ABSTRACT

Pharmacy staff are professional health workers which are required to provide health service-of-quality to patients. Therefore, the availability of pharmacy staff has to be compliant with work load. This study aimed to calculate the need for pharmacy staff using Ilyas method based on work burden indicator in Surabaya Islamic Hospital Jemursari year 2009.

This was an observational research using observation forms. The sample was all manpower (12 people) at the Pharmacy Unit of Surabaya Islamic Hospital Jemursari. Data collection was done through one-month-observation towards pharmacy staff at the Pharmacy Unit of the Surabaya Islamic Hospital Jemursari. Data was analyzed with Ilyas method.

Ilyas method required information of type, amount and transaction time. These 3 data were utilized as the basis of work load measurement. Then, the result of work load measurement was used to calculate pharmacy staff requirement. From Ilyas method, it was discovered that there was a big gap between the existing Pharmacy staff in Surabaya Islamic Hospital Jemursari and the result of Ilyas method calculation result.

It is suggested that the Pharmacy Unit of Surabaya Islamic Hospital Jemursari should make real efforts to implement clear job descriptions. If there is an additional task, better to measure the actual manpower capability, so that it will not disturb hospital prescription service. All pharmacy staff are expected to comprehend hospital vision and mission by optimizing their work time especially during prescription peak.

Keywords: work load, pharmacy staff, Ilyas method, hospital pharmacy