

**GAMBARAN PENGETAHUAN PELANGGAN TERHADAP PELAYANAN
SWAMEDIKASI PENYAKIT GASTRITIS DI APOTEK SHAFIRA
DIKABUPATEN CIANJUR PERIODE MARET 2022-MEI 2022
ABSTRAK**

Swamedikasi yaitu proses pengobatan yang dilakukan sendiri oleh seseorang mulai dari pengenalan keluhan atau gejalanya sampai pada pemilihan dan penggunaan obat (Rikomah, 2018). Tujuan penelitian yaitu untuk mengetahui gambaran pengetahuan pelanggan terhadap pelayanan swamedikasi penyakit gastritis di Apotek Shafira di Kabupaten Cianjur Periode Maret-Mei 2022. Metode penelitian yaitu metode deskriptif. Metode deskriptif yaitu metode penelitian yang dilakukan untuk mengetahui dan menjelaskan karakteristik variabel-variabel dari situasi dan keadaan. Hasil penelitian menunjukkan sebanyak 120 orang, perempuan (64%), kelompok usia 35-49 tahun (49,17%), pendidikan SMA/SMK (40%), dan pekerjaan karyawan swasta (39,17%). Berdasarkan pengetahuan yang belum terpenuhi mengenai makanan dan minuman yang harus dihindari penderita gastritis

Kata Kunci : Swamedikasi, Apotek, Gastritis

**DESCRIPTION OF CUSTOMER KNOWLEDGE OF GASTRICAL DISEASE
SWAMEDICATION SERVICES AT SHAFIRA PHARMACY, CIANJUR
DISTRICT FOR THE PERIOD OF MARCH 2022-MAY 2022**

ABSTRACT

Self-medication is a treatment process that is carried out by a person himself starting from the introduction of complaints or symptoms to the selection and use of drugs (Rikomah, 2018). The purpose of the study was to describe customer knowledge of self-medication services for gastritis at Shafira Pharmacy in Cianjur Regency for the March-May 2022 period. The research method was descriptive method. Descriptive method is a research method conducted to determine and explain the characteristics of the variables of the situation and circumstances. The results showed as many as 120 people, women (64%), age group 35-49 years (49.17%), high school/vocational education (40%), and private employees (39.17%). Based on unfulfilled knowledge about food and drink that gastritis sufferers should avoid

Keywords: Self-medication, Pharmacy, Gastritis