ABSTRACT

Hospitals have an outpatient care pharmacy unit as a main services subsystem that provided for general patients and insurance patients in medicine service. In enhancing the service quality, the number of pharmacists and pharmacists assistant as human resources in the outpatient pharmacy needs to be considered, including in analyzing subjective and objective workload based on the services of their working unit. This study aimed to analyze the calculation of pharmacist and pharmacist assistant staffing needs based on their workload.

This study is quantitative descriptive cross-sectional design. Sample in this study were all pharmacist and pharmacist assistant in outpatient care pharmacy. Data were collected by questionnaire of subjective workload and observation of objective workload.

The results of this study showed most respondents had heavy subjective workload and high objective workload. Mostly of respondents who had heavy subjective and objective workload were pharmacist and pharmacist assistant in Depo 1. Based on the calculation of pharmacist and pharmacist assistant staffing needs, This Hospital required 2 pharmacist, 10 morning shift pharmacist assistant and 13 afternoon shift pharmacist assistant at Depo 1, while at Depo 5, required 3 morning shift pharmacist assistant and 4 afternoon shift pharmacist assistant.

The conclusion of this study is of pharmacist and pharmacist assistant had heavy subjective and high objective workload. Based on the calculation of pharmacist and pharmacist assistant staffing needs, there is lack of pharmacist and pharmacist assistant at depo 1, while there is leftovers of pharmacist and pharmacist assistant at Depo 5.

Keywords: Pharmacist and Pharmacist Assistant, Workload Analysis, WISN