

**ANALISIS JUMLAH KEBUTUHAN DOKTER UMUM DI
UPT PUSKESMAS PISANGAN DENGAN METODE
WORKLOAD INDICATORS OF STAFFING NEED (WISN)
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Abstrak

Mutu pelayanan pada instansi kesehatan salah satunya ditentukan oleh sumber daya manusia di dalamnya, sehingga perencanaan dan pemenuhan kebutuhan sumber daya manusia perlu dilakukan dengan tepat. Salah satu metode dalam perencanaan kebutuhan sumber daya manusia di instansi kesehatan yaitu dengan metode *Workload Indicators of Staffing Need* (WISN). Penelitian ini merupakan jenis penelitian deskriptif kualitatif dengan pengamatan menggunakan teknik work sampling, telaah dokumen dan wawancara mendalam yang bertujuan untuk mengetahui jumlah kebutuhan dokter umum di Poli Umum UPT Puskesmas Pisangan. Work sampling dilakukan selama sepuluh menit selama enam hari kerja. Hasil penelitian menunjukkan jumlah waktu kerja tersedia dokter umum di UPT Puskesmas Pisangan dalam setahun adalah 76.658 menit. Standar beban kerja untuk kegiatan pokok yaitu pemeriksaan medik umum sebanyak 17.562 unit, pelayanan tindakan lanjut sebesar 8.471 unit, pelayanan rujukan sebesar 19.366 unit dan pelayanan surat keterangan dokter 19.916 unit. Standar kelonggaran yaitu 1,01 menit. Hasil penelitian dengan metode WISN didapatkan adanya kekurangan tenaga dokter umum di UPT Puskesmas Pisangan sebanyak 1 orang dari jumlah yang ada saat ini yaitu 2. Diharapkan adanya penambahan dokter umum serta evaluasi berkala untuk meningkatkan standar mutu pelayanan.

Kata Kunci: Dokter Umum, Puskesmas, WISN, *work sampling*

THE ANALYSIS OF NUMBER OF GENERAL DOCTOR NEEDS AT PISANGAN HEALTH CENTER USING WORKLOAD INDICATORS OF STAFFING NEED (WISN) METHOD IN 2022

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Abstract

The human resources in health institutions determine one aspect of the quality of service, so proper planning and fulfillment of human resource needs is required. One method of planning human resource needs in health institutions is the Workload Indicators of Staffing Need (WISN) method. This research is a type of descriptive qualitative research with observations using work sampling techniques, document review, and interviews, which aims to determine the number of general doctors needed at the General Poly Pisangan Health Center. Work sampling was conducted for ten minutes on six working days. The total working time available for general doctors at Pisangan Health Center in a year was 76.658 minutes, according to the findings. The standard workload for main activities is 17.562 general medical services; 8.471 follow-up services; 19.366 referral services; and 19.916 medical certificate services. The standard unit of allowance is 1,01 minutes. The results of the study using the WISN method found that there was a shortage of general practitioners at Pisangan Health Center of as many as 1 person from the current number, namely 2. It is hoped that there will be additional general doctors and evaluations to improve service quality standards.

Keyword: General Doctor, Health Center, WISN, Work Sampling