

ABSTRACT

WORKLOAD ANALYSIS OF PHARMACEUTICAL TECHNICAL PERSONEL IN THE PHARMACY INSTALLATION UNIT AT RSU BHAKTI RAHAYU SURABAYA USING THE WISN METHOD

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A hospital is part of a comprehensive healthcare service facility starting from treatment, rehabilitation, disease prevention, to quality improvement. The purpose of this research is to identify the staffing needs and workload in the pharmacy unit of RSU Bhakti Rahayu Surabaya. This research uses the WISN (Wokload Indicators of Staffing Need) method based on actual workload through observation and interviews. This type of research is both qualitative and quantitative. The sampling method in this research was carried out using the study time and motions method. RSU Bhakti Rahayu has 7 pharmacy technicians, but only 6 of them have a Technical Pharmacist Registration Certifucate (STRTTK). Based on the WISN analysis, the results show that the labor needs at the morning shift are 0,834, which indicates that there is an axcess of 2 personnel. The need for labor at the afternoon shift is 0,778, which indicate that there is an excess Of 1 personnel. The need for labor at the night shift is 0,908, which also indicates an excess of 2 personnel. However, this is combined with the workforce that is not listed in the analysis results. Overall, the study shows that the existing workface is sufficient for the current workload,

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