ABSTRACT

Medical, midwifery, and nursing staff is very important personnel in the Public Health Center. Workload Indicators of Staffing Need (WISN) method was applied in conjunction with time and motion study method. Both methods are used to prove that Pacarkeling Surabaya Public Health Center have medical, midwifery, and nursing staff shortage. Calculations were based on the workload of real and normative activity.

This was an observational study using time and motion study method for the calculation of the workload. There were 13 samples in this study. They were all of medical, midwifery, and nursing staff in Pacarkeling Surabaya Public Health Center. Observation was done for two weeks of working hours.

WISN calculation method was performed to get the final result. They were the amount of staff needs and the value of ratio. This ratio was an indicator of the workload. WISN calculation results indicate that there was a staff shortage. Despite this fact there was no medical, midwifery, and nursing staff shortage in Pacarkeling Public Health Center because all them didn’t have a high workload which was an indicator of staff shortage. There were some weakness in the WISN method that made this method was less accurate.

WISN method is not appropriate when applied in Pacarkeling Surabaya Public Health Center. That it doesn't have medical, midwifery, and nursing staff shortage because they don’t have a high objective workload calculation result by using time and motion study method. Public Health Center need to reorganize the job description and work schedule of medical, midwifery, and nursing staff in order not to foreclose productive work time.

Keyword: workload, time and motion study, weakness of WISN method, application of WISN method, Public Health Center