

### Abstract

Medical and nursing staff represent professional health staff which is crucial in giving certifiable and quality service to patient. As a consequence, a number of medical and nursing staff support have to meet the demand of requirement according to the work load. This study is aimed at finding out the medical and nursing staff support needed in Medokan Ayu Public Health Center 2007.

This is a time motion study with observasional approach method. Samples were all medical staff and nursing staff (15 people) in Medokan Ayu Public Health Center. Data were collected through observation of staff activities in 3 days for one staff only. The duration of research was 45 days. The data were analyzed using Workload Indicator Staff Need (WISN) method.

This calculation of WISN consists of three simulation that is the calculation of WISN based on the real medical and nursing staff activities, calculation of WISN based on the time's requirement of medical and nursing staff to reach the place to execute activities, and calculation of WISN based on the real activities and activities which ought to be executed by medical and nursing staff. From the calculation of three simulation of WISN, it was shown that the number of medical and nursing staff support in Medokan Ayu Public Health Center as a whole still meet the demand of requirement. The number of medical and nursing staff support in Medokan Ayu Public Health Center still meet the demand to execute program and activities which ought to be executed, but could not in reality be carried out.

The Medokan Ayu Public Health Centre should be encouraged to build a clear and directed of job description, time schedule, and to improve the medical and nursing staff's commitment, motivation and discipline to carry out their duties. Moreover, there should also be a change in working system which could improve the staff's satisfaction in giving health services to the patients during the working time. Thereby the staff's work load could be minimized.

**Keyword:** work load, time and motion study, WISN method, Public Health Centre

### Abstrak

Tenaga medis dan tenaga keperawatan merupakan tenaga kesehatan profesional yang sangat dibutuhkan dalam memberikan pelayanan kesehatan yang bermutu dan berkualitas kepada pasien. Karena itu, ketersediaan tenaga medis dan tenaga keperawatan harus mencukupi kebutuhan sesuai dengan beban kerja. Penelitian ini bertujuan untuk menghitung kebutuhan tenaga medis dan tenaga keperawatan dengan metode WISN (*Workload Indicator Staff Need*) atau metode kebutuhan SDM kesehatan berdasarkan indikator beban kerja di Puskesmas Medokan Ayu tahun 2007.

Penelitian ini merupakan penelitian observasional dengan menggunakan metode *time and motion study*. Sampel penelitian ini adalah seluruh tenaga medis dan tenaga keperawatan (15 orang) di Puskesmas Medokan Ayu. Pengumpulan data dilakukan melalui pengamatan terhadap kegiatan tenaga selama 3 hari untuk 1 orang tenaga. Jumlah hari penelitian adalah 45 hari. Data dianalisis dengan menggunakan metode WISN.

Perhitungan WISN yang dilakukan terdiri dari tiga simulasi yaitu perhitungan WISN berdasarkan kegiatan riil yang dilaksanakan tenaga medis dan tenaga keperawatan, perhitungan WISN tenaga medis dan tenaga keperawatan berdasarkan kebutuhan waktu untuk mencapai tempat melaksanakan kegiatan, dan perhitungan WISN berdasarkan kegiatan riil dan kegiatan yang seharusnya dilaksanakan oleh tenaga medis dan tenaga keperawatan. Dari hasil perhitungan WISN ketiga simulasi tersebut diketahui bahwa ketersediaan tenaga medis dan tenaga keperawatan di Puskesmas Medokan Ayu secara keseluruhan masih mencukupi kebutuhan. Ketersediaan tenaga tersebut bahkan masih mencukupi untuk melaksanakan kegiatan dan program yang seharusnya dilaksanakan oleh Puskesmas tetapi selama ini belum dilaksanakan.

Puskesmas sebaiknya mengupayakan adanya *job description*, pembagian tugas dan pengaturan jadwal kerja yang jelas dan terarah serta mengupayakan adanya peningkatan komitmen, motivasi dan kedisiplinan kerja tenaga medis dan tenaga keperawatan. Selain itu perlu dilakukan pembaharuan sistem kerja yang mendukung kepuasan tenaga selama memberikan pelayanan kesehatan kepada pasien pada jam kunjungan pasien dan selama masa kerja tenaga tersebut di Puskesmas. Dengan demikian diharapkan beban kerja setiap tenaga dapat diminimalkan.

Kata kunci: beban kerja, *time and motion study*, metode WISN, Puskesmas