

ANALISIS BEBAN KERJA TENAGA KEFARMASIAN DI INSTALASI FARMASI RSUD CILACAP DENGAN METODE *WORKLOAD INDICATORS OF STAFFING NEED (WISN)*

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ABSTRAK

Sumber Daya Manusia (SDM) menjadi salah satu faktor penting pada pelayanan kesehatan guna menghasilkan pelayanan yang bermutu dan komprehensif. Perlu dilakukan analisis kebutuhan tenaga kefarmasian berdasarkan beban kerja dalam rangka upaya pemberian pelayanan terhadap pasien di RSUD Cilacap. Tujuan penelitian ini untuk mengetahui beban tenaga kefarmasian berdasarkan metode *Workload Indicator of Staffing Need (WISN)* di Instalasi Farmasi RSUD Cilacap. Jenis penelitian ini adalah kualitatif dengan teknik pemilihan informan berdasarkan *purposive sampling*. Pengumpulan data dilakukan wawancara mendalam, observasi, dan telaah dokumen. Hasil penelitian ini adalah beban kerja tenaga kefarmasian di Instalasi Farmasi Satelit Rawat Inap RSUD Cilacap berlebih (*overload*) dibandingkan dengan jumlah tenaga kefarmasian saat ini. Perhitungan rasio *WISN* yang didapatkan yaitu 0,78 atau $\leq 1,00$ artinya bahwa masih terdapat kekurangan tenaga kerja di Instalasi Farmasi Satelit Rawat Inap RSUD Cilacap.

Kata kunci: Beban Kerja, Tenaga Kefarmasian, *WISN*

WORKLOAD ANALYSIS OF PHARMACEUTICAL PERSONNEL IN THE PHARMACY INSTALLATION OF RSUD CILACAP WITH THE WORKLOAD INDICATORS OF STAFFING NEED (WISN) METHOD

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ABSTRACT

Human Resources (HR) is one of the important factors in health services to produce quality and comprehensive services. It is necessary to analyze the needs of pharmaceutical personnel based on workload in order to provide services to patients at Cilacap Regional Hospital. The purpose of this study was to determine the burden of pharmaceutical personnel based on the Workload Indicator of Staffing Need (WISN) method at the Pharmacy Installation of Cilacap Regional Hospital. This type of research is qualitative with informant selection technique based on purposive sampling. Data collection was done through in-depth interviews, observation, and document review. The result of this study is the workload of pharmaceutical personnel in the installation of satellite pharmacy inpatient Cilacap hospital is overload compared to the number of pharmaceutical personnel today. The calculation of WISN ratio obtained is 0.78 atau ≤ 1.00 which means that there is still a shortage of labor in the installation of inpatient satellite pharmacy Cilacap hospital.

Keywords: *Workload, Pharmacy Staff, WISN*