

ANALYSIS OF THE WORKLOAD AND WORKFORCE NEEDS OF REGISTRATION OFFICERS HOSPITAL

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ABSTRACT

Preparation of human resource requirements planning health, it is determined that the need for human resources is the number of human resources according to the type needed to carry out the given workload. Planning for human resource requirements is a systematic process in an effort to determine the number, type, and qualifications of human resources needed in accordance with the conditions of a region in order to achieve development goals health. The object of this research is the registration officer at the hospital. The purpose of this study is to calculate the number of workforce needs in the registration section by Analysis Method Health Workload (ABK Kes). From several meanings, it can be concluded that needs planning human resources is a systematic process in an effort to determine, amount, and qualifications of human resources needed in accordance with the conditions of a region in order to achieve health development goals. After calculating the workload of the on-site officers, registration using the ABK Kes formula, researchers get results the registration section needs as many as 24 people. Meanwhile, there are 18 registration officers for the PKU Aisyiyah Singkil Hospital, Boyolali. This is not in accordance with the calculation of the workload that the researchers calculated using the ABK Kes formula. So it is necessary to add 6 registration officers to meet the needs of registration officers at PKU Aisyiyah Singkil Hospital, Boyolali

Keywords: abk-kes; registration officer; workload

INTRODUCTION

Planning The need for health human resources at the institutional level is planning human resource needs carried out within the scope of a health institution. From several meanings, it can be concluded that needs planning human resources is a systematic process in an effort to determine, amount, and qualifications of human resources needed in accordance with the conditions of a region in order to achieve health development goals. Planning for human resource requirements aims to produce plans. The right human resource needs include the type, quantity, and appropriate qualifications organizational needs based on appropriate planning methods in order to achieve health development goals. The ABK-Kes method is a method calculation of human resource requirements based on the workload carried out by each type of human resource at each service facility health services in accordance with their main duties and functions. This method is used to calculate the needs of all types of human resources.

METHOD

This study calculates the need for labor in the registration section using the ABK-Kes method. through the stages of Establishing Available Working Time, Establishing Workload Components,

Calculating Workload Standards, Calculating Supporting Task Standards and Supporting Task Factors and finally Calculating Human Resource Needs.

RESULTS AND DISCUSSION

Table 1.
 Registrar's Job Description

Main Activities of Registration	Norm Time (Minute)	Unit (Min/Ps)	Achievements 1 Year Old (Burden Work)
New Patient Registration	10	Minute/Patient	3.650
Old patient registration	5	Minute/Patient	1.825
Patient administration verification guarantee	20	Minute/Patient	7.300
Print SEP	5	Minute/Patient	1.825
Sign the general consent	15	Minute/Patient	5.475
Patient education	20	Minute/Patient	7300

In addition to carrying out the main activities above, the registration officer also has: supporting tasks taking part in medical record seminars 153300 minutes/year, professional organization committee 21900 minutes/year and customer service training excellent 1051200 minutes/year.

Table 2.
 Standard Workload : Available Working Time / Time Norm

Main Activities of Registration	Norm Time (Minute)	Unit (Min/Ps)	Working time Available (minute)	Standard Workload
New Patient Registration	10	Minute/Patient	72000	7200
Old patient registration	5	Minute/Patient	7200	14400
Patient administration verification Guarantee	20	Minute/Patient	72000	3600
Print SEP	5	Minute/Patient	7200	14400
Sign the general consent	15	Minute/Patient	72000	4800
Patient education	20	Minute/Patient	7200	3600

Table 3.
 Calculate Support Duty Standard and Support Duty Factor

Activity	Average Time	Unit	Time Activity (Minutes /Year)	Time (Minute/Year)	Support Duty Factor %
Attend seminars medical records	1.680	Minute/year	613.200	72.000	851,66
Attend training CS excellent	2.880	Minute/year	1051.200	72.000	1.460
follow the committee of professional organizations	60	Minute/year	21.900	72.000	30,41
Support Duty Factor %					2.342,07
Calculate Support Duty = (1/1- Support Duty Factor/100))					0,04

$$\begin{aligned}
 \text{Calculate Support Duty} &= (1/(1-2.342,07/100)) \\
 &= (1/(1-23,42)) \\
 &= 1/22,42 \\
 &= 0,04
 \end{aligned}$$

Table 4.
 Calculate human resource requirements

Activity	Achievements	Standard Workload	Needs
New Patient Registration	3.650	7.200	50,70
Old patient registration	2.825	14.400	12,70
Patient administration verification guarantee	7.300	3.600	202,78
Print SEP	1.825	14.400	12,70
Sign the general consent	5.475	4.800	114,1
Patient education	7.300	3.600	202,78
Working Time Available			595,76

$$\begin{aligned}
 \text{Human Resources Need Standard} &= \text{Achievement 1 year Standard workload} \times \text{Calculate Support Duty} \\
 &= \text{Working Time Available} \times \text{Calculate Support Duty Standard} \\
 &= 595,76 \times 0,14
 \end{aligned}$$

So the need for the registration section is 23.8 people rounded up to 24 people.

After calculating the workload of the on-site officers, registration using the ABK Kes formula, researchers get results the registration section needs as many as 24 people. Meanwhile at PKU Aisyiyah Singkil Boyolali Hospital registration officers there are 18 people. It is not yet in accordance with the calculation of the workload that the researcher calculated with using the ABK Kes formula.

CONCLUSION

From the results of calculations regarding the registration burden at PKU Aisyiyah Singkil Boyolali Hospital, the results obtained were 24 registration officers at PKU Aisyiyah Singkil Boyolali Hospital for registration officers there were 18 people, this is not in accordance with the results.

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