

## ABSTRACT

### ANALYSIS OF WORKLOAD OF PHARMACEUTICAL TECHNICAL PERSONNEL USING THE WISN METHOD (WORKLOAD INDICATORS OF STAFFING NEED)

(Study was conducted at DKT Gubeng Pojok Hospital, Surabaya)

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*Pharmaceutical Technical Personnel are personnel who assist the pharmaceutical work of a Pharmacist. The aim of this research is to analyze the workload of Pharmaceutical Technical Personnel at DKT Gubeng Pojok Hospital, Surabaya. The method used in this research is WISN (Workload Indicator of Staffing Need) with a time and motion data collection method. In the Pharmacy Installation at DKT Gubeng Pojok Hospital, Surabaya, there are 6 people as Pharmaceutical Technical Personnel who have a D3 pharmacy educational background. Based on the results of the WISN ratio analysis for working hours 1, it is 0.792 and for working hours 2, it is 0.962. The ratio results show that DKT Gubeng Pojok Hospital Surabaya is short of workers, however if workers who are on holiday are included in the calculation then the results obtained are balanced or in accordance with the workload received by TTK at the Pharmacy Installation of DKT Gubeng Pojok Hospital Surabaya.*

**Keywords :** *Pharmaceutical technical personnel, WISN (Workload Indicator of Staffing Need), time and motion.*