

ABSTRACT

ANALYSIS OF THE WORKLOAD OF PHARMACY TECHNICAL PERSONNEL IN THE OUTPATIENT UNIT USING THE WISN METHOD (*WORKLOAD INDICATORS OF STAFFING NEED*)

(Study carried out at R.T Notopuro Sidoarjo Regional General Hospital)

Andira Mentari Wibisono

The process of human resource planning using the workload calculation method must be carried out annually, so that planning in human resources never occurs gaps in the selection of personnel, in addition to improving the quality of service in the hospital. The purpose of this study was to analyze the manpower needs and workload experienced by pharmaceutical technical personnel in the pharmacy outpatient unit of R.T Notopuro Sidoarjo Regional General Hospital. This study uses the WISN (Workload Indicators of Staffing Need) method based on the actual workload performed by pharmaceutical technical personnel. Pharmaceutical technical personnel in pharmacy 1 outpatient unit of R.T Notopuro Sidoarjo Regional General Hospital have 12 pharmaceutical technical personnel on duty, but the studied 11 pharmaceutical technical personnel graduated from D3 Pharmacy. Based on the WISN analysis, the ratio result is 0.802, which means that the ratio value is <1 , so it can be said that the current number of pharmaceutical technical personnel is short of labor (high workload).

The weakness of this WISN method is that the data used in the calculation of pharmaceutical technical personnel activities based on real activities each year, so that cannot project the number of labor requirements for the coming year because the results of the calculation may be different depending on the activity standard for each year, besides that there are no provisions in the standard allowance in determining the WISN. In the observation data, there is no validation in observing pharmaceutical technical personnel and all pharmaceutical technical personnel are not observed in 1 day, so observing pharmaceutical technical personnel in accordance with job descriptions is not required observation of pharmaceutical technical personnel in accordance with the job desc that is carried out with taking 5 sampling.

Keywords : Human Resource Planning, WISN (Workload Indicators of Staffing Need), Pharmaceutical Technical Personnel