

Implementation of Workload Indicators of Staffing Need (WISN) in Determining the Burden of Case Study Medical Personnel at Rs A, Rs B, Rs C, Rs D

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ABSTRACT

Indicators showing how needs of steam in health facilities based on workload, so that the location/relocation would be easier and rational known as the workload indicators of staffing need (WISN). Meeting the needs of human resources in the hospital was a tone for hospital management. The management of the hospital has to can count needs human resources precisely on demand in each service unit meeting the needs of an excess of human resources in the hospital give a consequence labor costs high and gives rise to one of inefficiency in financial management at the hospital. Lack of meeting the needs of human resources hospital gives the effect of the workloads high to health workers and led the decline in of satisfaction with patient care, increase desire move work and diminishes the quality of patient safety. The number of human resources varied at every hospital in the city of Medan. To achieve, vision and mission hospital skills and the ability of human resources needed to solve all problems is. From observation carried out in several hospitals in the city of Medan, had shown an imperfection in planning the health workers and have not managed in a professional based on the workloads to the needs of human resources in every hospital. As a result, the available health numbers of workers have not been by a load of work and the real needs of in the field. The purpose of this research to analyze the needs of paramedics by counting the discrepancy between the number of ideal paramedics (skilled manpower including nurses and energy pharmacy). The results of the study stated that the needs of labor are in

accordance with the workloads is in some hospitals.

Keywords: Workload Indicators Newsletter Of Staffing Need, Workload Of Health Workers, Satisfaction

INTRODUCTION

Success indicators of effective hospitals are as well efficient with the availability of human resources adequate with high-quality, professional suits with the functions and duties of each personnel. Leader hospitals should pay attention to the available human resources in the hospital (Alqodri et al., n.d.2017).

Existence planning human resource requirements exactly by the functions in the house sick. Human resource planning is a hospital management functions as the basis of operational implementation as an effort to achieve organizational goals (S. W. Nasution et al., 2017). Based on Law no. 44 of 2009 was declared that the hospital is a service institution health that provides services complete individual health provide inpatient, outpatient services and emergency department (Halim et al., 2019). Complete health service is a health service that includes promotional, preventive, curative, and rehabilitative. Other than that, hospitals need human resources humans who have good knowledge as medical personnel who are expected to be able handle various problems encountered. Besides modern equipment, the hospital as a place public

service in serving the community, too should be supported by the availability of sources good human resources (HR) (A. N. Nasution et al., 2015).

High activity nurses in serving the patient will affect the results of his work. Activity means doing various activities such as planning, briefing, job analysis, recruitment and so on. Human Resources what is needed in a hospital is several experts, nurses, and technicians which can support the process at home the pain. (Nurjannah Sitti et al., 2017).

The high activity of officers in serving patients will affect his work. As a result of impact negative that can be generated by excess. The workload is then a calculation method workload needs to be held by a hospital in evaluating the effectiveness and efficiency of work as well as employee work performance. One way inside considering the number of health human resources is by analyzing and calculating the workload (S. W. Nasution et al., 2017).

Workload analysis is a management techniques that are carried out systematically to obtain information on levels effectiveness and efficiency of work based on volume work. By performing workload analysis then you will get information about the amount employee needs, work effectiveness and efficiency, as well as the work performance of a unit within the company / organization. Through workload analysis can help determine the ideal number of officers.

This encourages researchers to do research to find out how much workload and how the need for the number of nurses in order to complete a work at home program pain effectively and efficiently. (Wanri.Arwanyah et al., 2018).

Workload analysis is an attempt to calculate the workload on the human resource unit used for the preparation of supply plans and human resource needs in service institutions health. Calculation using the WISN method (Workload Indicators of Staffing Need), that method is an indicator

that shows the magnitude the need for personnel at health facilities is based on workload so location/relocation will be easier and rational. (Alam. Syamsul et al., 2018) WISN (Workload Indicators of Staffing Need) is better method because it calculates how much many health workers who are needed in one health facilities based on current workload. WISN also makes it possible to research how much many officers will be needed if the load work increases or decreases in the future. (Ningrum, 2019)

METHOD OF RESEARCH

This research is a mixed study qualitative methods and quantitative methods using primary data and secondary data. The study was conducted in 4 hospitals, namely RS A, RS B, RS C, RS D by taking 199 samples.

The research applies several stages of research, namely

- 1) Preparation stages, namely by searching research reference, research sample determination and also find the problem statement
- 2) Stages Proposal Preparation
- 3) Implementation Stages, at this stage is carried out by interviews with the whole health personnel and related data with WISN obtained from management hospital. For data processing and analysis, based on the WISN method illustrated in the schematic the following:

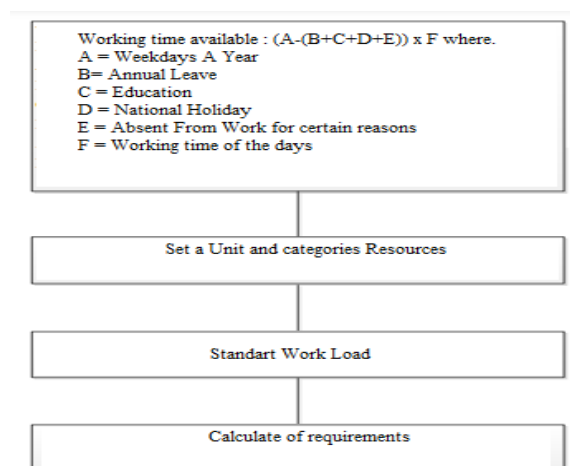


Figure 1. Stage Data Analysis

ANALYSIS AND RESULT

Before doing the calculations, the following are: characteristics of respondents who become the object of research which consists of 4 hospitals in Medan City, namely RS.A, RS.B, RS.C, RS.D

Table 1. Characteristics of Respondents Based on Age, Gender, Education and Length of Work RS.A

No	Ages	Frequency	(%)
1	22-27	10	20,41
2	28-33	26	53,06
3	34-39	12	24,59
4	40-45	1	2,04
No	Genders	Frequency	(%)
1	Woman	40	81,64
2	A Man	9	18,36
	Total	49	100
No	Education	Frequency	(%)
1	Profession	14	28,57
2	Diploma	35	71,43
	Total	49	100
No	Work Time	Frequency	(%)
1	1-4 Years	36	73,47
2	5-8 years	8	16,33
3	9-12 Years	5	10,20
	Total	49	100

From table 1, it can be seen that the health personnel at RS.A dominant age at interval 28 - 33 years (53.06%) while the age of 34 - 39 years is around 24.59%, aged 22-27 about 20.41% and age 40 - 45 years about 2.04%. When viewed in terms of the gender of health workers in RS.A is dominant female (81.63%) while only 18.37% male. If seen In terms of education, hospital health workers are dominant educated in Diploma 3 (D3) of 69.39%, while having a professional education of 28.57% and Diploma Four (D4) of 2.04%. If viewed from In terms of length of work, hospital health workers, are dominant still work around 1 - 4 years which is equal to 73.47%, while the length of time worked in the range of 5 - 8 years of 16.33% and a range of 9-12 years of 10.20%. it is seen that the health workers at RS.B dominant age between 28 - 33 years (76%) while the age of 34 - 39 years is around 24%, no there are health workers aged 22-27 years and aged 40 - 45 years. When viewed in terms of type the gender of health workers in RS.B is dominant female gender (82.00%) while manifold male gender is only 18.00%.

When viewed from In terms of education, hospital health personnel are dominant educated Diploma 3 (D3) at 56.00%, while having a professional education is 44.00% and there are no educated health workers Diploma Four (D4). If viewed from an old perspective work, hospital health workers, predominantly work still around 1 - 4 years, namely 88.00%, while the length of work ranged from 5 - 8 years amounting to 12.00% and no health personnel worked in the 9-12 year range and seen that health workers at RS.C is dominant at the interval of 28 - 33 years (70%) while the age of 34 - 39 years is around 16%, aged 22-27 years around 14% and no energy health aged 40 - 45 years.

When viewed in terms of the gender of health workers in RS.C are dominant female (84%) meanwhile only 16% male. When viewed from In terms of education, RS.C's health workers are dominant educated in Diploma 3 (D3) at 58%, while having a professional education of 42% and there is no health worker with a diploma degree Four (D4). If viewed in terms of length of work,

RS.C health workers, the dominant work is still at around 1 - 4 years which is equal to 84%, meanwhile length of work in the range 5 - 8 years by 16% and no health workers are working at range 9-12 years.

As long as it is done observation. Of the total time, as much as 91.39% of the time used for productive activities, as much as 7.16% time is used for non-productive activities, and 1.45% of the time is used for personal activities. Standard workload is calculated from multiplication between time available and the average time done for productive activities. At RS.A, the Total Standard Allowance is 0.93.

Based on the value of the Quantity of Activities and Standards the load of the monkey that is obtained, then the need for energy health at the hospital. Royal Prima is equal to 6.9 with a WISN ratio of 1.15 means total Health personnel at RS.B are considered appropriate.

Of the total time, as much as 91.86% of the time used for productive activities, as much as 7.15% time is used for non-productive activities, and 0.99% of the time is used for personal activities.

Standard workload is calculated from multiplication between Time Available and the average time done for productive activities. At RS.D, the Total Standard Allowance is 1.05. Based on the value of the Quantity of Activities and Standards the load of the monkey that is obtained, then the need for energy Health in RS.D is 7.3 with a ratio WISN is 1.05 which means the number of health workers at RS.D is assessed as Appropriate.

CONCLUSION

From the results of research carried out for analysis the need for health workers based on workload health workers using the method WISN can be concluded under its workload there is quite high. Broadly speaking, the conclusions of the results of this study are:

1. Standard amount of workload for health workers in 4 the hospital is still felt high
2. The total number of hours worked which is highly rated and dominant health workers carry out activities productive than nonproductive activities and personal activities
3. The four hospitals have several sources human power by the workload.

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How to cite this article: Nasution AN, Nasution SLR, Nasution SW. Implementation of workload indicators of staffing need (WISN) in determining the burden of case study medical personnel at Rs A, Rs B, Rs C, Rs D. *International Journal of Research and Review*. 2021; 8(2): 578-581.
