

ABSTRAK

Pelayanan farmasi Rumah Sakit adalah bagian yang tidak terpisahkan dari sistem pelayanan kesehatan rumah sakit yang berorientasi kepada pelayanan pasien. Wawancara awal dengan 10 orang pasien yang sedang menunggu pengambilan obat non racikan, 8 orang menyatakan sudah menunggu lebih dari 15 menit, yang mana seharusnya waktu tunggu untuk obat non racikan ialah maksimal 15 menit. Tujuan penelitian ini ialah untuk menganalisa beban kerja tenaga farmasi rawat jalan di Rumah Sakit Royal Prima Medan.

Penelitian ini merupakan penelitian kuantitatif dengan pendekatan *cross sectional*. Beban kerja subyektif diukur dengan menggunakan kuesioner dan beban kerja obyektif menggunakan metode *work sampling*. Populasi ialah seluruh tenaga yang bekerja di Instalasi Farmasi Rumah Sakit Royal Prima Medan, yaitu berjumlah 30 orang. Sampel dengan teknik *total sampling*.

Dari hasil didapatkan beban kerja subyektif tertinggi berada di kategori sedang (53,3%) dan yang terendah adalah kategori berat (5%). Persentase kegiatan produktif langsung (51,75%), produktif tidak langsung (15,40%), kegiatan non – produktif (21,60%), dan kegiatan pribadi (11,25%). *Ratio Delay* sebesar 0,32. *Performance Level* sebesar 75%. Beban kerja obyektif berada pada kategori sedang yaitu 67,15%.

Kata Kunci : Rumah Sakit Royal Prima Medan, Beban Kerja, Tenaga Farmasi,
Rawat Jalan

ABSTRACT

Hospital pharmacy services are an inseparable part of the hospital health service system that is oriented to patient care. Initial interviews with 10 patients who were waiting for non-concocted drugs to be taken, 8 people stated that they had waited more than 15 minutes, which should have been a maximum of 15 minutes for the waiting time for non-concocted drugs. The purpose of this study was to analyze the workload of outpatient pharmacy staff at the Royal Prima Hospital in Medan.

This research is a quantitative research with a cross sectional approach. Subjective workload was measured using a questionnaire and objective workload using work sampling method. The population is all workers who work in the Pharmacy Installation of the Royal Prima Hospital, Medan, which is 30 people. Sample with total sampling technique.

From the results, the highest subjective workload was in the medium category (53.3%) and the lowest was in the heavy category (5%). Percentage of direct productive activities (51.75%), indirect productive (15.40%), non-productive activities (21.60%), and personal activities (11.25%). Ratio Delay is 0.32. Performance Level of 75%. The objective workload is in the medium category, which is 67.15%.

Keywords : Royal Prima Hospital Medan, Workload, Pharmacist, Outpatient