

Analysis of Factors Causing High Workload of Outpatient Registration Officers at Puskesmas Kanigaran Kota Probolinggo, Bintang Fajar Ramadhan, NIM G41181198, Tahun 2023, Health Information Management, Politeknik Negeri Jember, dr. Novita Nuraini., MARS. (Pembimbing 1).

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ABSTRACT

High workload is the number of tasks and responsibilities given to an employee causing the results achieved to be less than optimal because employees only have a little time to complete many tasks. Puskesmas Kanigaran Kota Probolinggo has 2 medical record officers who have a final education of D3 Medical Records and Bachelor of Management. The registration officer gets a double job, namely concurrent duties in registering, coding, and distributing medical record files to the intended poly. Due to the high workload, there are problems that exist in outpatient registration such as the length of the queue of more than 10 minutes. Every day 2 registration officers must serve patients with an average of 149 people. Therefore, it is necessary to analyze the factors that cause high workload that can solve the problems that occur in the high workload obtained by outpatient registration officers. This research is a qualitative study by applying data collection methods through interviews, observation, and documentation. Determination of the factors causing high workload uses the theory according to Koesomowidjojo which consist of external factors and internal factors. The results of this study are factors that cause high workload and suggestion for balancing workload on outpatient registration officers.

Keywords: *High workload, Double Job, Registration, Outpatient*