

ABSTRAK
ANALISIS KEBUTUHAN TENAGA KERJA DI UNIT REKAM MEDIS DI
RUMAH SAKIT ESTHOMIHI MEDAN DENGAN PENDEKATAN
TEORI *QUEUEING*
SOPIANITA HEALTHY GINTING
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Pelaksanaan rekam medis di Rumah Sakit Esthomihi Medan masih mengalami hambatan, yakni kurang optimalnya proses pelaksanaannya yang disebabkan oleh kurangnya sumber daya manusia, pelatihan, maupun sarana prasarana yang mendukung. Disisi lain pelayanan kesehatan harus memiliki keseimbangan antara petugas dengan beban kerja berdasarkan standar waktu pelayanan. Untuk mencegah keterlambatan dalam menangani pasien yang berdampak pada mutu pelayanan. Penelitian ini bertujuan untuk menganalisa kebutuhan tenaga kerja di urusan rekam medis rumah sakit dengan pendekatan teori *queueing* di Rumah Sakit Esthomihi Medan. Jenis penelitian ini adalah kuantitatif dengan pendekatan *observasional analitik*. Rancangan penelitian yang digunakan yaitu *cross sectional*. Penelitian dilakukan di Rumah Sakit Esthomihi pada bulan Desember-Januari 2025. Sampel adalah seluruh dokter, perawat, petugas rekam medis dan farmasi yang berkaitan dengan rekam medic pasien sebanyak 252 orang. Analisis Data dilakukan secara univariat, bivariat dan multivariate. Hasil penelitian menunjukkan ada pengaruh tingkat kedatangan pasien, tingkat layanan pasien, jumlah server pasien, kapasitas sistem. Variabel yang paling berpengaruh terhadap kebutuhan tenaga kerja di urusan rekam medis rumah sakit dengan pendekatan teori *queueing* yaitu variabel jumlah server pasien dengan *p value* 0,000, OR = 125,571(95% CI = 25,114-627,866) artinya responden yang menyatakan jumlah server pasien kurang mempunyai peluang 125,571 kali kurang dibandingkan dengan responden yang menyatakan jumlah server pasien baik. Diharapkan dapat meningkatkan, memperluas, mengembangkan, pengalaman dan ilmu pengetahuan secara langsung mengenai kebutuhan tenaga kerja di urusan rekam medis rumah sakit dengan pendekatan teori *queueing* di Rumah Sakit Esthomihi Medan.

Kata Kunci : Kebutuhan Tenaga kerja, Rekam Medis

ABSTRACT
ANALYSIS OF WORKFORCE NEEDS IN MEDICAL RECORD UNIT AT
ESTHOMIHI HOSPITAL MEDAN WITH QUEUEING THEORY
APPROACH

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Medical records are important records that contain all information related to services that have been provided to patients. The less than optimal process of implementing medical records can be due to lack of human resources, training, or supporting facilities and infrastructure. This study aims to analyze the need for workers in the medical record department of the hospital with a theoretical approach (queueing theory) at Esthomihi Hospital Medan. This type of research is quantitative with an analytical observational approach. The research design used is cross sectional. This study was conducted at Esthomihi Hospital in December-January 2025. In this study were all health workers related to the implementation of medical records consisting of doctors, nurses, medical record officers and pharmacists at Esthomihi Hospital Medan as many as 252 people. The sample in this study were all doctors, nurses, medical record officers and pharmacists related to patient medical records at Esthomihi Hospital Medan as many as 252 people. Data analysis was carried out univariately, bivariate and multivariate. The results of the study indicate that there is an influence of the level of patient arrivals, the level of patient service, the number of patient servers, and the system capacity. The most influential variable on the need for manpower in hospital medical records affairs with a theoretical approach (queueing theory) at Esthomihi Hospital Medan is the variable number of patient servers with a p value of 0.000, $OR = 125.571$ ($95\% CI = 25.114-627.866$) meaning that respondents who stated that the number of patient servers was lacking had a 125.571 times less chance compared to respondents who stated that the number of patient servers was good. It is expected to be able to improve, expand, develop, experience and knowledge directly regarding the need for manpower in hospital medical records affairs with a theoretical approach (queueing theory) at Esthomihi Hospital Medan.

Keywords: Manpower Needs, Medical Records

