

Analysis of Factors Causing High Workload of Medical Record Staff at Rumah Sakit Daerah Balung Jember

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ABSTRACT

High workload is a condition where the results of the tasks performed are not optimal due to the numerous tasks and responsibilities an individual has. RSD Balung Jember has working hours that exceed the standard working hours for staff, leading to a high workload for the staff. Additionally, RSD Balung experienced an increase in patient visits in 2023. This study aims to analyze the workload of medical record staff at Balung Regional Hospital Jember based on internal factors (age, health status, and motivation) and external factors (tasks, work organization, and work environment). This research is qualitative, using data collection techniques such as interviews, observations, documentation, and brainstorming. The results of the study show that the internal factor causing the problem is the sub-variable motivation, due to the lack of rewards or recognition for medical record staff for their good performance. The external factors contributing to the problem are the sub-variables of long working hours and physical conditions. The working hours of medical record staff sometimes exceed the designated working hours. Furthermore, RSD Balung has limited space due to inadequate facilities in the surrounding area. The recommended solutions for this problem include implementing rewards or recognition for staff who perform well, reviewing the needs or adding more medical record staff with appropriate task placement, and adding a special filing room and filing racks.

Keywords : *High Workload, External Factors, Internal Factors, Hospital*