

ABSTRACT

ANALYSIS OF PHARMACY LABOR REQUIREMENTS USING THE WISN METHOD IN RSI SURABAYA JEMURSARI OUTPATIENT INSTALLATIONS

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One of the issues in the health care industry is balancing the number of personnel and workload in order to achieve quality, effectiveness, and efficiency. Surabaya Islamic Hospital Jemursari sees an increasing number of visits each year, however this is inversely proportionate to the big number of pharmacists available. The purpose of this study is to determine the need for pharmaceutical employees in the Outpatient Pharmacy Installation of RSI Surabaya Jemursari based on the workload provided. This study took place at the Surabaya Jemursari Outpatient Pharmacy Installation from November 2022 to May 2023. To gather the data needed to examine the workload and appropriateness of pharmaceutical staff, this research was conducted qualitatively utilizing the WISN (Workload Indicators Staffing Needs) approach, observation, interviews, and document examination. Based on the analysis results, the WISN ratio for pharmacists is 1.14, rounded to 2, indicating that the number of available pharmacists is balanced. It is known that the findings of the WISN TTK ratio in Regular Outpatient Installations, namely 0.97, are rounded up to 1 TTK person, therefore it can be read that the number of TTKs who have experienced a shortfall of 1 TTK person. The WISN TTK ratio in Executive Outpatient Installations, which is 0.81, is known to be rounded up to 1 TTK person, therefore the number of TTK now experiencing a shortfall of 1 TTK person can be interpreted. Based on the findings of this study, the Hospital Management was advised to hire one pharmaceutical technical staff member for both the Executive and Regular Outpatient Pharmacy Installations. It is also suggested that existing pharmaceutical employees be optimized further by offering training to achieve patient happiness while preserving service quality and providing services that match expectations.

Keywords : Pharmaceutical Needs, Workload, (*Workload Indicators of Staffing Needs*) WISN