

**ANALYSIS OF WORKLOAD AND HUMAN RESOURCE
REQUIREMENTS IN THE PHARMACY DEPARTMENT
OF PKU MUHAMMADIYAH KARANGANYAR HOSPITAL
USING THE WORKLOAD INDICATOR OF
STAFFING NEED (WISN) METHOD**

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ABSTRACT

Background: The total number of prescription requests received by the pharmacy unit is not proportional to the number of patient visits. This is due to the fact that a single patient receiving medical treatment may be issued multiple prescriptions during one visit with different attending physicians, while in other cases, such as in medical rehabilitation or physiotherapy evaluations, patients may not receive any prescription at all. To handle the high number of prescription requests, inpatient and outpatient pharmacy staff are supported by personnel who also take on responsibilities as pharmacy warehouse staff. **The objective of the research:** To analyze the workload and human resource needs in the Pharmacy Department of PKU Muhammadiyah Karanganyar Hospital using the Workload Indicator of Staffing Need (WISN) method. **Methods:** This study used a descriptive qualitative observational approach with a case study design. **Results:** The WISN ratio result was 0.69, indicating that only 69% of the total staffing needs are currently being met. The remaining 31% remains unfulfilled, causing the existing staff to work under a workload that exceeds the ideal standard. **Summary:** The number of vocational pharmacy personnel assigned to the Pharmacy Department at PKU Muhammadiyah Karanganyar Hospital is inadequate based on WISN method calculations. The WISN ratio of 0.69 (≤ 1) indicates a high workload and insufficient human resources.

Keywords: Human Resource Planning, Pharmacy Department, Workload, Workload Indicator of Staffing Need (WISN)