

## **ABSTRACT**

### **PERCEPTION OF PHARMACY TECHNICAL PERSONNEL REGARDING PATIENT SAFETY ON PATIENT SERVICES IN HOSPITAL**

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In this study, there were 39 respondents who filled out the questionnaire on the perception of pharmacy technicians regarding patient safety in hospital pharmacy services in Surabaya. The characteristics of the respondents included gender, length of service, age, and education of pharmacy technicians who had been selected non-randomly / had been selected by the researcher. Pharmacy technicians's knowledge of improving patient safety in hospitals is quite good because many pharmacy technicians uphold the code of ethics. There were 59% of pharmacy technicians samples who stated that they strongly agreed with the existence of SOPs. In this study, the knowledge of pharmacy technicians regarding patient safety, medication errors and incident reporting in hospitals was also quite good, because many pharmacy technicians were equipped with skills regarding patient safety. It is recommended for further researchers to use statement sentences that are easy for respondents to understand. The number of questions can be reduced and the statements can be shortened again, but they must conduct a validity test again.

***Keyword:*** *Patient Safety, Medication Error*