ABSTRAK

DESIGNING NURSE'S JOB WITH CONSIDERING WORK LOAD IN EMERGENCY ROOM (ER) OF THE XYZ COMMUNITY HEALTH CENTER (PUSKESMAS XYZ)

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In the era of globalization, there are many changes quickly and significantly in various competitions of industrial sector. The supporting subjects of success of Puskesmas especially for the emergency room (ER) are nurses. Nurses work for 24 hours in 3 shifts.

The nurses at the PUSKESMAS XYZ are 8. There are following problems in this area: Lack of extra nurses, Small relaxing duration, and additional work allegedly resulted in the workload of the nurses.

Workload analysis can be done by Subjective Workload Analysis Technique (SWAT) method. How to use this is supported by the type of nurse's job that has emergency properties, so it is compulsory for preparing of all nurses. Workload analysis is used by doing work sampling. Designing the nurse's job is done by comparing the duty of the ER's nurses at the XYZ health center with the nurse's duty at another ER.

Based on the data processing that has been done shows the workload of nurses in Puskesmas XYZ have high work load level. From the calculation, the average workload of nurses in Puskesmas XYZ is 123.88% indicates that the workload of the nurses is so high. From the calculation of work load, the number of workers required are 12 people by current numbers are 8 people, so it is needed to add 4 more workers. With the addition of 4 workers, the average workload on each of the nurse becomes to 82.58%. The results of the test on the work plan with Work load Indicator Staffing Need (WISN) method shows that the definition is feasible. The result of labor test with WISN method also shows the same result with the previous calculation, that the number of distributions is 12 people or 4 persons / shift.

Keywords: SWAT, Workload Analysis, Nurse Job Description, WISN