

Assistant Competency Exam Preparation Training Assistance Health Workers in the Pharmacy Sector at SMK Kesehatan Surabaya

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ARTICLE INFO

Keywords: Training Assistance, Competency Exams, Assistant for Health Workers in the Pharmacy Sector

Received : 25, April

Revised : 27, May

Accepted: 29, June

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ABSTRACT

In health services provided by pharmaceutical personnel, the health workers are assisted in carrying out their duties by the assistant health workers who must have a minimum secondary education qualification in the health sector and must be under the supervision of health workers. However, it does not require a registration certificate or practice permit. The method used theoretical presentation, question/answer, practice and offline assistance at SMK Kesehatan Surabaya Laboratory. The results are the accompanying training activity to prepare the competency exam for assistant health workers in the field of Pharmacy at SMK Kesehatan Surabaya received a positive response and the participants were very enthusiastic. It is hoped that the pharmacy assistant health worker competency exams carried out at SMK Kesehatan Surabaya will be more in collaboration with related institutions such as BNSP which are recognized for their professionalism to support increasing understanding, technical skills and quality of SMK Kesehatan Surabaya students.

INTRODUCTION

Health is a human right and public health services must be developed in line with the government's responsibility to protect the public from health problems. In health services provided by pharmaceutical personnel, health workers are assisted in carrying out their duties by assistant health workers. A health worker assistant is any person who devotes himself or herself to the health sector and has knowledge and skills through education in the health sector below Diploma Three level or must have a minimum qualification of secondary education in the health sector and must be under the supervision of a health worker (Undang-Undang No. 36 Tahun 2014; Permenkes RI No. 80 Tahun 2016; Undang-Undang No. 17 Tahun 2023).

Then, the scope of work of assistant health workers includes carrying out tasks assigned by technical health workers, pharmaceuticals and pharmacists in administrative work (clerkship) and customer service roles as well as following the implementation of standard operational procedures in terms of recording the purchase/storage of drugs/data collection on drug supplies, receiving payment of prescriptions/stock prices/marketing of items for sales/recording/insurance claims, service of household health supplies, archiving of prescriptions according to applicable data and provisions, checking conformity of orders for pharmaceutical preparations and health supplies, and distribution of pharmaceutical preparations and health supplies for floor purposes stock (Putri, 2021). These health worker assistants are also known as pharmacy assistants.

In contrast to pharmaceutical technical personnel, pharmaceutical assistants do not need a registration certificate or practice permit. This happens because pharmaceutical assistants are supervised by pharmaceutical technical personnel or pharmacists who have valid legal status (TribunJateng.com, 2021). The skills and expertise possessed by a pharmaceutical assistant are competencies that are benchmarks in competing in the world of work, especially pharmaceutical jobs in pharmacies and as a form of anticipating the need for human resource capabilities in the global era (Santoso, 2015; Wibowo & Negara, 2024). To maintain and improve the quality of pharmacy assistants, community service is carried out through assistance in preparation for competency exams for pharmacy assistants at the Surabaya Health Vocational School as an effort to maintain the performance, skills and quality of health assistants to carry out their duties and responsibilities professionally.

IMPLEMENTATION AND METHODS

Community service through assistance in preparation for competency exam preparation for health worker assistants in the field of Pharmacy at the Surabaya Health Vocational School is carried out *offline*. This training assistance activity was carried out by a committee formed by the Surabaya Health Vocational School and was carried out from 1 August 2023 to 28 February 2024 with the provision that it was carried out every Tuesday and Thursday. This training assistance activity was located in the Laboratory room of the Surabaya Health Vocational School with a total of 47 participants participating at the Surabaya Health Vocational School along with resource persons as material presenters and the

committee as assistants. The timeline for assistance in preparation for the competency exam preparation for health worker assistants in the field of Pharmacy at the Surabaya Health Vocational School is shown as follows:

Preparation

These activities include:

- a. Discussion and coordination between the Surabaya Health Vocational School and resource persons for assistance in preparation for the competency exam preparation for health worker assistants in the field of Pharmacy at the Surabaya Health Vocational School.
- b. Preparation of comprehensive training materials that cover all topics that will be tested in preparation for the competency exam. Ensure training materials cover basic pharmaceutical concepts, pharmaceutical regulations and guidelines, use of pharmaceutical tools and equipment, drug dispensation procedures as well as Pharmacy ethics and principles.
- c. Procurement of additional reading materials that support training materials such as textbooks, presentation materials, and examples of practice questions.
- d. Identify sources regarding qualifications and experience in the pharmaceutical field to provide training and guide participants in preparation for the competency test.
- e. Preparation of a structured and detailed learning plan including learning objectives, teaching methods used, activity agenda, and learning evaluation.
- f. Creation of practice questions covering various topics and levels of difficulty to help participants prepare for competency exams. Make sure the questions reflect the actual exam format.
- g. Practical exam simulations that are similar to actual competency exam conditions to help participants understand the procedures for carrying out the exam and reduce participants' anxiety.
- h. Individual counseling and guidance for participants who need additional assistance in preparing for the competency exam. Give them constructive feedback and moral support.
- i. Monitoring and evaluating the training process to ensure that learning objectives are achieved and participants are ready to face competency exams.

Exposure Activities, Question/Answer, Practice

These activities include:

- a. Material presentation where the resource person explains training material on topics that will be tested in the competency exam, including basic pharmaceutical concepts, pharmaceutical regulations and guidelines, use of pharmaceutical tools and equipment, drug dispensation procedures and others using Powerpoint slides.
- b. After the resource person explained the theory, the resource person opened a question/answer session and gave the participants the opportunity to ask questions related to things they did not understand. Then, the speakers answered these questions in turn.
- c. After the question/answer session was finished, the resource person provided a case study to study simulated situations related to pharmacy practice that would be faced in the competency exam. Participants will also have the opportunity to practice using commonly used pharmaceutical tools and equipment such as drug counters, dose measuring devices, or drug processing equipment.
- d. The practice test is adjusted by the resource person as closely as possible to the conditions of the actual competency exam.

Accompaniment

These activities include:

- a. Participants receive individual guidance and direction from resource persons regarding training materials and competency test preparation.
- b. The resource person provides constructive *feedback* to participants based on assessments during the training in terms of strengths and areas that need improvement.

The method used in community service through mentoring in preparation for competency exam preparation for health worker assistants in the field of Pharmacy at the Surabaya Health Vocational School is a theoretical presentation, question/answer, practice and competency test carried out offline in the Surabaya Health Vocational School Laboratory room which was attended by a total of as many participants as 47 Surabaya Health Vocational School students together with resource persons and the Surabaya Health Vocational School training committee.

The equipment used in accompanying training for the competency exam preparation for assistant health workers in the field of Pharmacy at the Surabaya Health Vocational School is a projector, laptop, examples of Pharmacy tools and equipment, anatomical models, case studies, and audio-visual equipment. The materials used in accompanying training for the competency exam preparation for assistant health workers in the field of Pharmacy at the Surabaya Health Vocational School are materials/theories presented by resource persons, *handouts*, textbooks and evaluation tools.

RESULTS AND DISCUSSION

In community service through mentoring activities in preparation for the competency exam for assistant health workers in the field of Pharmacy at SMK Kesehatan Surabaya, Dr. Teguh Setiawan Wibowo, M.M, M.Si., M.Farm., Apt and Ani Florida Ngete, M.Farm., Apt as the resource person in the theoretical explanation related to the materials tested in the competency exam later. After the training assistance participants entered the room, the resource persons began to explain the theory related to making pharmaceutical preparations such as powders, capsules, elixirs, creams and ointments. Apart from that, the presentation continues regarding pharmaceutical administration such as carrying out stock, writing defect books, archiving pharmaceutical documents, ordering drugs, calculating drug prices, receiving drugs and storing drugs. In preparation for the first competency exam, the resource person directed the participants when making ointments to use the recipe given according to the ingredient measurements including basic ingredients, active ingredients, emulsifiers, preservatives and other additional ingredients. The resource person instructed participants to measure each ingredient to be used according to the dosage specified in the recipe and reminded them that accurate measurements are very important to achieve consistency and safety of the final product.

Then, the resource person instructed that the ingredients should be mixed carefully according to the specified procedures until the ingredients became homogeneous. Furthermore, processing can be carried out by heating or cooling until finally the ointment can be printed on the packaging provided to meet the specified quality standards such as consistency, color, aroma and texture. Apart from making ointments, the resource person also taught tasks in providing health services which are usually carried out by assistant health workers in the pharmaceutical sector, such as drug dispensation which starts with calculating drug doses, preparing drugs in the right dosage, and providing information related to drug use. Apart from that, the resource person taught how to check and manage drug supplies, including monitoring drug stocks, ordering new drugs, destroying expired drugs and ensuring the presence of sufficient drugs to meet patient needs. Related matters are also taught by resource persons to participants for thorough preparation. After this session ends, the assistance continues until the specified time limit.

During the implementation of training assistance activities for preparing the competency exam for assistant health workers in the field of Pharmacy at the Surabaya Health Vocational School, the training assistance participants with a total of 47 students at the Surabaya Health Vocational School did not really understand the material that would be included in the competency exam as an effort to prevent errors in carrying out health procedures so that it requires time for more intense assistance and a deeper understanding of the competency exam material. Then, the participants in the training to prepare for the competency exam for assistant health workers in the Pharmacy sector were very enthusiastic and received a positive response in learning the correct procedures to become a health assistant. Some documentation related to assistance in preparation for the

competency exam preparation for health worker assistants in the field of Pharmacy at SMK Kesehatan Surabaya is shown in the following image.



Figure.1 Preparation atmosphere for the Competency Exam for Assistant Health Workers in the Pharmacy Sector
(Source: Personal Documentation, 2024)



Figure.2 Participants Measuring Liquids Using Measuring Cups
(Source: Personal Documentation, 2024)



Figure.3 Participants Measuring Materials with Gram Scales
(Source: Personal Documentation, 2024)



Figure.4 Preparation Results
(Source: Personal Documentation, 2024)



Figure.5 The Process of Wrapping Medicine
(Source: Personal Documentation, 2024)



Figure.6 Input Pharmaceutical Administration Data
(Source: Personal Documentation, 2024)



Figure.6 Competency Examination Process
(Source: Personal Documentation, 2024)

CONCLUSIONS AND RECOMMENDATIONS

Community service activities through assistance in preparation for competency exam preparation for health worker assistants in the field of Pharmacy at SMK Kesehatan Surabaya in order to maintain and improve the performance, skills and quality of health worker assistants to carry out their duties and responsibilities professionally are offline and carried out in SMK Kesehatan Surabaya Laboratory room which is attended by a total of 47 students from the Surabaya Health Vocational School along with resource persons and the committee from the Surabaya Health Vocational School. This training assistance activity was carried out from 1 August 2023 to 28 February 2024 with the provisions that it was carried out every Tuesday and Thursday which included theoretical explanations, questions/answers, practice and mentoring which received a positive and good response from the participants who attended. It is hoped that the preparation for the pharmacy assistant health worker competency exam carried out at the Surabaya Health Vocational School will be carried out more in collaboration with related institutions such as BNSP which are recognized for their professionalism to support improving the quality of SMK Kesehatan Surabaya students.

Based on the results of the accompanying training activities for preparing the competency exam for assistant health workers in the field of Pharmacy at the Surabaya Health Vocational School, it is hoped that graduates of the Surabaya Health Vocational School, especially graduates who will become health worker assistants, can apply the knowledge provided by the resource person regarding materials for exam preparation. competency as an effort to improve the quality, skills and performance of health worker assistants to carry out their duties and responsibilities professionally so that there are no mistakes in carrying out the slightest procedure.

ACKNOWLEDGMENT

We would like to express our thanks to the Surabaya Health Vocational School, especially Mrs. Yany Citra Beauty, S.Sos., M.Pd, the entire committee from the Surabaya Health Vocational School, and the training participants who came from Surabaya Health Vocational School students with a total of 47 participants. students of the Surabaya Health Vocational School who are involved in preparing training assistance activities for the preparation of competency exams for assistant health workers in the field of Pharmacy at the Surabaya Health Vocational School so that they can maintain and improve the skills and quality of health worker assistants to carry out their duties and responsibilities professionally through training activities based on offline includes theoretical explanations, questions/answers, practice and mentoring of participants. Thanks also to the Director of the Yannas Husada Bangkalan Pharmacy Academy, Chair of STIKes Tujuh Belas and the Chair of STIE Mahardhika.

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