Analisis Faktor Penyebab Beban Kerja Tinggi Petugas Rekam Medis Dengan Metode *Problem Tree Analysis* di RSU Bhakti Husada Banyuwangi Tahun 2016 (*Workload Analysis of Causes of High Medical Record Officer With Metode Problem Tree Analysis at RSU Bhakti Husada Banyuwangi 2016*)

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ABSTRACT

Workload is an activity that have to do by an organization or stakeholder in a certain period. Based on introduction survey at RSU Bhakti Husada Banyuwangi there a problems related workload are unmaximal job description, overtime by officer and duplicate job. Medical records of working hours begin at 08.00 - 17:00 pm it full day up to 100 patients. It makes the number of proportion on workload up to 86% and higher from teori 80% or more than all workload (Ilyas, 2004). This reseach purpose to analyze the cause of high workload on medical recorders factors by caunting the high number of workload with WLA (workload analysis) method, and PTA (problem tree analysis) method for analysing factors of workload. The calculation result of workload from eight officers there are four officers who have a high workload those are 130.1% assembling 1, 112.1% coder, 135.9% filling and retrieval DRM, and 149.1% reporting and indexing. The cause factor of high workload those are unsupposed job description, duplicate job, uncomplite facilities, low ability of officers, and the low number of human resources.

Keyword : *Job description, Job duplicate, Workload.*