

ABSTRACT

ANALYSIS OF WORKLOAD OF PHARMACEUTICAL TECHNICAL PERSONNEL IN PHARMACEUTICAL INSTALLATIONS USING FULL TIME EQUIVALENT (FTE) METHOD

(Study was conducted at RSU. Bhakti Rahayu Surabaya)

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RSU. Bhakti Rahayu is a type C hospital under the auspices of PT. Bhakti Rahayu Group is located at Jl. Ketintang Madya 1 No.16 Surabaya. Problems that occur in the Pharmacy Installation occur during the day shift, outpatient clinic specialist doctors practice and enter drug prescriptions simultaneously, TTK from the inpatient clinic helps serve compounded and non-concocted prescriptions, but this often results in TTK not returning home on time 1- Hour 2. This research aims to determine the workload of the main tasks of each TTK and determine the optimal number of workforce requirements based on the workload of the main tasks using the Full Time Equivalent (FTE) method with sampling using total sampling techniques for observation and purposive sampling for interview. TTK activities are 10 people, starting from delivery/handover between shifts to file completion and archiving activities, with a total of 6 TTK people. Based on the results of data processing with FTE workload calculations, TTK 1 to TTK 6 are respectively 0.76, 0.92, 0.92, 0.73, 0.90 and 0.98, which means they are included in the underload category. The recommendation for optimizing a workforce of 6 TTK people is to allocate 1 TTK person to the middle shift.

Keywords : *Full Time Equivalent, purposive sampling, hospital*