

## ABSTRACT

*In this study described the important role in supporting the performance of the pharmaceutical field, one of which is in the process that is efficient and effective staff scheduling patterns. However, often this has not been fulfilled and management is confronted with the problem of limited staffing. This is what makes hospitals both public and private owned so that the scheduling of officers is part of an important problem in evaluating their performance.*

*The use of cyclical scheduling itself is an alternative method of determining the schedule for pharmaceutical officers. The method is considered appropriate because it has advantages in short-term routine scheduling, the number of officers is limited and evenly distributed for all officers. In order to know more about efficiency before repairs and after schedule repairs, workload indicators of staffing need (WISN) are used to determine the number of staff and assess workload pressure. While line balancing measurements are used to determine various components of performance by officers.*

*From the results of the study it was found that in addition to being due to the limited number of pharmaceutical officers, there were also work lines that had excessive time and workloads. Then after line balancing is obtained the increase in the percentage of line efficiency by 5.53%, a decrease in the percentage of balance delay by 5.53% and a smoothness index of 2.52%. Measurements on performance indicators are then used as the basis for establishing scheduling through the cyclical scheduling method. The recommendations for determining the method are known to be able to provide more equitable officer schedules and a balanced workload because both management and each officer obtain agreement as well as certainty for working days and holidays or leave.*

**Keywords:** Cyclical Scheduling, Cyclical Scheduling Method, Line Balancing, WISN.