

CHAPTER IV

RESEARCH RESULTS

There were 98 community pharmacies and 294 customers responded the questionnaire. Three community pharmacy and 79 customers rejected to participate. Respondents who rejected to participate were replaced by another to complete the data.

Descriptive statistics were used to tabulate general characteristics of community pharmacies and their customers. Results of this study are presented in 3 main parts:

4.1 The results of community pharmacy.

The results of the study for community pharmacy are presented into:

1. Demographics of pharmacy,
2. Good pharmacy practice,
3. Knowing of regulations with the availability of document,
4. Associations between good pharmacy practice and possible determinants.

4.2 The results from customers.

The results for customers are presented into:

1. Socio-demographics,
2. Knowledge of customers,
3. Customer's perceptions about self-medication practice,
4. Association between knowledge of customers and possible determinants.

4.3 Association between good pharmacy practice in community and customers information of self-medication from their pharmacy.

4.1 The result from community pharmacy

4.1.1 Demographics of pharmacy

Data were obtained from 98 pharmacies. Details of respondents who were interviewed at community pharmacies are presented in table 3.

Table 3: Demographic of respondent in community pharmacy

Characteristics	N=98	%
Gender of Respondent		
Male	32	32.7
Female	66	67.3
Age of Respondent		
20 – 30	33	33.7
31 – 40	44	44.9
41 – 50	17	17.3
51 – 60	3	3.1
61 – up	1	1
Education of Respondent		
Pharmacist	23	23.5
Pharmacist Assistant	75	76.5
Experience of Respondent		
0 – 2 years	12	12.2
3 – 5 years	21	21.4
6 – 10 years	25	25.5
11 – 15 years	17	17.3
More than 15 years	23	23.5

The independent variables in this study was the pharmacist who held the license and responsible for these community pharmacy. From 98 pharmacists, 30.6% were male and 69.4% were female. Then the age of pharmacist was divided into five groups, the age ranges was between 29 – 65 years old. The average age of the sample was 45.1 years. Most of the pharmacists worked as pharmacy licenser only for side job (71.4%). The main job of pharmacists was government employee with 51.6%. The pharmacist experience at most is more than 15 years with 43.9%. Most of pharmacists

came to their pharmacies once a week (38.8%). The detailed characteristics of the pharmacist as licenser are shown in the table below:

Table 4: Demographic of pharmacist as licenser at community pharmacy

Characteristics	N=98	%
Gender of Pharmacist		
Male	30	30.6
Female	68	69.4
Age of Pharmacist		
26 – 35	18	23.5
36 – 45	29	28.6
45 – 56	32	31.6
56 – 65	18	15.3
65 – up	1	1.0
Mean	45.1	
Range	29 – 65	
Pharmacist has other job		
Yes	70	71.4
No	28	28.6
Type of other job :		
1. Government Employee	36	51.4
2. Private Employee	20	28.6
3. Self Employee	7	10.0
4. Non-Profit Organization	0	0
5. Other	7	10.0
Frequency of pharmacist experience		
0 – 2 years	3	3.1
3 – 5 years	16	16.3
6 – 10 years	17	17.3
10 – 15 years	19	19.4
More than 15 years	43	43.9
Frequency of pharmacist practice		
Almost everyday	13	13.3
At least twice a week	13	13.3
Once a week	38	38.8
Once in two weeks	0	0
Once in a month	34	34.7

The most of community pharmacies were independent (87.8%) and only 12.2% were chain pharmacies.

For the number of prescription in community pharmacy, 22.4% has less than 100 prescriptions in a week, 49% has 101-350 prescriptions, 21.4% has 351-700 prescriptions, and 6.1% has 700-1500 prescriptions in a week. Only 1% of community pharmacy has more than 1500 prescriptions in a week.

In average, 34.08% of customers coming to pharmacies with prescription, 8.6% with repeated prescription, 35.92% buying drugs by mention the name, 14.04% telling the symptom and asking for the drug and 7.35% showing the ex-foil or container of the drug. The characteristics of the community pharmacy in East Jakarta are shown in the table 5.

Table 5: Characteristics of community pharmacy

Characteristics	N=98	%
Type of Pharmacy		
Independent Pharmacy	86	87.8
Chain Pharmacy	12	12.2
Number of Prescription in a week		
Less than 100	22	22.4
101 – 350	48	49
351 – 700	21	21.4
701 – 1500	6	6.1
More than 1500	1	1.0
Type of customer coming to pharmacy		
With prescription	40.6	34.08
With “iter” prescription	10.2	8.60
Mention name of the drug	42.8	35.92
Mention the symptom and asking drug	16.7	14.04
Showing the ex-foil/container	8.7	7.35

If the customers complained about the price of the drug, the pharmacies first suggested another brand name of the drug (49%), another generic drug (36.7%), and the reduced amount of the drug (14.3%). The second priority was suggesting

another generic drug (42.9%), suggesting another brand name of the drug (39.8%), reducing the amount of the drug (13.3%) and reducing the price or giving discount (4.1%).

Table 6: Priority of suggestion by pharmacy for price complain

Suggestion from pharmacy	N=98	%
First priority for drug price complain		
Another brand name	48	49.0
Another generic	36	36.7
Reduce the amount	14	14.3
Second priority for drug price complain		
Another generic	42	42.9
Another brand name	39	39.8
Reduce the amount	13	13.3
Give discount/reduce price	4	4.1

Among the community pharmacies, 43.9% provided drug information to half of the customer, 27.6% only provided information to a few of their customers, 24.5% provided information to almost all customers. There were only 4.1% of community pharmacies providing drug information to all of their customers.

All community pharmacies (100%) provided generic drugs. In average, community pharmacies stocked brand name drugs and generic drugs with the proportion of 73.27% and 26.73%, respectively.

The proportion of persons who provide information to the customer during opening hours in community pharmacy, the majority of the information was provided by pharmacist assistant (65.39%). Only 17.47% were provided by pharmacist, 12.51% by non-pharmacy staff, and 4.63% by the owner of pharmacy.

4.1.2 Result score for good pharmacy practice

Questions numbered 23, 24, 27 and 28 were concluded as the first element of good pharmacy practice. The result of minimum score was 5 and maximum score was 15. The mean score was 9.23, the median score was 9.00 and the mode of score was 8.

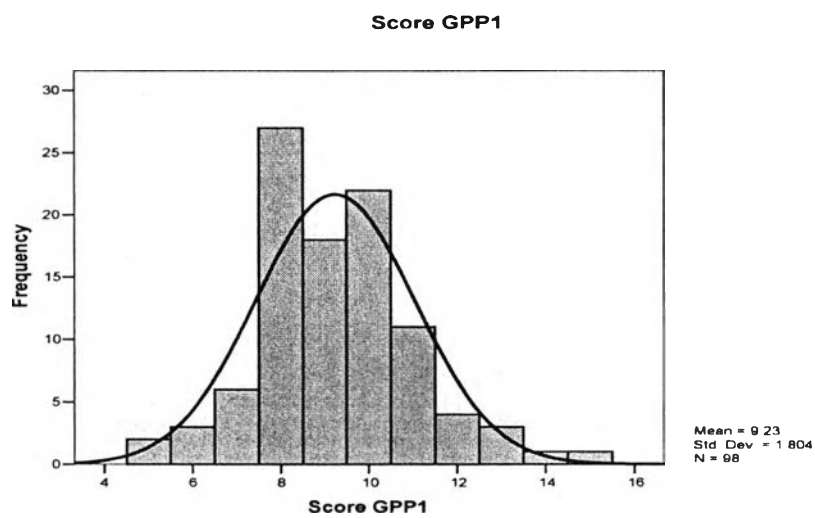


Figure 4: Histogram for score of the 1st element of Good Pharmacy Practice

The second element of good pharmacy practice was represented in questions numbered 16, 17, 18, 19, 20, 21, 22, 29, 30 and 31. The minimum and maximum scores were 26 and 46, respectively. The mean, median and mode of the score were 35.79, 36.00, and 36, respectively.

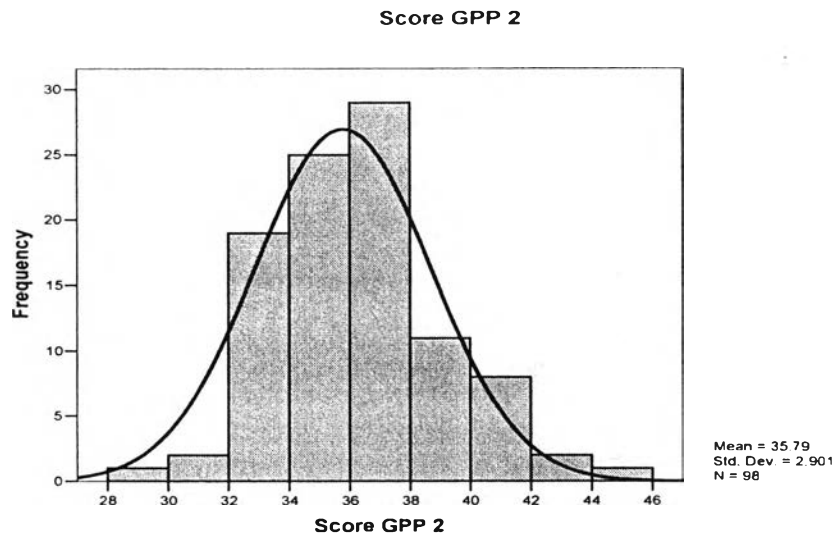


Figure 5: Histogram for score of the 2nd element of Good Pharmacy Practice

The questions numbered 13, 14, 15, 26 and 32 were calculated for the third element of good pharmacy practice. Minimum score was 14.50 and the maximum score was 28.50. The mean of score was 20.48, median was 20.50 and mode was 21.

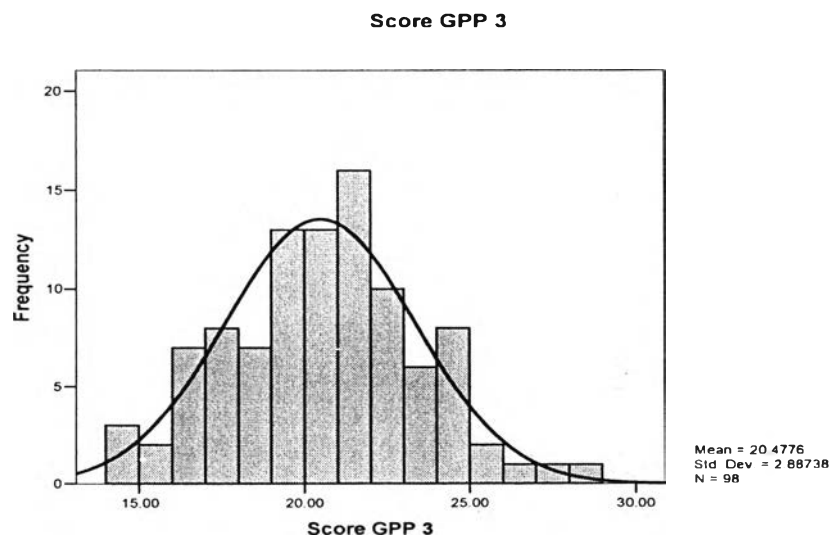


Figure 6: Histogram for score of the 3rd element of Good Pharmacy Practice

The fourth element of good pharmacy practice was representing in a question numbered 25. The minimum score was 1 and the maximum score was 5.

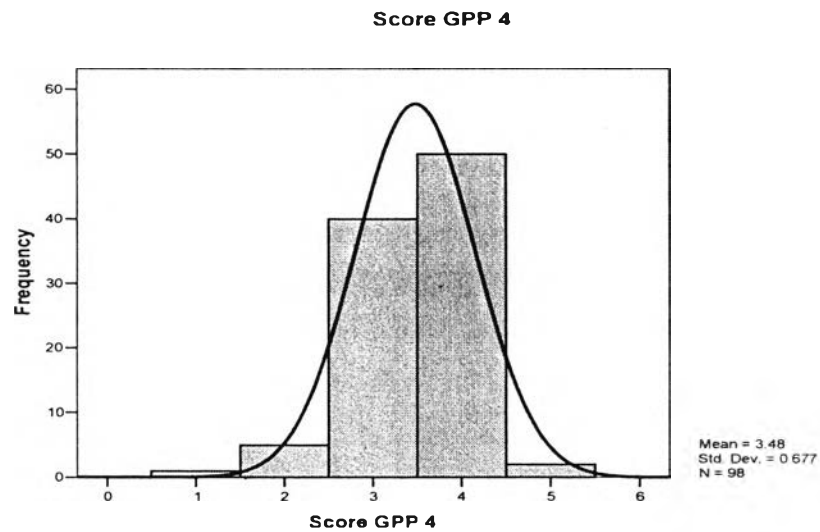


Figure 7: Histogram for score of the 4th element of Good Pharmacy Practice

For the total score of good pharmacy practice, the minimum score was 57.60 and the maximum score was 84.75. The mean, median and mode of the score were 68.98, 68.00, and 68, respectively.



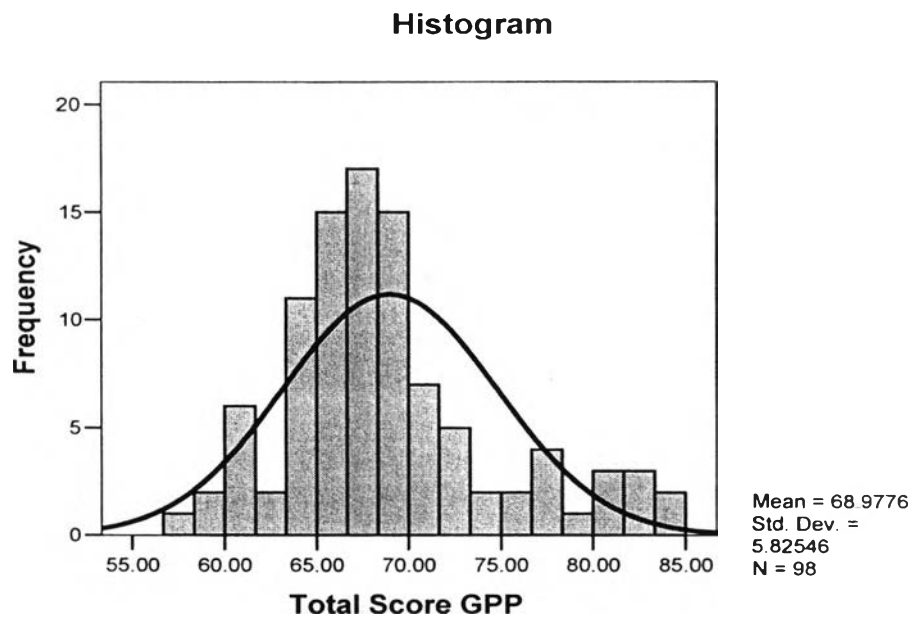


Figure 8: Histogram of total score for good pharmacy practice

After we got the scores then we summed up the score into one score of good pharmacy practice. The detailed summary of the scores in good pharmacy practice is shown in table 7.

Table 7: Summary of scores in good pharmacy practice

Score for Good Pharmacy Practice	Range	Mean	Median	Mode	SD
GPP 1: Promotion health	5-15	9.23	9.00	9	1.804
GPP 2: Supply and Use of Medicine	28-46	35.79	36.00	36	2.901
GPP 3: Self-care	14.50-28.50	20.48	20.50	21	2.887
GPP 4: Influencing prescribing	1-5	3.48	4.00	4	0.677
Total score of GPP	57.60-84.75	68.98	68.00	68	5.825

To conclude the score of good pharmacy practice, from total score we categorized the score into ordinal scales. The result of ordinal scales of good pharmacy practice is shown in table 8.

Table 8: Result of good pharmacy practice

Score for Good Pharmacy Practice	Range	Frequency	%
Poor	≤ 60.00	3	3.1
Less than good	60.01 – 70.00	68	69.4
Good	70.01 – 80.00	19	19.4
Very good	≥ 80.01	8	8.2

4.1.3 Knowing of regulations with the availability of document

Among community pharmacies, 59.2% knew the regulation for standards of pharmacy service, while 24.5% had the document on their pharmacies. From community pharmacies which had the document, the main source of document from municipality health office with 54.16%. Friends/colleagues (20.83%), another pharmacy (8.33%) and other source (16.67%) were also reported.

For the regulation about generic labeling, 61.2% of community pharmacies knew the regulation, while only 16.3% had the document on their pharmacies. From community pharmacies having the document, the main source from municipality health office with 50.0%. Friends/colleagues (25.0%), another pharmacy (12.50%) and other source (12.50%) were also reported.

Among community pharmacies, 87.8% knew the regulation for price labeling, while 20.4% had the document on their pharmacies. From community

pharmacy having the document, the main source was from municipality health office with 40.0%, friends/colleagues (30.0%), pharmaceutical company (20.0%), another pharmacy (5.0%), and other source (10.0%).

Another document is the latest generic price list from Ministry of Health. Most of pharmacies (74.5%) knew this price list. About 50% used the price list as the standard for drug price for their customers. The source of document mainly came from pharmacy distributor (60.0%), municipality health office (22.0%), another pharmacy (12%) and friend/colleagues (6.0%).

Table 9: Prevalence of regulation knowledge in community pharmacy

New Regulation in Pharmacy	Yes (%)	No (%)
Standard of pharmacy service		
Knowing the regulation	58 (59.2)	40 (40.8)
Document available	24 (24.5)	74 (75.5)
Generic labeling		
Knowing the regulation	60 (61.2)	38 (38.8)
Document available	16 (16.3)	82 (83.7)
Price labeling		
Knowing the regulation	86 (87.8)	12 (12.2)
Document available	20 (20.4)	78 (79.6)
Generic drug price list		
Knowing the regulation	73 (74.5)	25 (25.5)
Document available	50 (51.0)	48 (49.0)

From total knowledge and document availability of regulation, the score “1” was given to “yes” answer and “0” to “no” answer. Then, results from knowledge got the minimum score 0 and maximum score is 4. Thereafter, the minimum score for availability of document was 0 and maximum score was 4. After we classified the results into ordinal scales, the result for total knowledge and document availability of regulation are shown in table 10.

Table 10: Ordinal scale of regulation knowledge and document

New Regulation in Pharmacy	Poor N(%)	Less than good N(%)	Good N (%)	Very good N(%)
Knowledge of Regulation	13 (13.3)	21 (21.4)	31 (31.6)	33 (33.7)
Document available	68 (69.4)	19 (19.4)	6 (6.1)	5 (5.1)

4.1.4 Associations between good pharmacy practice and possible determinants

From the results obtained, we examined the relationship between demographics of pharmacy and the score for good pharmacy practice. Because of the data was not distributed normally, we used the non-parametric test. The relationship between demographics of community pharmacies and score of good pharmacy practice are shown in the table 11.

Table 11: Relationship between demographics of pharmacy and good pharmacy practice

Characteristics / Score for GPP	N (%)	Mean Rank	p-value
Gender of Pharmacist			
Male	30 (30.6)	46.87	.542 ^a
Female	68 (69.4)	50.66	
Age of Pharmacist			
26 – 35	18 (23.5)	46.03	.178 ^b
36 – 45	29 (28.6)	47.45	
45 – 56	32 (31.6)	45.66	
56 – up	19 (15.3)	62.39	
Pharmacist has other job			
Yes	70 (71.4)	45.56	.030^a
No	28 (28.6)	59.34	
Type of other job :			
1. Government Employee	36 (51.4)	36.76	.455 ^b
2. Private Employee	20 (28.6)	30.85	
3. Self Employee/other	14 (20.0)	38.89	
Frequency of pharmacist experience			
0 – 5 years	19 (19.4)	48.53	.988 ^b
6 – 10 years	17 (17.3)	47.79	
10 – 15 years	19 (19.4)	50.55	
More than 15 years	43 (43.9)	50.14	
Frequency of pharmacist practice			
Everyday/ twice a week	26 (26.6)	64.48	.005^b
Once a week	38 (38.8)	41.54	
Once in a month	34 (34.7)	46.94	
Type of Pharmacy			
Independent Pharmacy	86 (87.8)	46.74	.010^a
Chain Pharmacy	12 (12.2)	69.29	
Number of Prescription in a week			
Less than 100	22 (22.4)	62.84	< .001^b
101 – 350	48 (49.0)	38.42	
351 – 700	21 (21.4)	51.05	
More than 700	7 (7.2)	78.93	

a: Mann-Whitney U

b: Kruskal Wallis Test

4.1.5 Associations between knowledge and regulation document and possible determinants

We examined the relationship of knowledge of regulation and document availability with the demographics of community pharmacies. All details of results are shown in table 12 and table 13. There was no association between all demographics with knowledge and document except only one association found between pharmacist having other job and knowledge of regulation.

Table 12: Relationship between demographic of pharmacy and the knowledge of regulation

Characteristics / Regulation knowledge	N (%)	Mean Rank	p-value
Gender of Pharmacist			
Male	30 (30.6)	43.30	.135 ^a
Female	68 (69.4)	52.24	
Age of Pharmacist			
26 – 35	18 (23.5)	50.25	.626 ^b
36 – 45	29 (28.6)	48.93	
45 – 56	32 (31.6)	53.42	
56 – up	19 (15.3)	43.05	
Pharmacist has other job			
Yes	70 (71.4)	53.27	.030^a
No	28 (28.6)	40.07	
Type of other job :			
1. Government Employee	36 (51.4)	40.38	.053 ^b
2. Private Employee	20 (28.6)	27.35	
3. Self Employee/other	14 (20.0)	34.61	
Pharmacist experience			
0 – 5 years	19 (19.4)	50.24	.775 ^b
6 – 10 years	17 (17.3)	52.74	
10 – 15 years	19 (19.4)	43.87	
More than 15 years	43 (43.9)	50.38	
Frequency of pharmacist practice			
Everyday/ twice a week	26 (26.6)	53.10	.478 ^b
Once a week	38 (38.8)	45.38	
Once in a month	34 (34.7)	51.35	
Type of Pharmacy			
Independent Pharmacy	86 (87.8)	49.82	.756 ^a
Chain Pharmacy	12 (12.2)	47.21	
Number of Prescription in a week			
Less than 100	22 (22.4)	50.25	.138 ^b
101 – 350	48 (49.0)	44.71	
351 – 700	21 (21.4)	53.12	
More than 700	7 (7.2)	69.14	

a: Mann-Whitney U

b: Kruskal Wallis Test

Table 13: Relationship between demographic of pharmacy and the availability of regulation document.

Characteristics // Availability of document regulation	N (%)	Mean Rank	p-value
Gender of Pharmacist			
Male	30 (30.6)	47.00	.544 ^a
Female	68 (69.4)	50.60	
Age of Pharmacist			
26 – 35	18 (23.5)	51.86	.696 ^b
36 – 45	29 (28.6)	52.21	
45 – 56	32 (31.6)	49.44	
56 – up	19 (15.3)	43.24	
Pharmacist has other job			
Yes	70 (71.4)	51.05	.371 ^a
No	28 (28.6)	45.63	
Type of other job :			
1. Government Employee	36 (51.4)	38.56	.323 ^b
2. Private Employee	20 (28.6)	34.13	
3. Self Employee/other	14 (20.0)	29.61	
Pharmacist experience			
0 – 5 years	19 (19.4)	51.84	.775 ^b
6 – 10 years	17 (17.3)	53.91	
10 – 15 years	19 (19.4)	50.18	
More than 15 years	43 (43.9)	46.42	
Frequency of pharmacist practice			
Everyday/ twice a week	26 (26.6)	58.81	.124 ^b
Once a week	38 (38.8)	46.24	
Once in a month	34 (34.7)	46.03	
Type of Pharmacy			
Independent Pharmacy	86 (87.8)	50.71	.237 ^a
Chain Pharmacy	12 (12.2)	40.83	
Number of Prescription in a week			
Less than 100	22 (22.4)	43.68	.614 ^b
101 – 350	48 (49.0)	49.72	
351 – 700	21 (21.4)	52.69	
More than 700	7 (7.2)	56.71	

a: Mann-Whitney U

b: Kruskal Wallis Test

4.2 The results from customers

4.2.1 Socio-demographics of customers

Characteristics of the respondents who were customers in community pharmacy are shown in table 14 below.

Table 14: Demographics of customers

Characteristics	N=294	%
Gender of Respondent		
Male	134	45.6
Female	160	54.4
Age of Respondent		
17 – 25	32	10.9
26 – 35	73	24.8
36 – 45	95	32.3
46 – 55	81	27.6
56 – up	13	4.4
Education of Respondent		
Junior High or lower	22	7.5
High School	98	33.3
Diploma	93	31.6
Bachelor Degree	69	23.5
Master/Doctoral Degree	12	4.1
Occupation of Respondent		
Government Employee	46	15.6
Private Employee	134	45.6
Self Employee/Entrepreneur	55	18.7
Student/College Student	9	3.1
Not working/Housewife	44	15.0
Other	6	2.0
Income of Respondent		
Less than Rp. 1.000.000	24	8.2
Rp. 1.000.000 – Rp. 2.500.000	143	48.6
Rp. 2.500.000 – Rp. 7.500.000	103	35.0
Rp. 7.500.000 – Rp. 20.000.000	15	5.1
Not answer	9	3.1

For the drug therapy classification they bought at the time visiting their pharmacy, 25.5% bought symptomatic drugs, 11.6% bought antibiotics, 17.7% bought drugs related to digestive tract, 7.5% bought drugs for blood or blood pressure, 16.0%

bought non-oral drugs, 2.4% bought other chronic disease drugs and 19.4% bought vitamin/mineral.

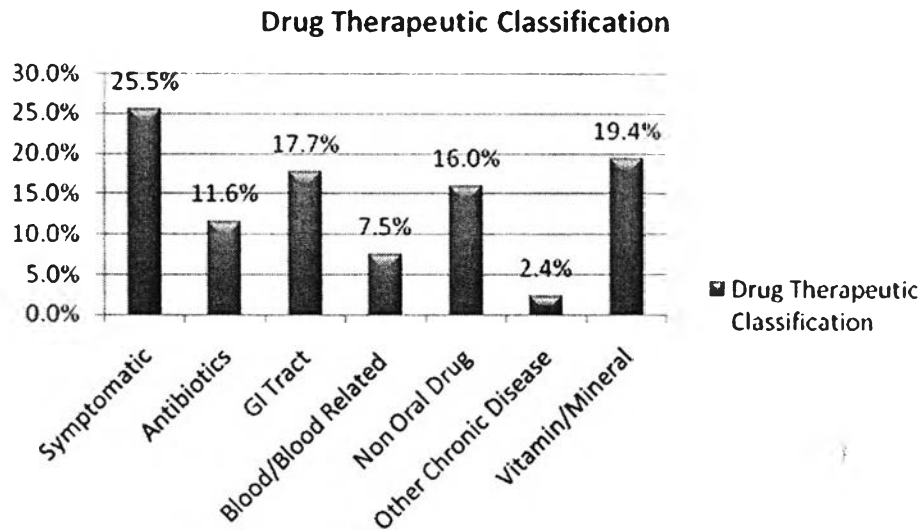


Figure 9: Drug therapeutics of customers' purchase.

For the drug class of the customers bought, 37.1% bought over the counter drugs, 23.5% bought free limited drugs, and 39.5% bought prescription drugs.

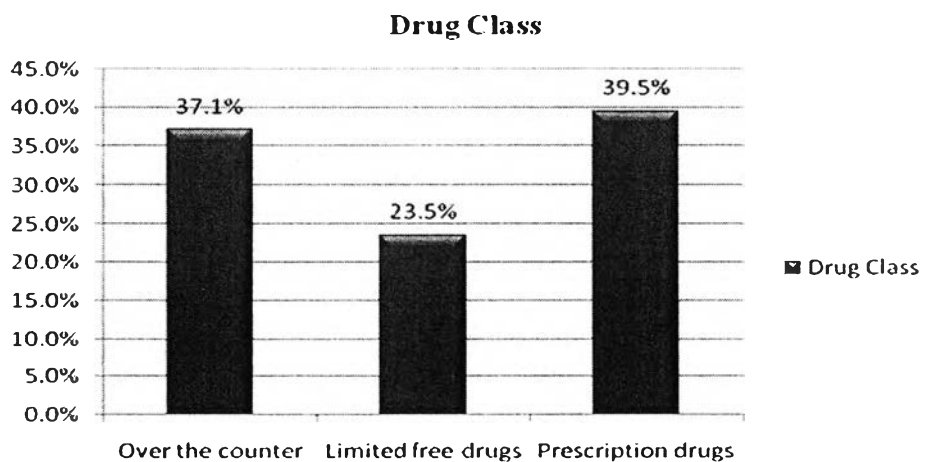


Figure 10: Drug classification of customers' purchase

4.2.2 Knowledge of customers

For the score of knowledge of customer, we divided the question into 2 parts. One was the score of the information customer received from pharmacies and the other was their own knowledge of the drug they bought. The results were divided into information from pharmacy (Score 1), the knowledge of customer (Score 2) and sum score of these two parts (Total Score).

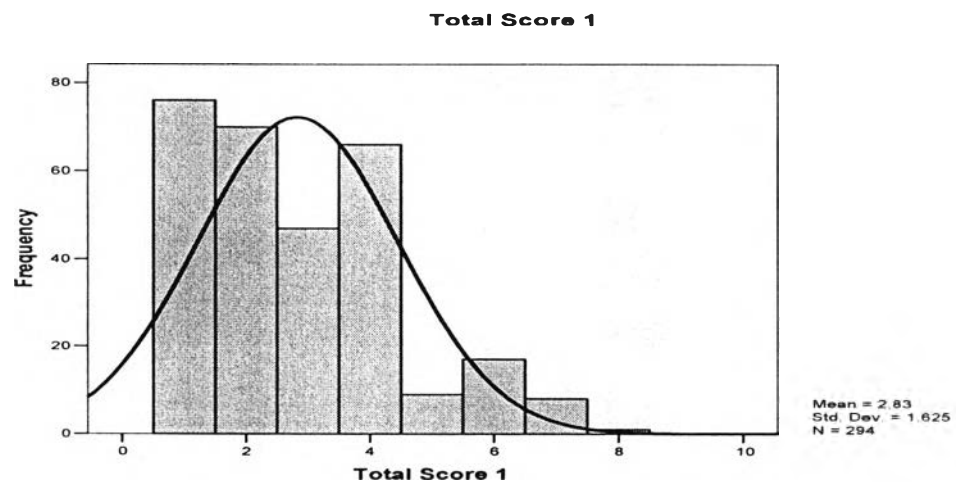


Figure 11: Histogram for total score 1 (information from pharmacy)

The minimum score of Score 1 was 0 and maximum score was 9. From the result of score for information from pharmacy, 88.1% of respondents got scores less than or equal to 4.

The minimum score from Score 2 was 0 and maximum score was 8. Most customers had the knowledge about their drugs, shown by 79.6% of the customer got the score higher than or equal to 5.

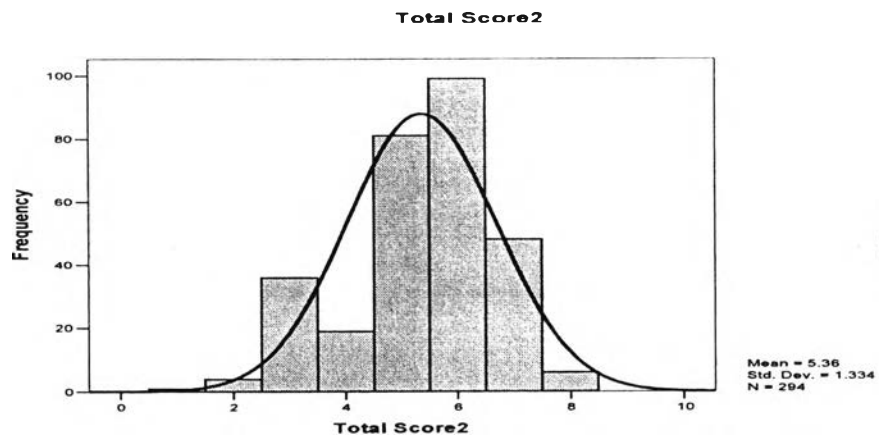


Figure 12: Histogram of total score 2 (knowledge of customer)

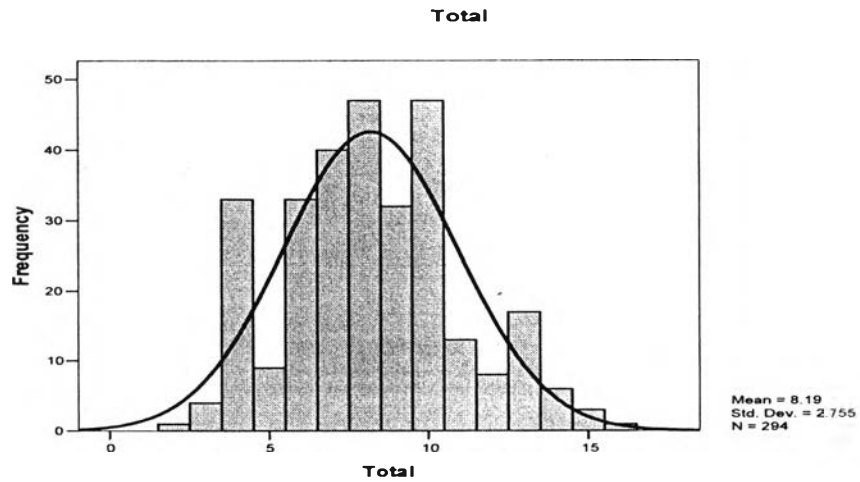


Figure 13: Histogram of score for self-medication practice in customer

The total score of knowledge then was divided into ordinal scales. From our results, the total score of knowledge is shown in the table 15.

Table 15: Summary score of self-medication practice

Score of customers total knowledge	Criteria	N = 294	%
Poor	0 - 5	48	16.3
Neutral	6 - 11	211	71.8
Good	12 - 17	35	11.9

4.2.3 Customer's perceptions about self-medication practice

When we asked patients about their reasons for self-medication, most of the customers' answers were because of the simple ailments with "absolutely yes" (68.4%). In contrast, time factor was the most answer with "absolutely no" (67.3%). The detailed findings for the reason of self-medication practice are shown in table 16 and figure 14.

Table 16: The reason for self medication practice

Characteristics	Absolutely No (%)	Probably No (%)	Probably Yes (%)	Absolutely Yes (%)
Reason for self-medication practice and buy the medicine				
Cost factor	107 (36.4)	71 (24.1)	48 (16.3)	68 (23.1)
Time factor	198 (67.3)	41 (13.9)	19 (6.5)	36 (12.2)
Pharmacy provide information	180 (61.2)	46 (15.6)	46 (15.6)	22 (7.5)
Previous condition	54 (18.4)	55 (18.7)	28 (9.5)	157 (53.4)
Tell the symptom to pharmacy	185 (62.9)	54 (18.4)	40 (13.6)	15 (5.1)
Simple ailments	33 (11.2)	28 (9.5)	32 (10.9)	201 (68.4)

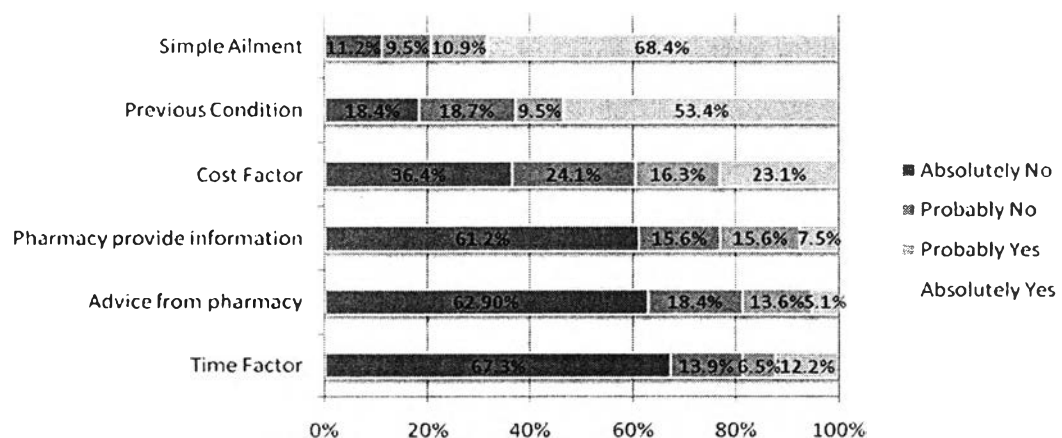


Figure 14: Reason for self-medication practice and buy the medicine

Another question for self-medication practice of customer is "where do you got the information to get this medicine?" More than a half of customers

mentioned “prior use for similar condition” as the main information for self-medication, while the most answers for “absolutely no” was information from pharmacy, and commercial advertising. All detailed findings of this question are shown in table 17 and figure 15.

Table 17: Information source of customer for self-medication practice

Characteristics	Absolutely No (%)	Probably No (%)	Probably Yes (%)	Absolutely Yes (%)
Information to get this drug				
Commercial advertisement	185 (62.9)	28 (9.5)	34 (11.6)	47 (16.0)
Recommended by family/ friend/neighborhood	132 (44.9)	21 (7.1)	35 (11.9)	106 (36.1)
Previous use	98 (33.3)	12 (4.1)	10 (3.4)	174 (59.2)
Recommended by pharmacy	193 (65.6)	55 (18.7)	34 (11.6)	12 (4.1)

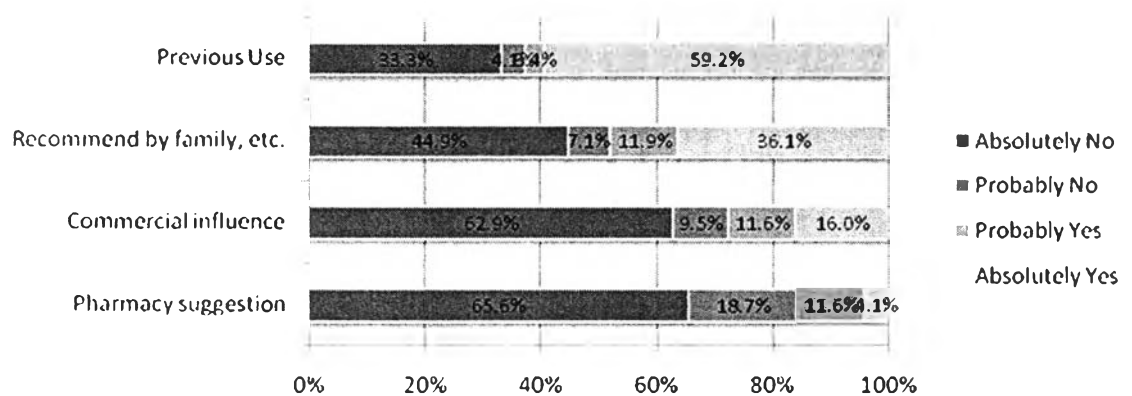


Figure 15: Information source of customer for self-medication practice

Most of the customers did not have any problem with the drug in the last six month. But, a significant number of customers had problems with difficulty in reading labels or instructions (19.4%), forgetting schedule (19%), and differentiating tablets that looks similar (11.6%).

Table 18: Problem of customer with drugs in the last 6 months

Characteristics	Yes (%)	No (%)
Problem with the drug		
Change in color or shape	14 (4.8)	280 (95.2)
Difficulty in reading labels or instruction	57 (19.4)	237 (80.6)
Differentiate tablets look similar	34 (11.6)	260 (88.4)
Forget schedule to take drug	56 (19.0)	238 (81.0)

When we asked customers about the perception about service of their pharmacy provided based on the importance scale, the availability of their drug in pharmacy was the most important (61.9%). Another very important thing was fast service (56.8%). Detailed answers of customers are shown in the table 19 and figure 16.

Table 19: Customer perception about importance of service provided by community pharmacy

Characteristics	Very important (%)	Important (%)	Of little important (%)	Not important (%)
Service provided by community pharmacy				
Fast service	167 (56.8)	39 (13.3)	86 (29.3)	2 (0.7)
Cheaper than other pharmacy	81 (27.6)	72 (24.5)	77 (26.2)	64 (21.8)
Provide information	116 (39.5)	47 (16.0)	21 (7.1)	110 (37.4)
Always has my stocks	182 (61.9)	74 (25.2)	29 (9.9)	9 (3.1)
Knowing the staff in pharmacy	102 (34.7)	95 (32.3)	46 (15.6)	51 (17.3)
Consult with private	118 (40.1)	72 (24.5)	73 (24.8)	31 (10.5)

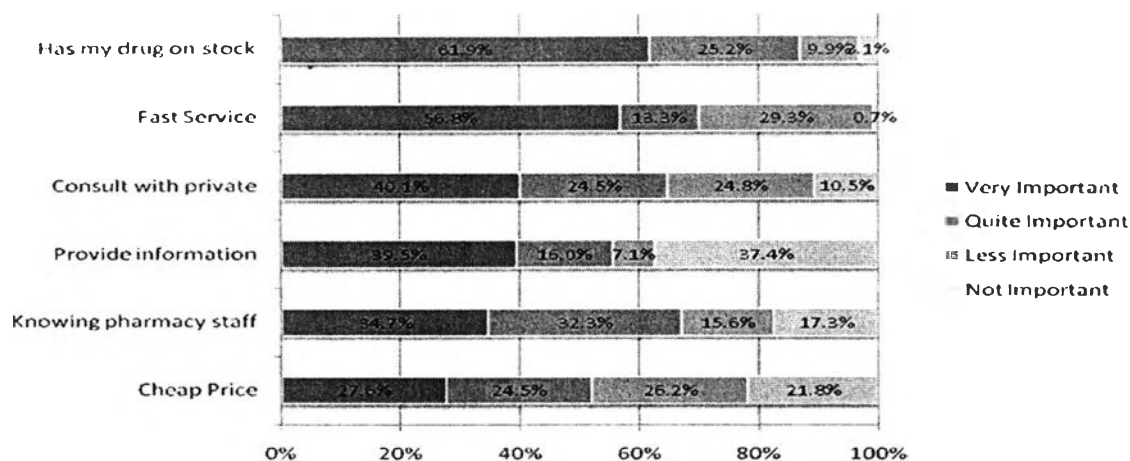


Figure 16: Customer perception about importance of service provided by community pharmacy

We asked customers about their knowledge about pharmacist roles in community pharmacy. All customers knew that the pharmacist is the person who holds the license of pharmacy. Almost all (92.5%) customers answered pharmacist is not the same with drug seller in unlicensed drugstore. Over two-third of customers knew that the pharmacist could provide information to them. And 95.6% of customers mentioned that pharmacist is the person who responsible for the drug they bought. All detailed answers are shown in table 20.

Table 20: Pharmacist role in community pharmacy

Characteristics	Yes (%)	No (%)	Not Know (%)
Pharmacist role in community pharmacy			
As a drug seller	22 (7.5)	272 (92.5)	0 (0.0)
As pharmacy licenser	294 (100.0)	0 (0.0)	0 (0.0)
As a drug counselor	200 (68.0)	89 (30.3)	5 (1.7)
As a drug responsible	281 (95.6)	13 (4.4)	0 (0.0)

Another question asked to customers was the person they would like to see if they need information for the drug they bought. Most of the respondents preferred to see pharmacist assistant with 50.3%. About 27.2% wanted to see the pharmacist, and 22.4% just asked a store keeper or any person who was in the pharmacy.

4.2.4 Association between score 2 (knowledge of customers) and possible determinants.

This analysis was to find the relationship between total scores of knowledge of customers for self-medication practices and possible determinants. The findings found that education and income of the customers had significant associations with knowledge of self-medication practice.

Table 21: Relationship between demographics and knowledge of customer for self-medication practice (Score 2)

Characteristics/Score of Customer Knowledge	N=294 (%)	Mean Rank	p-value
Gender of Respondent			
Male	134 (45.6)	145.84	.751 ^a
Female	160 (54.4)	148.89	
Age of Respondent			
17 – 25	32 (10.9)	153.83	.697 ^b
26 – 35	73 (24.8)	139.23	
36 – 45	95 (32.3)	145.95	
46 – up	94 (32.0)	153.34	
Education of Respondent			
Junior High or lower	22 (7.5)	87.25	< .001 ^b
High School	98 (33.3)	117.31	
Diploma	93 (31.6)	153.36	
Bachelor/Master/Doctor	69 (23.5)	193.67	
Occupation of Respondent			
Government Employee	46 (15.6)	163.92	.634 ^b
Private Employee	134 (45.6)	142.88	
Self Employee/Entrepreneur	55 (18.7)	147.53	
Student/College Student/Other	15 (5.1)	135.97	
Not working/Housewife	44 (15.0)	148.31	
Income of Respondent			
Less than Rp. 1.000.000	33 (11.2)	142.73	< .001 ^b
Rp. 1.000.000 – Rp. 2.500.000	143 (48.6)	126.39	
Rp. 2.500.000 – Rp. 7.500.000	103 (35.0)	172.87	
Rp. 7.500.000 – Rp. 20.000.000	15 (5.1)	185.07	

a: Mann-Whitney U

b: Kruskal Wallis Test

4.3 Association between good pharmacy practice in community pharmacy and information of customers from pharmacy (Score 1)

Table 22 shows the relationship between the information of customers from pharmacy and good pharmacy practice, using spearman correlation. The scores of 3 customers of one pharmacy were in average. All associations were associated significant and correlation coefficient (r) for total score was 0.530. The correlation was concluded a reasonable correlation.

Table 22: Spearman's correlation between mean score of customers and score of Good Pharmacy Practice

Characteristics - Mean Score of Customer	r	p-value
Spearman's correlation		
Score of GPP element 1	.307	.002 **
Score of GPP element 2	.307	.017 *
Score of GPP element 3	.500	< .001**
Score of GPP element 4	.294	.003 **
Total Score of GPP	.530	< .001**

r = Correlation coefficient

* Correlation is significant at the 0.05 level (2-tailed).

** Correlation is significant at the 0.01 level (2-tailed).