

ABSTRACT

Pharmaceutical services at the XYZ Community Health Center (Puskesmas) face challenges because procedures still depend on the habits of each individual staff member, resulting in irregularities and long waiting times, which result in suboptimal service. Based on the score graph for each service element – Q2 2022, the score for the procedure and speed of service element is relatively low at 3.25, and observations at the XYZ Community Health Center in 2025 showed an average waiting time for medication services of 26.5 minutes, indicating slow service access due to the lack of Standard Operating Procedures (SOPs). Therefore, in this final project, an SOP is designed to improve the quality of pharmaceutical services. This final project uses the Socialization, Externalization, Combination, Internalization (SECI) method for managing the knowledge of pharmacists in designing SOPs for pharmaceutical services. The process begins with exploring tacit knowledge through observation and interviews (socialization), then documented in writing (externalization), combined with reference regulations and best practices from pharmacists (combination), and ends with socialization so that the SOP can be implemented sustainably (internalization). The results show that the SECI method successfully formulated six SOP documents for pharmaceutical services (drug distribution, drug storage and monitoring, drug and pharmaceutical preparation receipt, prescription review, drug service, and drug information service). All SOPs have been verified and validated by the pharmacy staff at XYZ Health Center. The conclusion is that designing SOPs based on knowledge management with the SECI method can improve the quality of pharmaceutical services at XYZ Health Center, especially in the dimensions of reliability for the reliability of SOP implementation, responsiveness due to staff response to patient needs, and assurance related to the certainty of procedures and patient trust. With clear documentation, SOPs become an applicable tool and are able to answer daily operational needs in a sustainable manner.

Keyword: *Community health center, knowledge, pharmacy, service quality, Standard Operating Procedure (SOP)*