

## ABSTRACT

### ANALISIS BEBAN KERJA TENAGA TEKNIS KEFARMASIAN MENGGUNAKAN METODE *FULL TIME EQUIVALENT* DI INSTALASI FARMASI RAWAT JALAN (Studi dilakukan di RSI Surabaya Jemursari)

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*Hospital is a health service institution that organizes complete individual health services that provide inpatient, outpatient, and emergency services. Because an excess of manpower will result in unproductive use of working time. Determine the optimal number of workforce requirements based on workload using the FTE (Full Time Equivalent) method, a workload analysis method that measures the time it takes to complete a job. This research was conducted based on quantitative descriptive research. Observation sheets assisted by using a stopwatch, interviews were conducted with the Pharmacist in charge of the Outpatient Pharmacy Installation to find out the length of working hours, holidays and a series of activities in the outpatient pharmacy installation. The FTE method can be categorized into 3 categories, namely underload (0-0.99), normal category (1-1.28), overload category (> 1.28). Based on the results of research using the FTE method, it is known that the workload of each Pharmacy Technician at the regular depot has a workload of 1.24 (normal), for the workload of each Pharmacy Technician at the regular depot-lower executive poly there is a workload of 0.91 (underload), that the workload of each Pharmacy Technician at the regular depot has a workload of 1.67 (overload).*

**Keywords:** *Workland analysis, FTE (Full Time Equivalent), Outpatient Pharmacy*