ASSESSMENT OF THE WORKLOAD AND THE NEED FOR PHARMACEUTICAL STAFF AT SAMUEL J MOEDA NAVAL HOSPITAL

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ABSTRACT

Background: The inability to measure workload and productivity effectively and efficiently in hospital pharmacies has been a long-standing problem in this profession. In an effort to improve productivity and quality pharmaceutical services, human resources are the main input in providing effective and quality services. This study aimed to assess the workload and the need for pharmaceutical staff at Samuel J Moeda Naval Hospital, Kupang, East Nusa Tenggara.

Subjects and Method: This was a descriptive study conducted at Samuel J Moeda Naval Hospital, Kupang, East Nusa Tenggara, from 14 to 21 June 2019. Several pharmaceutical staff was selected for this study. The dependent variable was workload. The data was collected by Workload Indicators of Staffing Need (WISN) instrument. The data was analyzed accordingly.

Results: Approximately 85% of the standard workload of pharmaceutical staff was for productive activities and 15% for non-productive activities, with an available work time of 7,512 hours / year. The number of pharmaceutical staff is less than the required number to accomplish all the task and function of the pharmaceutical unit at Samuel J Moeda Naval Hospital, Kupang, East Nusa Tenggara.

Conclusion: The number of pharmaceutical staff is not same extent with the duties and function.

Keywords: workload, need assessment, pharmaceutical service, hospital.

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