a mental health medication management intervention in Australian community pharmacies: Facilitators and challenges. *Research in Social &*

Administrative Pharmacy : RSAP, 13(5), 969–979.
<https://doi.org/10.1016/j.sapharm.2017.05.017>

- Hohmeier, K. C., McDonough, S. L. K., Rein, L. J., Brookhart, A. L., Gibson, M. L., & Powers, M. F. (2019). Exploring the expanded role of the pharmacy technician in *Medication Therapy Management* service implementation in the community pharmacy. *Journal of the American Pharmacists Association*, 59(2), 187–194. <https://doi.org/10.1016/j.japh.2018.11.006>
- Imam, G. (2018). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Imelda, Nahrisah, & Ezzah. (2015). Analisis Tingkat Mutu Pelayanan Rawat Inap Dalam Upaya Peningkatan Kepuasan Pasien Di Rsup Adam Malik Medan (Studi Perbandingan Antara Pasien Umum Dan Pasien Bpjs). *Peningkatan Kepuasan Pasien Di Rsup Adam Malik Medan (Studi Perbandingan Antara Pasien Umum Dan Pasien BPJS)*, 3(3), 1–43. <http://ojs.amik-labuhanbatu.ac.id>
- Jarab, A. S., Al-Qerem, W., Mukattash, T. L., Abuhishmah, S. R., & Alkhdour, S. (2022). Pharmacists' knowledge and attitudes toward *Medication Therapy Management* service and the associated challenges and barriers for its implementation. *Saudi Pharmaceutical Journal*, 30(6), 842–848. <https://doi.org/10.1016/j.jsps.2022.03.008>
- Kangsaputra, I. J. (2011). Profesionalitas Apoteker Sebagai Pelaku Usaha Di Tinjau Dari Hukum Perlindungan Konsumen Di Samarinda. *Journal of Physics A: Mathematical and Theoretical*, 44(8), 1689–1699.
- Kawahe, M., Mandagi, C. K. F., Kawatu, P. A. T., Kesehatan, F., Universitas, M., & Ratulangi, S. (2015). Hubungan Antara Mutu Pelayanan Kefarmasian Dengan Kepuasan Pasien Rawat Jalan Di Puskesmas Teling Atas Kota Manado. *Pharmacon*, 4(4), 261–269. <https://ejournal.unsrat.ac.id/index.php/pharmacon/article/view/10215>
- Kelling, S. E., Bright, D. R., Ulbrich, T. R., Sullivan, D. L., Gartner, J., & Cornelius, D. C. (2013). Development and implementation of a community pharmacy *Medication Therapy Management*-based transition of care program in the managed Medicaid population. *INNOVATIONS in Pharmacy*, 4(4). <https://doi.org/10.24926/iip.v4i4.319>
- Kelly, D. V., Young, S., Phillips, L., & Clark, D. (2014). Patient attitudes regarding the role of the pharmacist and interest in expanded pharmacist services. *Canadian Pharmacists Journal*, 147(4), 239–247. <https://doi.org/10.1177/1715163514535731>
- Kemenkes RI. Undang-Undang Republik Indonesia No 17 Tahun 2023 Tentang Kesehatan. 2023.
- Komalawati, V. (2020). Tanggung Jawab Apoteker Dalam Pelayanan Obat Dengan

- Resep Dokter. *Jurnal Poros Hukum Padjadjaran*, 1(2), 226–245. <https://doi.org/10.23920/jphp>
- Kurihara, T., Uchikura, T., Tanaka, H., Sasaki, T., Kitahara, K., Sugita, H., Nawata, S., & Kashiwabara, Y. (2019). Evaluation of a clinical skills assessment tool for young pharmacists in Japan. *Japanese Journal of Pharmaceutical Education*, 3, 1–7. <https://doi.org/10.24489/jjphe.2019-002>
- Latif, D. A. (2001). The relationship between pharmacists' tenure in the community setting and moral reasoning. *Journal of Business Ethics*, 31(2), 131–141. <https://doi.org/10.1023/A:1010771103427>
- Law, A. V., Okamoto, M. P., & Brock, K. (2009). Ready, willing, and able to provide MTM services?: A survey of community pharmacists in the USA. *Research in Social and Administrative Pharmacy*, 5(4), 376–381. <https://doi.org/10.1016/j.sapharm.2009.01.001>
- Lemay, G. (2012). *Medication Therapy Management* in community pharmacy practice. *Medicine and Health, Rhode Island*, 95(9), 281–282.
- Lutfiyati, H., Pribadi, P., & ... (2019). Kesiapan Apoteker dalam Memberikan Layanan *Medication Therapy Management*. *CERATA Jurnal Ilmu ...*, 10(1), 34–38.
- Malina, R., Yasin, N. M., & Wiedyaningsih, C. (2020). The Effect of Based Services *Medication Therapy Management* on Treatment Adherence and Quality of Life of Diabetes Mellitus Patients. *Jurnal Manajemen Dan Pelayanan Farmasi (Journal of Management and Pharmacy Practice)*, 10(3), 204. <https://doi.org/10.22146/jmpf.58052>
- Marupuru, S., Roether, A., Guimond, A. J., Stanley, C., Pesqueira, T., & Axon, D. R. (2022). A Systematic Review of Clinical Outcomes from Pharmacist Provided *Medication Therapy Management* (MTM) among Patients with Diabetes, Hypertension, or Dyslipidemia. *Healthcare (Switzerland)*, 10(7). <https://doi.org/10.3390/healthcare10071207>
- McGivney, M. S., Meyer, S. M., Duncan-Hewitt, W., Hall, D. L., Goode, J. V. R., & Smith, R. B. (2007). *Medication Therapy Management*: Its relationship to patient counseling, disease management, and pharmaceutical care. *Journal of the American Pharmacists Association*, 47(5), 620–628. <https://doi.org/10.1331/JAPhA.2007.06129>
- Meng, Q., Sun, L., Ma, Y., Wei, Y., Ma, X., Yang, L., Xie, Z., Li, F., Wang, Z., Tao, X., Zhen, X., Jin, R., & Gu, H. (2023). The impact of pharmacist practice of *Medication Therapy Management* in ambulatory care: an experience from a comprehensive Chinese hospital. *BMC Health Services Research*, 23(1), 1–9. <https://doi.org/10.1186/s12913-023-09164-6>
- Muin, D., Kristina, S. A., Prabandari, Y. S., & Satibi, S. (2019). Factors Affecting Pharmacist's Performance Based on Motivation Theory: A Systematic

- Review. *Global Journal of Health Science*, 11(3), 13.
<https://doi.org/10.5539/gjhs.v11n3p13>
- Mulyadi, T., Saragi, S., & Andayani, N. (2023). Midwinerslion Jurnal Kesehatan Stikes Buleleng Pengaruh Konseling Apoteker Berbasis Mtm Terhadap Peningkatan Midwinerslion *Jurnal Kesehatan STIKes Buleleng Penelitian ini merupakan penelitian yang bersifat prospektif , dilakukan di Apotek Kimia Farma Nusa*. 8, 1–7.
- Nasution, I. F. S., Kurniansyah, D., & Priyanti, E. (2022). Analisis pelayanan pusat kesehatan masyarakat (puskesmas). *Kinerja*, 18(4), 527–532.
<https://doi.org/10.30872/jkin.v18i4.9871>
- Negash, Z., Berha, A. B., Shibeshi, W., Ahmed, A., Woldu, M. A., & Engidawork, E. (2021). Impact of *Medication Therapy Management* service on selected clinical and humanistic outcomes in the ambulatory diabetes patients of Tikur Anbessa Specialist Hospital, Addis Ababa, Ethiopia. *PLoS ONE*, 16(6 June), 1–18. <https://doi.org/10.1371/journal.pone.0251709>
- Oladapo, A., & Rascati, K. (2012). Review of Survey Articles Regarding *Medication Therapy Management* (MTM) Services/Programs in the United States. *Journal of Pharmacy Practice*, 25, 457–470.
<https://doi.org/10.1177/0897190012442715>
- Padmasari, S., Azizah, F. N., & Larasati, N. (2021). Edukasi Home Pharmacy Care terhadap Kepatuhan dan Kontrol Glukosa Darah pada Pasien Diabetes Melitus. *Jurnal Sains Farmasi & Klinis*, 8(2), 182.
<https://doi.org/10.25077/jsfk.8.2.182-189.2021>
- Pal, N., Goswami, S., Singh, R. P., & Kumudhavalli, M. V. (2020). Clinical Pharmacists on *Medication Therapy Management*: Description of India's Present Scenario. *Recent Trends in Pharmaceutical Technology and Industries*, 2(1), 1–4.
<https://medicaljournalshouse.com/index.php/PharmaceuticalTechnology-Indu/article/view/448>
- Patuwondatu, M. H., Darmawan, E. S., & Ilyas, Y. (2021). Authority of Mixing Sterile Availability By Nurses in Hospital Case Study in Hospital of Badan Pengusahaan Batam. *Jambura Journal of Health Sciences and Research*, 3(2), 277–284. <https://doi.org/10.35971/jjhsr.v3i2.10759>
- Peraturan Menteri Kesehatan Republik Indonesia No. 9. Tahun 2017 Tentang Apotek. Jakarta: Departemen Kesehatan Republik. Indonesia. Depkes, RI. (2011).
- Permenkes, 2016. Peraturan Menteri Kesehatan Republik Indonesia Nomor72 Tahun 2016 TentangStandar Pelayanan kefarmasian di Rumah sakit.Jakarta: Kementrian Kesehatan Republik Indonesia.
- Perpres RI. (2021). Peraturan Presiden Republik Indonesia Nomor 46 Tahun 2021

Tentang Perubahan Atas Peraturan Presiden Nomor 32 Tahun 2014 Tentang Pengelolaan dan Pemanfaatan Dana Kapitasi Jaminan Kesehatan Nasional Pada Fasilitas Kesehatan Tingkat Pertama Milik Pemerintah . 069210, 125.

- Rahmawati, D. P., Herawati, F., & Wardani, S. A. (2019). Evaluasi Penggunaan Obat di Rumah Sakit Marsudi Waluyo, Kabupaten Malang Tahun 2016. *Jurnal Ilmiah Mahasiswa Universitas Surabaya*, 7(2), 1604–1617.
- Rendrayani, F., Alfian, S. D., Wahyudin, W., & Puspitasari, I. M. (2023). Knowledge, attitude, and practice of *Medication Therapy Management*: a national survey among pharmacists in Indonesia. *Frontiers in Public Health*, 11(July), 1–15. <https://doi.org/10.3389/fpubh.2023.1213520>
- Rostikarina, N. A. (2023). Homecare Berbasis *Medication Therapy Management* Terhadap Clinical Outcome Pasien Hipertensi Di Klinik Nurul Ichsan Pujon. *Journal of Herbal, Clinical and Pharmaceutical Science (HERCLIPS)*, 5(01), 68. <https://doi.org/10.30587/herclips.v5i01.6286>
- Sallom, H., Abdi, A., Halboup, A. M., & Başgut, B. (2023). Evaluation of pharmaceutical care services in the Middle East Countries: a review of studies of 2013–2020. *BMC Public Health*, 23(1), 1–13. <https://doi.org/10.1186/s12889-023-16199-1>
- Sanii, Y., Torkamandi, H., Gholami, K., Hadavand, N., & Javadi, M. (2016). Role of pharmacist counseling in pharmacotherapy quality improvement. *Journal of Research in Pharmacy Practice*, 5(2), 132. <https://doi.org/10.4103/2279-042x.179580>
- Saragi, S., Murty, A. I., & Athiyah, U. (2019). Exploring the potential of interprofessional collaboration in *Medication Therapy Management* in primary health care. *Fabad Journal of Pharmaceutical Sciences*, 44(1), 1–8.
- Satrianegara, M. F. (2014). *Organisasi dan Manajemen Pelayanan Kesehatan*. Salemba Medika.
- Satvika Devi, N. N. A. (2020). Tugas Pokok Dan Fungsi (Tupoksi) Apoteker Di Puskesmas Dalam Pelayanan Obat Menurut Peraturan Perundang-Undangan. *Indonesian Journal of Legal and Forensic Sciences (IJLFS)*, 10(2), 62. <https://doi.org/10.24843/ijlfs.2020.v10.i02.p02>
- Schafheutle, E. I., Seston, E. M., & Hassell, K. (2011). Factors influencing pharmacist performance: A review of the peer-reviewed literature. *Health Policy*, 102(2–3), 178–192. <https://doi.org/10.1016/j.healthpol.2011.06.004>
- Shirdel, A., Pourreza, A., Daemi, A., & Ahmadi, B. (2021). Health-promoting services provided in pharmacies: A systematic review. *Journal of Education and Health Promotion*, 10(January), 234. https://doi.org/10.4103/jehp.jehp_1374_20
- Sidebang, K. N., & Budiarti, I. (2019). Pengaruh Gaji, Masa Kerja, Dan Usia Terhadap Produktivitas Karyawan Pt. Sanbe Farma Divisi Jawa Barat. *Unikom*

- Library. <https://elibrary.unikom.ac.id/id/eprint/2038/13/25>.
UNIKOM_Kristina Natalia_ARTIKEL.pdf
- Simanjuntak, P. J. (1985). *Pengantar Ekonomi Sumber Daya Manusia*. Fakultas Ekonomi UI.
- Sitorus, C. D., Abidin, Z., & M, M. (2021). Perlindungan Hukum Terhadap Konsumen Tentang Pelayanan Kesehatan Pasien Umum Dengan Pasien Pengguna Bpjs Kesehatan (Studi Di Rsud H Abdul Manan Simatupang Kisaran). *Jurnal Ilmiah Mahasiswa Fakultas Hukum Universitas Malikussaleh*, 4(3), 382–392. <https://doi.org/10.29103/jimfh.v4i3.6493>
- Solechan, S. (2019). Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan Sebagai Pelayanan Publik. *Administrative Law and Governance Journal*, 2(4), 686–696. <https://doi.org/10.14710/alj.v2i4.686-696>
- Sugiyono. (2014). *Metodologi Penelitian Kuantitatif, Kualitatif dan R & D*.
- Supriadi, S., Defirson, D., & Brata, A. (2022). Pengaruh Kehadiran Apoteker Terhadap Pelayanan Kefarmasian Di Apotek Dalam Kota Jambi. *Jurnal Bahana Kesehatan Masyarakat (Bahana of Journal Public Health)*, 6(2), 67–73. <https://doi.org/10.35910/jbkm.v6i2.591>
- Suprobo, M. D., & Fadillah, N. (2020). Peran Konseling Apoteker Terhadap Pengetahuan Penggunaan Obat Dengan Sediaan Khusus Di Ketanggungan – Brebes. *Jurnal Ilmu Farmasi Dan Farmasi Klinik*, 17(01), 30. <https://doi.org/10.31942/jiffk.v17i01.3504>
- Suronoto, I., Tingkat, G., Pasien, K., Terhadap, A., Resep, P., & Kota, M. (2012). *Kata Kunci* : 16–17.
- Suryoputri, M. W., Mustikaningtiyas, I., & Maharani, L. (2020). Pemantauan Kadar Obat Indeks Terapi Sempit Melalui Estimasi Kadar Obat di Dalam Darah pada Pasien Rawat Inap di RSUD Prof. Dr. Margono Soekarjo, Purwokerto. *Indonesian Journal of Clinical Pharmacy*, 9(2), 105. <https://doi.org/10.15416/ijcp.2020.9.2.105>
- Thoe Abraham deasy. (2013). Opini apoteker dan pasien terhadap peran apoteker dalam pelayanan kefarmasian di apotek kota merauke deasy abraham thoe, 2013. *Jurnal Ilmiah Mahasiswa Universitas Surabaya*, 2(1), 1–17.
- Viswanathan, M., Kahwati, L. C., Golin, C. E., Blalock, S. J., Coker-Schwimmer, E., Posey, R., & Lohr, K. N. (2015). *Medication Therapy Management interventions in outpatient settings: A systematic review and meta-analysis. JAMA Internal Medicine*, 175(1), 76–87. <https://doi.org/10.1001/jamainternmed.2014.5841>
- Yasin, N. M., Andayani, T. M., & Listyana, Y. I. (2021). Pengaruh *Medication Therapy Management* terhadap Persepsi Sakit dan Outcome Klinik Pasien Diabetes Melitus di Puskesmas Kota Yogyakarta. *JURNAL MANAJEMEN DAN PELAYANAN FARMASI (Journal of Management and Pharmacy*

Practice), 11(2), 133. <https://doi.org/10.22146/jmpf.63876>

Yuniar, Y., & Handayani, R. S. (2016). The Satisfaction of National Health Insurance Program's Patients On Pharmaceutical Services in Pharmacy. *Jurnal Kefarmasian Indonesia*, 6(1), 39–48.