

## ABSTRACT

### ***PERCEPTIONS OF PHARMACEUTICAL TECHNICAL PERSONNEL (TTK) ABOUT SAFETY IN PHARMACEUTICAL SERVICES IN WEST AND SOUTH SURABAYA***

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*Patient safety in pharmacies is the responsibility of pharmaceutical technical personnel to prevent medication error. Patient safety is a system by which hospitals make patient care safer in an effort to prevent injuries caused by errors resulting from performing an action or not taking an action that should have been taken. Medication error is an avoidable event that can cause or result in inappropriate medication service or harm to the patient while the medication is in the custody of the health worker or patient. The results of there search on the perceptions of pharmaceutical technical personnel at West Surabaya and South Surabaya Pharmacies with 51 TTK respondent sincluding 1 respondents (2%) had perceptions in the good category and 50 respondents (98%) had perceptions in the very good category. The conclusion of this study is that pharmaceutical technical personnel (TTK) who work at West Surabaya and South Surabaya Pharmacies have very good perceptions, so patient safety can be guaranteed by the lack of medication errors that exist. TTK in West Surabaya and South Surabaya Pharmacies deserve to be professional health workers.*

***Keywords:*** *Patient safety; Medication error; of pharmaceutical technical personnel; Questionnaire*