ABSTRACT

ANALYSIS OF WORKLOAD OF HEALTH WORKERS AT THE MAIN OUTPATIENT CLINIC OF SURABAYA SKIN CENTRE USING THE WISN (*Workload Indicators of Staffing Need*) METHOD

Erlita Yuniarti

A clinic is a health service facility that provides health services that provide basic medical and/or specialized services comprehensively. The purpose of this study is to identify staff needs and workload at the Main Clinic of Rwat Jalan Surabaya Skin Centre. This study uses the WISN (Workload Indicators of Staffing Need) method based on actual workload through observation and interviews. This type of research is qualitative and quantitative. The sampling method in this study was carried out using the time and motion method of the study. The main clinic of Surabaya Skin Centre has 11 healthcare workers studied. Consisting of 5 specialist doctors, 4 nurses, 1 pharmacist and 2 pharmaceutical technical personnel. Based on the WISN analysis, the results show that the manpower requirement of specialist doctors is 0,829, which shows that ...

Keywords: Clinic, WISN, Healthcare workers, Study Time and Motions