

ANALYSIS OF FILING UNIT WORKLOAD USING ABK-Kes METHOD AT MITRA SEHAT SITUBONDO HOSPITAL

Fita Rusdian Ikawati ^{1*}, Malikal Bulgis ², Wihelmina Tista Nabor ³

^{1,3} Institut Teknologi Sains dan Kesehatan RS Dr. Soepraoen

Jl. S. Supriadi No.22, Sukun, Kec. Sukun, Kota Malang, Jawa Timur 65147, Indonesia

Email: fita.160978@itsk-soepraoen.ac.id

² Rumah Sakit Mitra Sehat Situbondo

Curah Jeru, RT.02/RW.11, Panji, Curahjeru Timur, Curah Jeru, Kec. Panji, Kabupaten Situbondo, Jawa Timur 68323, Indonesia

Abstrak

The implementation of medical records management requires competent and professional human resources, as well as appropriate workload allocation. Mitra Sehat Situbondo Hospital currently employs two filing officers: one with a bachelor's degree in education and the other with a high school background. The research aims to analyze the workload of these officers and determine the staffing requirements for the filing unit. This descriptive qualitative research utilizes data collection methods such as interviews and observations. According to the findings, the calculations using ABK Kes indicate a requirement for five healthcare human resources, highlighting a need for an additional three employees in the filing unit. In summary, the research underscores the importance of adequately staffing the medical records management team to ensure efficient operations and effective patient care at Mitra Sehat Situbondo Hospital.

Keywords: ABK-Kes, Labor Needs, Human Resources

Introduction

Based on Minister of Health Regulation no. 147 of 2010 concerning Hospital Licensing, Hospitals are health service institutions that provide comprehensive health services for individuals by providing facilities for bedside care, daily care and emergency treatment. The quality of hospital services depends on the quality of services provided by the health workers who work there.

Health services in Indonesia face a number of challenges that affect their quality. One of the main obstacles is low human resources and an inadequate number of officers. This often results in fatigue and increased workload for available health workers, thereby affecting the quality of services provided. Apart from that, the quality of human resources is low. (Ikawati, 2024)

Law of the Republic of Indonesia Number 36 of 2014 concerning Health Workers states that Health workers play an important role in improving the quality of health services to the community to encourage awareness, desire and ability to live healthily. This aims to ensure that the level of public health can reach an optimal level, in accordance with one aspect of general welfare as mandated in the Preamble to the 1945 Constitution of the Republic of Indonesia.

Republic of Indonesia Law No. 36 of 2014 concerning health workers defines health workers as individuals who are specifically involved in the health sector, have knowledge and skills obtained through education in the health sector, and are authorized to carry out certain health actions.

So human resource (HR) planning is very important to ensure the availability of quality medical personnel according to needs, so that it can guarantee the implementation of health development and

improve the level of public health as expected (Minister of Law and Human Rights of the Republic of Indonesia, 2014).

Referring to this, it can be concluded that human resources in health service facilities are a key component in driving health services so that they require careful planning and calculations. One method of planning workforce needs is Workload Analysis (ABK),

The calculation of health human resources is based on the workload of work carried out by each type of human resource in each health service facility, in accordance with their main tasks and functions. Based on observations and a brief interview with the head of medical records in June 2024, it is known that in the filing unit there are two officers, each with a Bachelor of Education and high school background.

Method

The design used in this research is qualitative descriptive research. Data collection methods were carried out through interviews and observations of activities that took place in the filing unit. The observation method is used to directly observe the tasks and work carried out in the filing unit and to measure the time needed to complete these tasks. Meanwhile, interviews were carried out by asking several questions to the two filing officers involved.

The research results are presented in tabular form to facilitate understanding and analysis of the data obtained from the interviews and observations.

Result

The health facility that is the object of this research is UOBK Mitra Sehat Situbondo Hospital. The type of SDM (Health Human Resources) studied were officers who served in the medical records or filing unit, with a total of two officers. Among them, one person has a bachelor's education background and another person has a high school education background.

According to the Guidelines for Implementing Workload Analysis in the Ministry of Health Number: 53 of 2012, it is stated that workload analysis is a method used to determine the amount of time, effort and resources required to carry out organizational tasks and functions.

The ABK-Kes method is a method for calculating the need for Health Human Resources (HRM) which is based on the workload carried out by each type of SDM in each health service facility, in accordance with their main tasks and functions (Chrismawanti, 2020). The ABK-Kes method is used to calculate the need for all types of Health Human Resources (HRK) by following 6 predetermined procedural steps. These steps include: Determining the Health Facility and the Type of Health Human Resources involved, Determining the Available Working Time (WKT), which is the working time available for each type of HRK in the facility, Determining the Workload Components and Normal Time, namely the type tasks or work that must be carried out by each HRK and the normal time required to complete these tasks, Calculating Standard Work Load (SBK), which refers to the number of hours or units of time required to complete the main task, Calculating Standard Supporting Tasks (STP) and Supporting Task Factors (FTP), to determine the time required for additional tasks that support the main HRK tasks, Calculating Health Human Resource Needs (SDMK), by integrating the results of SBK, STP and FTP calculations to determine the optimal number of each type of human resources required at the health facility.

These steps help in managing and optimizing HRK assignments according to existing health service needs in each facility

1. Determine health facilities and types of health human resources at Mitra Sehat Situbondo Hospital

Tabel 1. List of filing section officers

Number	Name	Age(Th)	education
1	Respondents 1	31	S1 Education
2	Respondents 2	26	SMA

Table 1 above contains a list of officers who work in filing with age and educational background.

2. Determine Available Working Time (WKT)

Tabel 2. Time calculation

Code	component	Amount	Unit
A	Working days	312	Day/Year
B	Employee Leave	12	Day/Year
C	National holiday	16	Day/Year
D	Training	-	Day/Year
E	Absent (sick, etc.)	12	Day/Year
F	Working time (in 1 week)	37,5	Hours/week
G	Effective Working Hours	$75\% \times 37,5$ $= 28.128$	Hours/week
H	Working time (in 1 day)	$28.128 : 6$ $= 4.688$	Hours/day
I	Available Working Time (days)	$312 -$ $(12+16+12)$ $=272$	Day/Year
J	Available Working Time (days)	$312 -$ $(12+16+12)$ $\times 4.688 =$ $1275,1$ $=1.200$	Hours/Year
		$=72.000$ min/year	

Table 2 above shows the work components that will determine the working time available for filing officers within one year.

- Determine workload components and time norms

Table 3. Workload Components and Time Norms

Number	Job Description	Time Norms
1.	Retrieve and search for medical record documents	1 minute
2.	Distribution of medical record documents to polyclinics	3 minute
3.	Return medical record documents to the storage shelf	1 minute
4.	Deliver blanks (recipes, free forms, etc.) to the relevant units	3 minute
Total		8 minute

Table 2 above shows the workload components of filing officers with the time norms that have been described.

- Establish Workload Standards (WS)

Workload Standars (WS)=

$$SBK = \frac{\text{Working Hours Available}}{\text{Time norms}}$$

$$SBK = \frac{72.000}{8}$$

$$SBK = 9.000$$

- Calculate Supporting Task Standards (STP) and supporting Task Factors (FTP)

$$FTP = \frac{\text{Activity time}}{(\text{WKT}) \times 100}$$

$$FTP = \frac{1440}{72.000 \times 100}$$

$$STP = (1/(1- FTP/100))$$

$$STP = 1$$

- Calculate the need for health human resources (SDMK)

$$SDMK = \frac{\text{Achievement (1 year)}}{\text{load standards}} \times STP$$

$$SDMK = \frac{46.924}{9.000} \times 1$$

$$SDMK = 5$$

Discussion

Tabel 4. Recapitulation of health human resources based on the ABK-kes method

Types of HRK	Current number of HRK	The amount of HRK that should be	HRK gap	Condition
Petugas filing	2	5	$5-2 = 3$	Kurang

Situations like this can disrupt operational efficiency and quality of service in the medical records unit. Therefore, it is necessary to consider increasing the number of filing officers in accordance with the needs that have been identified through workload calculations. In this way, it is hoped that medical record services can run more smoothly and efficiently, and reduce excessive workload for officers.

Based on the results of workload analysis calculations using the ABK-Kes method, it was found that the filing staff at Mitra Sehat Situbondo Hospital was still lacking. Currently, Mitra Sehat Situbondo Hospital only has two filing officers, whereas based on the results of workload calculations, Mitra Sehat Hospital should have five filing officers. This causes the current workload of filing officers to become over capacity, and causes officers to sometimes be overwhelmed when carrying out several jobs.

Conclusion

With this research, it is hoped that Mitra Sehat Situbondo Hospital will consider adding additional staff to the filing unit. Based on the calculations using the ABK-Kes method, it is evident that there is currently an insufficient number of filing unit staff. Detailed information about the workloads and daily operations is available from the UOBK medical records filing unit at Mitra Sehat Hospital. This adjustment is crucial to ensure that the filing unit operates efficiently and effectively, thereby improving overall service delivery and reducing the burden on current staff members Situbondo is 312 days per year while the available working time is 1,200 hours per day. Description of the main tasks at the UOBK medical record filing unit at Mitra Sehat Situbondo Hospital within a period of 1 year (January to December) 2023 includes taking and searching for medical record documents, delivering RM documents to the clinic, returning DRM to the storage shelf, delivering blanks (prescriptions), free form, etc.) to the relevant unit. Calculating HRK using the ABK Kes method found that five people were needed in the filing unit at Mitra Sehat Situbondo Hospital, whereas currently there are two filing officers. So the human resources needed are three people.

References

- [1] Alvionita, C. V., & Jenrivo, F. (2022). Analisis Kebutuhan Tenaga Kerja Menurut Abk-Kes Pada Unit Filing Di Uobk Rsud Dokter Mohamad Saleh Probolinggo. *Jurnal Rekam Medis Dan Informasi Kesehatan Indonesia (Jurmiki)*, 02, 30–37.
- [2] (Chrismawanti, 2020). TINJAUAN KEBUTUHAN SUMBER DAYA MANUSIA DI REKAM MEDIS BERDASARKAN METODE ANALISIS BEBAN KERJA KESEHATAN (ABK-Kes) DI RUMAH SAKIT UMUM DARMAJU PONOROGO. *Jurnal Delima Harapan*, 7(1), 48–57. <https://doi.org/10.31935/delima.v7i1.95>
- [3] Ikawati, F. R. (2024). Konsep Dasar Rekam Medis. Kalimantan Selatan: Ruang Karya.
- [4] Kemenkes RI. (2010). Peraturan Menteri Kesehatan Nomor 147/MENKES/PER/I/2010 Tahun 2010 tentang Perizinan Rumah Sakit. *147/Menkes/Per/I/2010*, 7(1), 7–8.
- [5] Keputusan Presiden RI Nomor 68 Tahun 1995 Tentang Hari Kerja di lingkungan Lembaga Pemerintah. (1995). Keputusan Presiden Republik Indonesia Nomor 68 Tahun 1995 Tentang Hari Kerja Di Lingkungan Lembaga Pemerintah. *Peraturan Pemerintah Republik Indonesia Nomor 1Tahun 2001, 2003(1)*, 1–5.
- [6] Menteri Hukum dan Hak Asasi Manusia Republik Indonesia. (2014). Undang-Undang Republik Indonesia Nomor 36 Tahun 2014 Tentang Tenaga Kesehatan. Menteri Hukum Dan Hak Asasi Manusia Republik Indonesia, 4–37.
- [7] Nomor, K. P. (68). Tahun 1995 Tentang Hari Kerja Di Lingkungan Lembaga Pemerintah.
- [8] Nopita Cahyaningrum, Yeni Tri Utami, Eni Nur Rahmawati, & Bayu Suryo Nagoro. (2021). Kebutuhan Tenaga Kerja Bagian Filing Berdasarkan Metode ABK Kes di RSUD dr. Moewardi. *Infokes: Jurnal Ilmiah Rekam Medis Dan Informatika Kesehatan*, 11(2), 19–25. <https://doi.org/10.47701/infokes.v11i2.1295>
- [9] Pedoman Pelaksanaan Analisis Beban Kerja Di Lingkungan Kementerian Kesehatan Nomor : 53 Tahun 2012
- [10] PPSDM Kemenkes. (2017). Buku Manual 1 Perencanaan Kebutuhan SDM Kesehatan Berdasarkan Metode Analisis Beban Kerja Kesehatan (ABK Kes). *BPPSDM Kesehatan RI*.
- [11] Pujilestari, I., & Farisa, I. M. (2023). Analisis Kebutuhan Sumber Daya Manusia Bagian Filing Berdasarkan Metode Abk Kes (Analisis Beban Kerja Kesehatan) Guna Menunjang Efektivitas Kerja di Rumah Sakit TK II Dustira. *Jurnal Rekam Medis Dan Informasi Kesehatan*, 2(1), 44–53.
- [12] Putri, C. A., & Hidayati, M. (2021). Analisis Kebutuhan Sumber Daya Manusia Petugas Rekam Medis Dengan Menggunakan Metode Analisis Beban Kerja Kesehatan (Abk-Kes). *Jurnal Manajemen Kesehatan Yayasan RS.Dr. Soetomo*, 7(2), 257. <https://doi.org/10.29241/jmk.v7i2.637>
- [13] Republik Indonesia. (2014). Undang-Undang Republik Indonesia Nomor 36 Tahun 2014 Tentang Tenaga Kesehatan. *Menteri Hukum Dan Hak Asasi Manusia Republik Indonesia*.
- [14] Zein, E. R., Ramadhani, M., Ajeng, T., Nera, J., Nabila, M., & Rosyi, R. (2022). Analisis Beban Kerja Petugas Rekam Medis dengan Metode ABK-Kes di Puskesmas Ciptomulyo Malang. *Jurnal Kesehatan Tambusai*, 3(3), 534–542.