

***Analysis of Factors Causing Medical Recorder Workload
at Mitra Sehat Situbondo Hospital***

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ABSTRACT

The workload of medical recorders at Mitra Sehat Situbondo Hospital is still high wherein the medical recording unit at Mitra Sehat Situbondo Hospital has 7 hours of productive working time divided by 8 hours of working time in one shift multiplied by 100% obtained a proportion of 86% of productive work time so that the workload of medical recorders can be declared high. These conditions are likely caused by tasks, work organizations, and work environments. The purpose of this study was to analyze the causative factors of medical recorders workload at The Mitra Sehat Situbondo Hospital. This type of research is qualitative research using interview data collection, observation, and documentation techniques involving 5 respondents, including the head of medical records, medical records officers, and administrative or registration officers. Determination of the main priority of the cause of the problem using the scoring method carried out by ranking the cause of the problem. Furthermore, determine alternative solutions through joint discussions with respondents. The results showed that the main cause of workload at The Mitra Sehat Situbondo Hospital is the complexity of work in the form of multiple positions due to a lack of human resources. Alternative solutions are recommended to overcome the problem using the recruitment of medical records officers who are still incomplete according to the required qualifications. As a suggestion, The Mitra Sehat Situbondo Hospital should immediately analyze human resource needs to find out the amount of lack of human resources and qualifications needed.

Keywords: *Hospital, Human Resources, Workload, Medical Record*