ANALYSIS OF HUMAN RESOURCE NEEDS (HR) OF MEDICAL RECORD OFFICERS USING THE ABK-KES METHOD AT THE SORAWOLIO HEALTH CENTER

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A B S T R A C T

Workload Analysis (ABK), which is the calculation of health human resources based on the workload carried out by each human resource in each health service facility in accordance with its main tasks and functions. This study aims to determine the number of medical record officers needed using the ABK-Kes method, namely determining health facilities and types of human resources, knowing the available working hours of medical record personnel, knowing the workload components and time norms of medical record personnel, calculating the SBK of medical record personnel, calculating STP and supporting task factors for medical record personnel, and calculating the need for medical record personnel. This research was carried out at the Sorawolio Health Center. The method used in this study is Health Workload Analysis (ABK-Kes) with descriptive quantitative analysis. The population in this study uses 6 medical record officers. In this research, the sample was taken using a total sampling technique, which covered the entire population of medical record officers totaling 6 people. The results of the calculation of the need for health Human Resources (SDMK) for medical records at the Sorawolio Health Center obtained from the results of the calculation are 7 officers from the results of the calculation of the Case ABK, so it is not in accordance with the needs of medical record officers at the Sorawolio Health Center. So it is necessary to add 1 medical record officer to be in accordance with the calculations made.

INTRODUCTION

Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 explains that health service facilities are places used to carry out various types of health services, including efforts to promote, prevent, treat, and rehabilitate, organized by the government, local governments, or the community. Public Health Centers (PUSKESMAS) are a type of health service facility that focuses on the implementation of public health efforts and individual health efforts at the first level, with an emphasis on promotive and preventive efforts in the area.

Human Resources (HR) is a crucial component in an organization, including in Puskesmas. HR management and planning must be done carefully. The HR planning process is a method used to set goals and guidelines in the implementation of the organization. If the number of employees is too many or less than needed, this shows that the organization is less effective in managing its human resources (Suryanto, 2020).

HR planning is a structured process used to forecast and determine the needs and procurement of labor both now and in the future. With systematic planning, we can estimate the number and type of workforce required in each given period, which can further help in organizational restructuring. The success of health services at the primary level, such as in health centers, is highly dependent on competent human resources in their fields. To achieve the goals of the health center, the skills and abilities of human resources are needed in handling and completing the tasks of the health center. In order for health services to be carried out in accordance with standards and for effective administration, health centers need support from competent medical record managers in the field of medical records (Widhiastuti et al., 2022).

The ABK Health Method is an approach to calculate the needs of health workers (SDMK) based on the workload carried out by each type of health worker in each service facility, in accordance with their roles and responsibilities. This method is used as a tool to plan Health Human Resources that are in accordance with the needs and demands of the task. The purpose of the HR inventory plan

is to design and determine the needs of human resources that are accurate and aligned with the needs of the organization, by applying the right planning methods to achieve health development goals. The stages in the ABK-Kes method include determining health facilities and types of human resources, calculating available working hours (WKT), identifying workload components and work norms, calculating the standard burden of supporting activities, to calculating the needs of human resources in each institution or health facility (Cahyaningrum et al., 2021).

Based on the results of previous research by Agnes Carolina Kristin in 2023 with the title Analysis of the Needs of Medical Record Officers Based on Workload with the Health Workload Analysis Method (ABK Kes) at the Bareng Malang Health Center, based on the results of the calculation of the need for medical record personnel based on the workload that has been carried out by researchers using the Health Workload Analysis method, it is known that the medical record unit at the Bareng Malang Health Center ideally requires 5 officers. However, currently there are only 2 active officers, so an additional 3 medical record officers are needed.

Based on initial observations at the Sorawolio Health Center in May 2024, there were 6 officers in the medical record section divided between 3 registration officers and 3 people in the medical record room. Among the 6, there is only 1 medical record officer who is a graduate of the Medical Record study program. Medical records officers see between 20 and 30 patients each day. As a result of the increase in patient visits, the workload of medical record officers will increase, because of inadequate facilities as a result of which some officers have to work overtime. So planning human resource needs must be proportional to the workload, because the role of medical record officers is very important both in the registration section or the medical record room.

METHODOLOGY

This study uses a descriptive method with a quantitative approach. Descriptive research is a research method that aims to provide an objective description or explanation of a certain situation or phenomenon (Muzuh & Sinta, 2017). Meanwhile, according to Arikunto (2013: 12), the quantitative approach was chosen because it involves the use of numbers, both in the process of data collection, data interpretation, and the presentation of the final results (Jayusman & Shavab, 2020). In this study, medical record officers are used as a case study of the existing population. The population in this study is the medical record officer himself. For samples, this study uses *the Total Sampling technique*. The research was carried out at the Sorawolio Health Center from May to June 2024. Data collection techniques include observation, interviews, and documentation studies. The instruments used in this study consist of various tools and materials, such as observation checklists, interview guidelines, research tables, stopwatches, calculators, recording tools, and stationery.

RESULTS AND DISCUSSION

Table 1. Health Facilities and Types of SDMK Medical Record Personnel at Sorawolio Health Center

Fasyankes	Installation Unit	Types of SDMK	SDMK Section
Puskesm Sorawol	Medical Record Installation	Sorawolio Health Center Medical Recorder	Registration Officer
			Medical Record Room Officer

Based on the results of current research, there are 6 officers in the medical record unit of the Sorawolulo Health Center, divided between 3 people on duty in the medical record room and 3 people on duty in the patient registration section. But the one who really graduated from medical records is only 1 officer.

Table 2. Results of WKT Determination at the Medical Record Unit of the Sorawolio Health Center

Label	Component	Information	Formula	Sum	Unit
A	B	C	D	E	F
A	Weekdays	5 hrkers/mg	52 (mg)	260	hr/th
B	Employee Leave	GJ Rules		14	hr/th
C	Public Holidays	In 1 year (calendar) where the joint leave is 11 days and the national holiday is 8 days		19	Hr/th
D	Attend training	Average in 1 Year		1	Hr/th
And	Absence (sickness, etc)	Average in 1 Year		3	Hr/th
F	Working time (within 1 week)	Caprice No. 69/1995		37.5	Jam/mg
G	JKE	Ministerial Regulation PAN-RB 26/2011	75% x 37.5	28.125	Jam/mg
World cup	Working Time (within 1 year)	5 hr work/mg	E7/ 5 = 28.125 / 5	5.625	Hours/hr
WKT	Available Working Hours (Days)	5 hr work/mg	E1-(E2+E3+E4+E5)=260-(14+19+1+3)	223	Hr/th
	Available working time (hours)	5 hr work/mg	E1-(E2+E3+E4+E5)xE8=260-(14+19+1+3)x 5.625	1.254	Jam/th
WKT.... Rounded (in hours)				1.254	Hours/yr
WKT.... Rounded (in minutes)				75.240	Mnt/yr

According to the findings of the study, in 2023, there will be 260 working days and 14 days of annual leave policy for employees. It can be seen in the study that the current working hours are insufficient in carrying out the main function of the medical record section. The Sorawolio Health Center has 1,254 working hours per year or 75,240 minutes per year.

According to the Regulation of the State Civil Service Agency Number 19 of 2011 concerning General Guidelines for the Preparation of Civil Servant Requirements and Effective Working Hours (JKE) is set at 1250 hours per year. This is in line with the Ministerial Regulation of PAN-RB No. 26 of 2011, which states that JKE ranges from 1237 to 1992 hours per year, then adjusted to 1200 hours per year or 72000 minutes per year, either for employees who work for 5 days per week or 6 days a week. As many as 75% of the working hours are used for work. Officers at the Sorawolio Health Center want their employees to be able to work for 1,254 hours per year.

Table 3. Workload Components and Time Norms for Medical Record Officers at the Sorawolio Health Center

Task Type	Workload Components	Time Norm	Unit
	New Patient Registration	15,04	Mnt/Ps
	Old Patient Registration	14,31	Mnt/Ps
	File Retrieval	1,14	Mnt/Ps
	Distribution	3,05	Mnt/Ps
	File Returns	3,37	Mnt/Ps
Main Tasks	Analysis	3,13	Mnt/Ps
	Assembling	2,08	Mnt/Ps
	Retention	4,34	Minute
	Data management and reporting	26,46	Minute
Supporting Duties	Street Vendor Guidance	21.600	Minutes/Year
	Monthly meetings	1.440	Minutes/Year

The table above is obtained from the results of the calculation (observation) of activities carried out by officers in the medical record unit using *a stopwatch*, 5 patients are the benchmark to get an average value of how many minutes/activities are carried out by medical record officers.

Workload includes a variety of tasks and job descriptions performed by a particular officer according to the key tasks and functions that have been identified. The time required by a skilled, dedicated, and trained health professional or professional to complete an activity in accordance with the facility's service standards is referred to as the "time norm."

The tasks described in full have been adjusted to the applicable Work Standards (SK), as revealed in the researchers' findings. Nevertheless, officers who do not have a formal education background in the field of medical records at the health center still carry out their main functions and

responsibilities as medical record officers. The researcher also knew the duration of work that was considered normal based on the experience gained from the officers at the health center.

Table 4. Calculating the SBK of Medical Record Personnel

Task Type	Workload Components	Time norms	Unit	WKT(min)	SBK(5)/(3)
1	2	3	4	5	6
	New Paien Registration	15,04	mnt/ps	75.240	5.002
	Old Patient Registration	14,31	mnt/ps	75.240	5.257
	File Retrieval	1,14	mnt/ps	75.240	66.000
	Distribution	3,05	mnt/ps	75.240	24.668
Main Tasks	File Returns	3,37	mnt/ps	75.240	22.326
	Analysis	3,13	mnt/ps	75.240	24.038
	Assembling	2,08	mnt/ps	75.240	36.173
	Retention	4,34	Minute	75.240	17.336
	Data management and Reporting	26,46	Minute	75.240	2.843

Based on the results of the table above, it can be seen that the highest workload standard is file retrieval with a total of 66,000, while the lowest is a patient registration item with SBK 5,002.

The annual volume of work for each type of SDMK is known as the "Workload Standard" (SBK). In calculating the SBK for a major activity, a standard or average time required to complete each task is used and takes into account the available working time (WKT).

Table 5. Setting Standards for Supporting Tasks

No	Types of tasks	Activities	Time Norm	Kegmen Time/year)	WKT(mnt/ th)	FTP%
(1)	(2)	(3)	(4)	(5)	(6)	(7) =(5)/(6)x100
2	Supporting duties	Guidance for street vendors	360 jm/th	21.600men/th	75.240	28.70
		Monthly Meetings	120 minutes/mo	1.440 men/th	75.240	1.91
		Supporting Task Factor in %				30.61
	Standard Supporting Tasks (STP) = (1/(1-FTP/100)					1.44

In the table above, it can be concluded that the supporting duties carried out by medical record officers at the Sorawolio Health Center are the guidance of street vendor children and monthly meetings. In 1 year, the officers provide guidance for 15 days and conduct monthly meetings of 120 minutes/month.

Supporting duties are activities that are carried out directly or indirectly that are related to the main tasks and functions carried out by all officers. The standard of supporting tasks supported by the Sorawolio Health Center is 1.44, as shown in table 4.12, which describes how the Sorawolio Health Center produces STP and FTP.

Table 6. Calculation of Medical Record Officers at the Sorawolio Health Center

Task Type	Activities	Access	SBK	Human Resource Needs (3/4)
1	2	3	4	5
	New Patient Registration	4.971	5.002	0.99 (rounded to 1)
	Old Patient Registration	4.971	5.257	0.94 rounded to 1
	File Retrieval	4.971	66.000	0,07
	Distribution	4.971	24.668	0,20
	File Returns	4.971	22.326	0,22

Main Tasks	Analysis	4.971	24.038	0,20
	Assembling	4.971	36.173	0,13
	Retention	4.971	17.336	0,28
	Data management and Reporting	4.971	2.843	1.74 (rounded to 2)
JKT = Number of Medical Record Main Task Personnel Needs				5
Supporting Duties	Standard supporting tasks (result of step 5)			1,44
	Total Needs		(JKT x STP)	7,2
			Rounding	7

From the calculation above, it can be seen that the HR requirement for new patient registration is 0.99 rounded to 1, the old patient registration is 0.94 rounded to 1, while for (file retrieval, distribution, return, analysis, *assembling*, retention) the result is 1.1 rounded to 1 and for data management activities and reporting HR needs of 1.74, it is rounded to 2 officers. So from the calculation above, there should be 7 medical record officers, while the current officers number 6 people with a medical recorder background of only 1 officer. So 7-6 = 1, then it is necessary to add one medical record officer who has a background in the field of medical records. The number of medical record officers required to handle various workloads today is referred to as the manpower requirement. This study aims to use the ABK Kes method to calculate the need for human resources (HR) in the medical record section of the Sorawolio Health Center. Currently, there are 1 (one) medical record graduates, while 5 (five) other people are SKM and AMKL graduates. From these results, it can be concluded that the Sorawolio Health Center needs at least 1 (one) workforce who graduated from medical records so that the work can be done correctly and run optimally.

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The main limitation that researchers face is the time available for conducting research, which is often a significant inhibiting factor. Longitudinal research, which requires a long enough duration for the overall data collection process, may not be fully completed due to the time constraints available. This can result in the data collected being suboptimal or not covering all the necessary variables.

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