

ABSTRAK

Rumah sakit di era modern diharapkan memberikan pelayanan kesehatan berkualitas. Pelayanan farmasi yang efektif menjadi salah satu kunci utama dalam pencapaian kualitas pelayanan tersebut. Rumah Sakit Daerah Mangusada mengalami penumpukan resep yang mengakibatkan waktu tunggu melebihi standar pelayanan yang ditetapkan, yang berdampak pada mutu pelayanan dan kepuasan pasien.

Penelitian ini menggunakan pendekatan studi deskriptif dengan analisis kuantitatif menggunakan metode *Work Indicator of Staffing Need* (WISN). Observasi dilakukan untuk mengukur beban kerja tenaga teknis kefarmasian di Depo Farmasi Rawat Jalan Rumah Sakit Daerah Mangusada. Data dikumpulkan melalui *work sampling* dan dianalisis untuk menentukan kebutuhan tenaga teknis kefarmasian serta kesesuaian antara jumlah tenaga kerja dan beban kerja.

Di Depo Rawat Jalan RS Daerah Mangusada, tenaga teknis kefarmasian mengalokasikan waktu 4-10 menit untuk kegiatan produktif langsung, 2-15 menit untuk produktif tidak langsung, dan 2-10 menit untuk non-produktif dan pribadi. Dengan total waktu kerja tahunan 1.638 jam, kegiatan seperti menerima resep dan menyerahkan obat memerlukan waktu 2 menit per kegiatan, sedangkan memberikan nomor antrean memerlukan 1 menit. Standar kelonggaran meliputi cuti hamil (35,7%), istirahat (19,1%), rapat (0,5%), dan izin (9,5%), totalnya 1.062 jam per tahun. Terdapat kekurangan tenaga pada posisi Asisten Racik (rasio 0,5) dan kelebihan tenaga pada Asisten Etiket (rasio 3).

Kebutuhan tenaga teknis di Depo Rawat Jalan belum mencukupi beban kerja. Penambahan Asisten Racik dan penyesuaian jadwal disarankan untuk efisiensi dan kepuasan pasien.

Kata Kunci: Beban Kerja, Kebutuhan SDM, WISN, Pelayanan Farmasi, Rumah Sakit Daerah Mangusada.

ABSTRACT

Hospitals in the modern era are expected to provide quality health services. Effective pharmaceutical services are one of the main keys to achieving service quality. Mangusada Regional Hospital experienced a backlog of prescriptions which resulted in waiting times exceeding established service standards, impacting service quality and patient satisfaction.

This research uses a descriptive study approach with quantitative analysis using the Work Indicator of Staffing Need (WISN) method. Observations were carried out to measure the workload of pharmaceutical technical personnel at the Mangusada Regional Hospital Outpatient Pharmacy Depot. Data was collected through work sampling and analysed to determine the need for pharmaceutical technical personnel and the suitability between the number of workers and workload.

At the Mangusada Regional Hospital Outpatient Depot, pharmaceutical technical personnel allocate 4-10 minutes for direct productive activities, 2-15 minutes for indirect productive activities, and 2-10 minutes for non-productive and personal activities. With a total annual working time of 1.638 hours, activities such as receiving prescriptions and dispensing medication take 2 minutes per activity, while giving a queue number takes 1 minute. Standard allowances include maternity leave (35,7%), rest (19,1%), meetings (0,5%), and leave (9,5%), totalling 1.062 hours per year. There is a staff shortage in the Mixing Assistant position (ratio 0,5) and an excess of staff in the Labelling Assistant (ratio 3).

The need for technical personnel at the Outpatient Depot is not sufficient for the workload. The addition of a Mixing Assistant and schedule adjustments are recommended for efficiency and patient satisfaction.

Keywords: *Workload, HR Needs, WISN, Pharmacy Services, Mangusada Regional Hospital.*