

ABSTRACT

The need for nursing staff that is not balanced with the workload can have an impact on the quality of service and patient safety. Accurate calculation of nursing needs is needed to support efficiency and efficiency of service. This study aims to analyze the workload and need for nursing staff in Building B of Royal Prima Medan Hospital in 2025 using the Workload Indicators of Staffing Need (WISN) method which refers to Permenkes No.262/Menkes/PER/III/2008. This study uses a quantitative descriptive approach with direct observation techniques on nursing activities for seven working days. The data collected include the type of activity, duration, and number of staff and patients served. The calculation of staff needs is carried out by calculating the available working time, workload standards, and slack factors according to the WHO WISN guidelines and Permenkes 262. The total effective working time of nurses in a year is 1,848 hours. Based on the total volume of nursing activities of 48,000 actions per year, the need for nursing staff is 129.3 people, while the actual number of nurses available is 115 people, so there is a shortage of 14.27 people. The WISN ratio value of 0.9 indicates that the workload exceeds the ideal capacity of available nurses. The need for nursing staff in Building B of Royal Prima Medan Hospital has not been optimally met. These results indicate that the hospital needs to increase the number of nurses or redistribute staff. Calculation of needs based on WISN provides an objective and relevant picture of actual service conditions and is in accordance with national regulatory standards. This study is expected to be the basis for more accurate and sustainable nursing human resource planning.

Keywords: *Workload, Nurse needs, WISN, Permenkes 262, Hospital human resource management*

ABSTRAK

Kebutuhan tenaga perawat yang tidak seimbang dengan beban kerja dapat berdampak terhadap kualitas pelayanan dan keselamatan pasien. Perhitungan kebutuhan perawat secara akurat diperlukan untuk mendukung efisiensi dan efektivitas pelayanan keperawatan. Penelitian ini bertujuan untuk menganalisis beban kerja dan kebutuhan tenaga perawat ruangan di Gedung B RSUD Royal Prima Medan Tahun 2025 dengan menggunakan metode *Workload Indicators of Staffing Need* (WISN) yang mengacu pada Permenkes No. 262. Penelitian ini menggunakan pendekatan deskriptif kuantitatif dengan teknik observasi langsung terhadap kegiatan perawat selama tujuh hari kerja. Data yang dikumpulkan meliputi jenis kegiatan, durasi waktu, serta jumlah tenaga dan pasien yang dilayani. Perhitungan kebutuhan tenaga dilakukan dengan menghitung waktu kerja tersedia, standar beban kerja, dan faktor kelonggaran sesuai pedoman WISN WHO dan Permenkes 262. Total waktu kerja efektif perawat dalam setahun adalah 1.848 jam. Berdasarkan total volume kegiatan keperawatan sebesar 48.000 tindakan per tahun, diperoleh kebutuhan tenaga perawat sebanyak 129,3 orang, sementara jumlah aktual perawat yang tersedia adalah 115 orang, sehingga terdapat kekurangan sebesar 14,27 orang. Nilai rasio WISN sebesar 0,9 menunjukkan bahwa beban kerja melebihi kapasitas ideal perawat yang tersedia. Kebutuhan tenaga perawat di Gedung B RSUD Royal Prima Medan belum terpenuhi secara optimal. Hasil ini menunjukkan bahwa rumah sakit perlu menambah jumlah perawat atau melakukan redistribusi tenaga. Perhitungan kebutuhan berdasarkan WISN memberikan gambaran yang objektif dan relevan dengan kondisi pelayanan aktual serta sesuai dengan standar regulasi nasional. Penelitian ini diharapkan dapat menjadi dasar perencanaan SDM keperawatan yang lebih akurat dan berkelanjutan.

Kata Kunci: Beban kerja, Kebutuhan perawat, WISN, Permenkes 262, Manajemen SDM rumah sakit