

## ABSTRACT

### ANALYSIS OF THE WORKLOAD OF HEALTH WORKERS IN OUTPATIENT HEALTH CENTER TENGGILIS SURABAYA WITH THE WISN METHOD

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Health service facilities are tools and/or places used to carry out health service efforts, both promotive, preventive, curative, and rehabilitative carried out by the central government, local governments and/or the community. The services provided are systematic, global, and accessible to all levels of society. The success of health services in meeting the degree of efficiency of health center services needs to be supported by sufficient human resources. This study aims to determine the needs of health workers at the Outpatient Tenggilis Health Center Surabaya based on the workload provided. This research was conducted in March 2024-April 2024 at the Outpatient Tenggilis Health Center Surabaya using the *Workload Indicator of Staffing Needs* (WISN) method. The results of the study obtained the standard allowance for dentists was 0.496, general practitioners were 0.33, nurses were 0.33, pharmacists were 0.33, and pharmaceutical technical personnel were 0.32. Based on the results that have been obtained at the Outpatient Installation of the Tenggilis Health Center, the number of dentists, pharmacists and pharmaceutical technical personnel has not met the available workload. The shortage of health workers can have an impact on decreasing the quality of services provided and cause physical and psychological fatigue in health workers. It is recommended to increase energy in dentists by adding dental nurses and pharmaceutical personnel by adding pharmaceutical technical personnel to continue to optimize and maximize energy until good service quality to patients can be achieved and improve the quality of Puskesmas as expected by Puskesmas Tenggilis Surabaya.

*Keywords: Daily Log, Time Motion Study, WISN (Workload Indicator of Staffing Needs)*