ANALISIS BEBAN KERJA PETUGAS KESEHATAN DALAM PELAKSANAAN PELAYANAN DI RUMAH SAKIT UMUM DAERAH KOTA TANJUNGPINANG (STUDI PELAYANAN PETUGAS INSTALASI GAWAT DARURAT RSUD KOTA TANJUNGPINANG DI MASA PANDEMI COVID-19 PADA ZONA HIJAU)

Oleh :

RAHMIANA JUNISKA

Nim.150563201040

ABSTRAK

Penelitian ini bertujuan untuk menganalisis beban kerja petugas kesehatan Instalasi Gawat Darurat dalam pelaksanaan pelayanan di rumah sakit umum daerah Kota Tanjungpinang. Penelitian ini menggunakan metode deskriptif dengan pendekatan kualitatif. Informan dalam penelitian ini berjumlah 9 orang, Hasil temuan penelitian beban kerja petugas kesehatan IGD RSUD Kota Tanjungpinang masa pandemi tergolong cukup tinggi dari segi psikis (mental) petugas karena harus memerhatikan patien safety. Berdasarkan tiga indikator beban kerja yang dikemukakan Koesomowidjojo, pertama kondisi pekerjaan terlihat bahwa petugas kewalahan dengan tidak seimbangnya jumlah petugas dalam melayani pasien, sehingga diharapkan untuk menambah petugas kesehatan di IGD, kedua penggunaan waktu kerja bahwa petugas menggunakan berbagai teknik cepat observasi agar memenuhi waktu tanggap yang ditetapkan standar pelayanan minimal yang di IGD, dan target yang harus dicapai dengan Standar Pelayanan Minimal (SPM) yang ditetapkan sebagai target terlihat bahwa petugas masih belum mampu mencapai hasil standar SPM sehingga diharapkan petugas meningkatkan kemampuan hingga SPM terpenuhi.

Kata Kunci : Beban Kerja, Tenaga Medis, Penggunaan Waktu Kerja

ANALYSIS OF HEALTH OFFICIAL WORKLOAD IN THE IMPLEMENTATION OF SERVICES AT TANJUNGPINANG CITY GENERAL HOSPITAL (STUDY OF SERVICES OF EMERGENCY INSTALLATION OFFICIALS OF TANJUNGPINANG CITY HOSPITAL IN THE PANDEMI OF COVID-19 IN THE GREEN ZONE)

By :
RAHMIANA JUNISKA
Nim. 150563201040

ABSTRACT

This study aims to analyze the workload of health workers in the Emergency Installation in the implementation of services at the Tanjungpinang City general hospital. This research uses a descriptive method with a qualitative approach. There were 9 informants in this study. The findings of the study showed that the workload of emergency room health workers at the Tanjungpinang City Hospital during the pandemic was quite high from a psychological (mental) point of view because they had to pay attention to patient safety. Based on the three workload indicators put forward by Koesomowidjojo, the first is that the working conditions show that officers are overwhelmed by the unbalanced number of staff serving patients, so it is hoped that there will be more health workers in the emergency room, second, the use of working time that officers use various fast observation techniques to meet the expected response time. set minimum service standards in the emergency room, and targets that must be achieved with the Minimum Service Standards (SPM) set as targets, it can be seen that officers are still not able to achieve standard SPM results so that officers are expected to increase their abilities until SPM is met.

Keywords: Workload, Medical Personnel, Use of Working Time