ANALYSIS OF HUMAN RESOURCE NEEDS IN THE MEDICAL RECORD UNIT USING THE HEALTH WORKLOAD ANALYSIS (ABK-KES) METHOD

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A B S T R A C T

Human resources are essential and crucial to any organization. To deliver quality services, adequate human resources are necessary., ABK Kes is a method for calculating the needs of health workers based on the workload performed by each type of health worker, aligned with their primary duties and functions. The main objective of the researcher is to determine the need for labor applying the Health Workload Analysis method (ABK-Kes) identifies the essential requirements for medical personnel in the unit recorders is utilizes a quantitative research approach, incorporating case study and observational techniques. quantitative analytical methods with a case study approach and gbsegational data collection techniques, namely interviews, document studies, observations, At the medical record unit of the Melat Health Center, the research findings indicate that indicate that aligned with the ABK Kes method, indicating a need for 1.51 medical recorders, rounded up to 2 people. at the melai health center found that there were 6 medical record staff, 2 of whom had a medical recording background and 4 of whom were not medical recorders so that based on the workload calculations conducted by the researcher, it was found that there was still a shortage of 2 medical recorders, from the results obtained that at the melai health center there was still a shortage of medical recorders

INTRODUCTION

Puskesmas, an abbreviation for Community Health Center, is regulated in (Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 concerning Community Health Centers 2019) (Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 concerning Public Health Centers 2019), which states that health centers function as providers of basic health services and promotive, preventive, curative, and rehabilitative efforts for the community. Puskesmas is a health institution that provides public and individual health services at the first level, with the main emphasis on promotive and preventive efforts in their work areas

Meanwhile, Individual Health Efforts (UKP) are a series of health service activities that aim to improve, prevent, cure diseases, reduce suffering, and restore individual health (Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 concerning Public Health Centers 2019). Puskesmas require Human Resources (HR) is an important element in an organization, including Puskesmas, and must be carefully planned and managed properly. The number of officers who exceed capacity or less than necessary indicates that the management of human resources in the organization is not optimal.(Yunita and Estiyana 2022)

Health workers are individuals who are committed to the health sector and have knowledge or skills acquired through education that are relevant to the authority to carry out health efforts. To ensure the adequate quantity and quality of health workers, planning for Human Resources (HR) needs must pay attention to manpower needs and workload (Yunita and Estiyana 2022)

Workload refers to the number of types of work that must be completed by health workers in a year in a facility, influenced by internal factors such as gender, age, education, and length of work, as well as external factors such as environment and organizational tasks. (Yunita and Estiyana 2022).

The Health Workload Analysis Method (ABK-Kes) is one way to calculate the Health Human Resource Needs (SDMK) calculated based on the workload carried out by each type of human resources in health service facilities, in accordance with their duties and functions. The ABK-Kes method is used to plan human resources that are in accordance with the capacity of health service workers. The purpose of planning for human resource needs is to produce an accurate plan, in line

with the demands of the organization, by using the right planning methods to achieve health development goals. (Fitri and Meira 2022)

The results of the study based on the analysis of the workload (ABK) in the registration unit of the Cikancung Health Center showed that there was a shortage of labor in the medical record section which had an impact on the inhibition of the service process. Based on the analysis, the work rate allocated for the number of working hours of medical record officers at the Cikancung Health Center is set at 2,632 hours every year, which is equivalent to 157,920 minutes per year. This is the result of an analysis of human resource needs in the health sector showing that there should be five medical record officers. (Rosdiana Mulyani, Rohimah, and Hidayati 2021)

Based on initial observations conducted in March 2024 at the Melai Health Center in Baubau City, the outpatient registration room is adjacent to the casemix room, where the medical record room is combined in 1 room containing a filing rack and there is 1 computer to help officers input/claim patient data.

Based on the results of the interviews, at the Melai Health Center in Baubau City there are 30 patients served in one day, 746 patients in one month, and 5,024 patients in one year. There are 6 medical record officers, of which 2 of them have a medical recorder background, while the other 4 do not have such a background.

METHODOLOGY

This study uses quantitative analysis methods with case study and observational analytical approaches. Data is collected through observations, interviews, and measurements conducted with a stopwatch.

The time of this research was carried out in May-June 2024. The location of the research will be carried out at the Melai Health Center in Baubau City, especially in the Medical Record unit.

The subject in this study is an individual who has knowledge and understanding of the object being researched. In this study, the most appropriate subjects were selected to provide the needed information (Rudini, Moh & Melinda 2020). The object of research refers to the condition that describes or explains the situation of the object to be studied, aiming to obtain a clearer understanding of the research. The object of the study is also considered a variable that is researched by the researcher at the research site (Hamidah and Hakim 2023)

The data collection techniques in this study were carried out through interviews, observations, and document analysis.

RESULTS AND DISCUSSION

The ABK-Kes method is a technique used to calculate the needs of Health Human Resources (SDMK) that need to consider the responsibilities of each category of human resources in various health service facilities, in line with their respective roles and responsibilities. (Chrismawanti 2020)

According to (Permenkes RI No. 33 of 2015) there are six steps to calculate the method of analyzing the health workload, explained as follows:

Determining Health Facilities and Types of SDMK

Health Service Facilities (Faskes) are locations used to carry out various types of health services, which include promotive, preventive, curative, and rehabilitative activities. This activity can be carried out by the government, local governments, and the community. Health Human Resources (HRMK) is a system that integrates various efforts in planning, education, training, and utilization of health workers in a coordinated and mutually supportive manner, with the aim of achieving an optimal degree of public health (Ministry of Health of the Republic of Indonesia 2016)

Based on the results of observations carried out at the Melai Health Center in 1 week, it carries out 5 working days whose service hours at the Melai Health Center start at 08.00-12.00 WITA

Setting Available Working Hours

According to (Shrimp Law No. 11 of 2020) this refers to the duration used to carry out work, both during the day and at night. The more work duration available to a worker, the greater the workload they have to bear. On the other hand, if the time used by the worker the workload received is less than usual, that the workload will decrease.

Based on the Health Workload Analysis Method (ABK Kes), (Available working hours) WKT refers to the period used by health human resources to carry out tasks and activities. Throughout the

year, (Government 1995) has set the working hours of government agencies as much as 37 hours and 30 minutes per week, both for those who have 5 working days and those who have 6 working days. Based on (Civil 2011), Effective Working Hours (JKE) is determined at 1,250 hours per year. Meanwhile, according to PA-RB No. 26 of 2011, JKE varies between 1,192 and 1,237 hours per year, which is rounded to 1,200 hours per year, equivalent to 72,000 minutes per year.
Based on research conducted by the author, the available working time is determined as follows:

Table 1. Setting Available Working Hours

	Code	Component	Information	Formula	Sum	Unit
	A	**B**	**C**	**D**	**E**	**F**
1	A	Weekdays	5 hrs/mg	52 (mg)	260	Days/yr
2	B	Employee leave	Personnel Regulations		12	Days/yr
3	C	Public holidays	In 1 year (calendar) including 11 days of joint leave and 8 days of national holidays		19	Days/yr
4	D	Attend training	On average in one year,		1	Hari/thm
5	And	Absence (sickness, etc.)	On average in one year,		3	Days/yr
6	F	Duration of work (for 1 week)	Presidential Decree No. 68 of 1995		37,5	Jam/mg
7	G	Effective Working Hours	Ministerial Regulation of PAN-RB No. 26 of 2011	70% x 37,5	26,25	Jam/mg
8	WK	Work duration (for 1 day)	5 working days/mg	E7/5 = 26.25/5	5,25	Hours/day
9		Available working hours (in days)	5 working days/mg	E1(E2+E3+E4+E5) = 260-(12+19+1+3)	225	Days/yr
	WKT	Available working time (in hours)	5 working days/mg	E1-(E2+E3+E4+E5)-E8 = 260-(12+19+1+3) x 5,25	1.181	Hours/yr
Available Working Time (WKT) rounded (in hours)					1.181	Hours/year
Available Time (WKT) rounded (in minutes)					70.860	Minutes/year

Source: Primary Data, 2024

Based on observations at the Melai Health Center related to WKT (Available working time) for 5 days a week for 52 weeks, the total number of working days in a year reaches 260 days. After reducing 12 days of employee leave, 19 days for national holidays and joint leave, 1 day for training, and 3 days for attendance (sick and others), effective working hours are obtained with a set working time of 37.5 hours per week. according to (Permendagri No. 12 of 2011) 70% x 37.5 produces 26.25 hours/week, which is the working time in 1 day So that the available working time is 5.25 hours/day, if calculated in days, there are 225 days/year, the total working time available in a year is 1,181 hours., which is equivalent to 75,900 minutes

Based on research (Clarissa and Meira 2021) (available working time) WKT is a period that is used through human resources in the health sector to carry out tasks and activities for one year. The working hours data listed above show that (Government 1995) Thus, the working hours of government agencies per week are determined at 37 hours and 30 minutes, applicable to employees who work 5 days or 6 days, in accordance with the regulations set by the respective regional heads. (Permendagri No. 12 of 2011) Namely, Effective Working Hours vary between 1,192 to 1,237 hours per year, rounded up to 1,200 hours per year, which is equivalent to 72,000 minutes per year, applicable to officers who work 5 or 6 days a week. Medical record officers at KMC start working from 08.00 to 16.00 WIB.

Defining Workload Components and Time Norms

The workload section includes the class and description of the tasks carried out from each category of health human resources (HRMK) in line with the main tasks and functions that have been determined. Time norm is the average time that needs to be done by an HR to complete the task efficiently, in accordance with the applicable service standards, educated, skilled, trained, and

dedicated HR in order to realize an activity well, in accordance with the service standards applicable at the health facility concerned. (Noor, Qomariyah, and Nugraheni 2023)

The time required to complete activities is influenced by service standards, standard operational procedures, available facilities and infrastructure, and the competence of Health Human Resources (SDMK) itself. (Manual Book 1 of the Health PPSDM Agency 2015)

(Permendagri No. 12 of 2008) which regulates workload analysis has a function as a guide to conduct analysis within the Ministry of Home Affairs and local governments. This Permendagri aims to measure and calculate the workload in each position or work unit, so that information can be obtained regarding the efficiency and effectiveness of the organization's work. In addition, these goals also include increasing organizational capacity to become more professional, transparent, proportional, and rational, in order to achieve good governance. The results of the workload analysis can be used as a measure to increase work productivity, as well as as a basis for other steps in the development, improvement, and utilization of state apparatus in the fields of institutional, administration, and personnel. Therefore, this workload analysis guideline serves as one of the tools to increase organizational capacity, so that this instrument can be effective in organizational and personnel structuring requires support from the agreement and commitment of all related parties.

According to the research conducted by the authors, the assignment of workload components is determined as follows:

Table 2. Determination Of Workload Parts And Time Standards

Task Type	Activities	Standard Time
Main Tasks	Registration for Outpatient New Patients	12.9 minutes/patient
	Create a BRM number (Medical Record File)	1 Minute/Patient
	Interview patients and write on prescription sheets	3.3 Minutes/Patient
	Writing in the Register Book	1.1 Minutes/Patient
	Checking the patient's BPJS number	2 Minutes/Patient
	Input patient data in the E-Puskesmas application	4.3 minutes/patient
	Create a patient treatment card	1.2 Minutes/Patient
	Old Patient Outpatient Registration	9.4 minutes/patient
	Patient interviews and prescription writing	3.1 Minutes/patient
	Writing in the register book	2 Minutes/patient
	Checking the patient's BPJS number	1.1 Minutes/patient
	Input patient data in the E-Puskesmas application	3.2 minutes/patient
	Filing	2.4 minutes/brm
	Distribution	1.4 minutes/patient
	Analysis	5.7 Minutes/patient
	Assembling	1 min/brm
	Coding	1.4 mins/brm
Supporting Duties	Monthly Meetings	120 minutes/month
	Training	240 minutes/year

Source : Primary Data, 2024

Based on the results of the research at the Melai Health Center, the workload elements and time norms for the main tasks are as follows, new patient registration requires 12.9 minutes/patient, old patient registration 9.4 minutes/patient, filing 2.4 minutes/file, distribution 1.4 minutes/file, analysis 5.7 minutes/file, assembling 1 minute/file, and coding 1.4 minutes/file. As for supporting tasks, monthly meetings require 1,440 minutes per year, and training requires 240 minutes per year.

Based on research conducted by (Widhiastuti et al. 2022) in the medical records section of the UPTD Jatiroto Wonogiri Health Center, medical record officers usually take 8 minutes to handle old patients and 6 minutes for new patients. The results of this study indicate that the services in the medical record unit are in accordance with the provisions in the Minister of Health Regulation No. 129 of 2008 stipulating that the time norm for the procurement of medical records in outpatient services is about 10 minutes

Workload Standards (SBK)

According to (Decree of the Minister of Health of the Republic of Indonesia No. 81 of 2004) Workload Standards refer to the number of jobs that can be completed by a health worker in one year. The Workload Standard is defined for all major health care activities, assuming that health workers will fully focus on activities that are relevant and directly related to services to patients whose burden

has been assigned in one year. The workload standard for a major activity is based on the average time it takes to complete it and the time available in a year for each category of health workers.

Workload Standards (SBK) are the number of jobs that must be completed in one year for each officer or work unit, which is measured based on the time standards and the type of tasks set The type of human resources in the health sector (HRMK) and the workload standards (SBK) for the main activities are compiled based on the average time required to complete each activity (time norm), and deep available working time (WKT) (Manual Book 1 of the Health PPSDM Agency 2015). According to research conducted by the author, the workload standard (SBK) is determined as follows:

Table 3. Workload Standards

Task Type	Workload Components	Time Norm	Unit	WKT (Minutes)	SBK (5/3)
1	2	3	4	5	6
	New patient enrollment	12,9	Minute	70.860	5.493
	Old patient enrollment	9,4	Minute	70.860	7.538
Main Tasks	*Filing*	2,4	Minute	70.860	29.525
	Distribution	1,4	Minute	70.860	50.614
	analysis	5,7	Minute	70.860	12.431
	Assembling	1	Minute	70.860	70.860
	Encoding	1,4	Minute	70.860	50.614

Source: Primary Data, 2024

According to the results of the calculation at the medical record unit of the Melai Health Center for the workload standard (SBK), namely, new patient registration 5,493, old patient registration 7,538, filing 29,525, distribution 50,614, analysis 12,431, assembling 70,860 and coding 50,614.

Based on the results of calculations conducted by (Widhiastuti et al. 2022), the Standard Workload (SBK) in the outpatient medical record section of the UPTD Jatiroto Wonogiri Health Center includes the main responsibilities which include the number and type of activities that must be carried out by the officer in one year, as well as the time needed to complete each activity, such as interviews, checking the completeness of registration, to returning medical record files to the submission shelf. The total recorded time for these activities is 432,000 minutes per year. Meanwhile, for supporting tasks such as training and education, the Standard Workload (SBK) reaches 600 minutes per year.

Calculating Supporting Task Factors (FTP) and Standard Supporting Tasks (STP)

Supporting Tasks refer to activities that support the implementation of the main tasks and are not directly related to the main functions of all types of Health Human Resources (SDMK) including various professions involved in health services. The Supporting Task Factor (FTP) is defined as a measure of the time period needed to complete each activity within a certain period of time, so that it can help in planning and managing human resources more effectively, both in daily, weekly, monthly, and annual periods. The formula for calculating the Supporting Task Factor is: FTP=(WKT Activity Time)×100

Based on the research conducted by the author, the determination of factors and standards for supporting tasks can be seen in the following table:

Table.4 Calculation Of Factors And Standards Of Supporting Tasks

No	Task Type	Activities	Activity Time (min/yr)	WKT (mnt/thn)	FTP%
(1)	(2)	(3)	(5)	(6)	(7)=(5)(6)x100
2	Supporting duties	Monthly Meetings	1.440 mnt/th	70.860	2,03
		Training	240 mnt/th	70.860	0,33
Percentage of Supporting Task Factors					2,36
(Standard Supporting Tasks) STP = (1/(1−FTP/100)1					1,02

Source : Primary Data, 2024

The Standard Supporting Tasks (STP) is a multiplier number used The number is used to identify the needs of human resources in the health sector (SDMK) to carry out the main tasks calculated by formula, to calculate the Standard Supporting Tasks are: STP = 1/(1-FTP/100)

Based on the results of calculations at the Melai Health Center regarding the supporting task factor (FTP) and standard supporting tasks (STP), namely monthly meetings get 1,440 minutes/year and the WKT gets 70,860 so that it produces an FTP of 2.03%, for training it gets 240 minutes/year and the WKT is 70,860 so that it produces an FTP of 0.33%, for the results of monthly meetings and training it gets a total of 2.36% so for the total STP it is 1.02

Based on research (Zein et al. 2022), the average duration for each coordination meeting at the Ciptomulyo Health Center lasts for 60 minutes every day and is held twice a month. Thus, the total time spent on coordination meeting activities in one year reached 1,440 minutes. From this calculation, the Supporting Task Factor (FTP) was obtained at 1.5%, while the Standard Supporting Task (STP) was calculated at 1.01 as the digging factor.

Calculating the Needs of Health Human Resources (SDMK) is carried out with the formula of Human Resource Needs = Achievement (1 year) / (SBK × STP)

The calculation of human resource needs in each work unit aims to identify the number and category of human resources needed based on the annual workload. To perform this calculation, data is required that includes information from the previous steps, which includes available work time (WKT), workload standards (SBK), and standards for supporting tasks (STP).(Clarissa and Meira 2021)

According to the research conducted by the author, to calculate the results of FTP (Supporting Task Factors) and STP (Standard Supporting Tasks) are as follows:

Table 5. The calculation of Human Resource Needs (Health Human Resources) is calculated by the formula: Human Resource Needs = Achievement (1 year) / (SBK × STP).

Task Type	Activities	Access	SBK	Human Resource Needs (3/4)
Main Tasks	New patient enrollment	276	5.493	0,05
	Old patient enrollment	4.748	7.538	0,62
	Filing	5.024	29.525	0,17
	Distribution	5.024	50.614	0,09
	Analysis	5.024	12.431	0,40
	Assembling	5.024	70.860	0,07
	Encoding	5.024	50.614	0,09
JKT = Number of Manpower Needed for Main Medical Record Tasks				1,49
Standard Supporting Tasks (results of five steps)				1,02
Total Needs (JKT x STP)				1,51
Rounding				2

Source: Primary Data, 2024

Based on the Number of Manpower Needs (JKT) table displayed, it is known that the number of new patient registrations reached 276 patients in one year, with a Workload Standard (SBK) of 5,493. From the results of these calculations, the estimated need for health human resources (SDMK) for the number of long-term patient registrations was set at 0.05%. For old patient registration, the number of recorded patients reached 4,748 people in one year, with a Standard Workload (SBK) of 7,538. Based on these calculations, what is needed in the SDMK to manage the number of existing patients registered reaches 0.62%. This percentage shows that the workload for old patient registration is higher compared to new patient registration.

In filing, the achievement in 1 year was 5,024 people with SBK 29,525, resulting in a human resource need of 0.17%. The distribution, with an achievement of 5,024 people and 50,614 SBK,

resulted in a human resource need of 0.09%. For analysis, the achievement in one year was also 5,024 people with SBK 12,431, resulting in a human resource need of 0.40%.

In assembling, the achievement reached 5,024 people with SBK 70,860, resulting in a human resource need of 0.07%. Koding, with an achievement of 5,024 people and SBK 50,614, resulted in a human resource need of 0.09%.

Thus, the total number of manpower needs (JKT) for the main tasks of medical records is 1.49% multiplied by 1.02% of the Standard Supporting Tasks (STP), which results in a total need of 1.51, rounded to 2."

At the melai health center, it was found that there were 6 medical record personnel, 2 of whom had a background in medical recorders and 4 of them who did not have a background in medical recorders so that from the results of the workload calculation according to the researcher there was still a shortage of 2 medical recorders, from the results obtained that there was still a shortage of medical recorders at the melai health center.

Based on research conducted by (Law-Shrimp No. 11 of 2020), the results of the workload analysis show that the number of medical record officers at the Adan-Adan Health Center is still inadequate. Meanwhile, the adan-adan health center in Kediri Regency only has one medical record officer, while according to the analysis, there should be three medical record officers available to meet the service needs to manage existing tasks optimally. This lack of manpower causes existing medical record officers to bear an excessive workload. These findings are in line with Cahyaningrum's research in 2018, which showed that a shortage of Human Resources (HR) has the potential to increase the workload of medical record officers, which in turn negatively impacts their performance and ability to carry out the tasks they undertake.

CONCLUSION

The health service facilities discussed are the Melai Health Center, especially in the Medical Record Unit, with a focus on the type of Health Human Resources (SDMK), namely medical record officers. Based on the calculation results, the Available Working Time at the Melai Health Center is 1,181 hours/year, which is equivalent to 70,860 minutes/year.

The following are the results of the study at the Melai Health Center which shows the workload components and time norms for the main tasks of medical recording personnel: new patient registration requires 12.9 minutes/patient, old patient registration 9.4 minutes/patient, filing 2.4 minutes/file, distribution 1.4 minutes/file, analysis 5.7 minutes/file, assembling 1 minute/file, and coding 1.4 minutes/file. For supporting tasks, the time needed for monthly meetings is 1,440 minutes/year, and for training is 240 minutes per year."

According to the results of the calculation at the medical record unit of the Melai Health Center for the workload standard (SBK), namely, new patient registration 5,493, old patient registration 7,538, filing 29,525, distribution 50,614, analysis 12,431, assembling 70,860 and coding 50,614.

Based on the results of calculations at the Melai Health Center regarding the factors and standards of supporting tasks, namely monthly meetings get 1,440 minutes/year and the WKT gets 70,860 so that it produces an FTP of 2.03%, for training it gets 240 minutes/year and the WKT is 70,860 so it produces an FTP of 0.33%, for the results of monthly meetings and training it gets a total of 2.36% so for the total STP it is 1.02

At the melai health center, it was found that there were 6 medical record personnel, 2 of whom had a medical recorder background and 4 of them who did not have a medical recorder background, so from the results of the workload calculation, according to the researcher, there was still a shortage of 2 medical recorders, from the results obtained that there was still a shortage of medical recorders at the melai health center.

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