

ABSTRAK

NOVI AULIA RAHMI. 20D30688

GAMBARAN STRES KERJA PETUGAS REKAM MEDIS DI PUSKESMAS GADANG HANYAR BANJARMASIN

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(xiv + 62 + 65 lampiran)

Stres yaitu suatu reaksi negatif yang dialami manusia akibat adanya tekanan yang berlebihan atau jenis tuntutan lainnya yang didapatkan. Petugas rekam medis tersebut pernah mengalami stres kerja yang disebabkan berbagai faktor dan berakibat kepada terhambatnya pelayanan kepada pasien. Tujuan penelitian adalah mengetahui gambaran stres kerja petugas rekam medis. Metode penelitian ini menggunakan penelitian deskriptif dengan pendekatan kualitatif. Subyek penelitian ini adalah 2 Orang Petugas Rekam Medis dan 1 orang Kepala Instalasi Rekam Medis. Berdasarkan hasil penelitian, 1 orang petugas rekam medis memiliki tingkat stres normal (skor 10), 1 orang petugas rekam medis memiliki tingkat stress ringan (skor 16), dan 1 orang kepala rekam medis memiliki tingkat stres sedang (skor 24). Faktor lingkungan penyebab stres yaitu kurang luasnya ruangan rekam medis dan masih ada beberapa rekam medis yang tidak tersusun dengan rapi, sehingga mengakibatkan ruang gerak tidak terlalu nyaman dan sarana prasarana yang kurang memadai terkadang membuat suhu terasa panas dan lembab. Faktor organisasi tidak membuat petugas mengalami stres. Faktor individu penyebab stres yaitu petugas kesal apabila pasien/keluarga masih tidak paham setelah diberikan penjelasan. Faktor keluarga penyebab stres yaitu permasalahan yang terjadi dirumah tangga pernah terbawa sampai kedalam pekerjaan dan terkadang emosi yang di alami di tempat kerja terbawa sampai ke rumah. Faktor kerja yang berlebihan penyebab stres yaitu tugas pekerjaan yang terlalu banyak diberikan membuat Kepala Unit Rekam Medis dan petugas tertekan. Sebaiknya petugas rekam medis diberikan pelatihan tentang penyimpanan rekam medis dan mengatur pekerjaan dan waktu pekerjaan di Unit Rekam Medis serta mengatur permasalahan di rumah dengan di tempat kerja agar kinerja lebih optimal.

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Kata Kunci : Petugas, Puskesmas, Rekam Medis, Stres Kerja

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NOVI AULIA RAHMI. 20D30688

DESCRIPTION OF STRESS AT WORK OF MEDICAL RECORDS OFFICER AT GADANG HANYAR PRIMARY HEALTH CENTER BANJARMASIN

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Stress is a negative reaction experienced by humans due to excessive pressure or other types of demands that are obtained. The medical record officer has experienced work stress caused by various factors and resulted in delays in providing services to patients. The purpose of this research is to know the description of stress at work of medical record officers. This research uses descriptive methods with a qualitative approach. The subjects of this research were 2 medical record officers and 1 head of medical record department. Based on the results of the research, 1 medical record officer had a normal stress level (score 10), 1 medical record officer had a mild stress level (score 16), and 1 head of medical records had a moderate stress level (score 24). Environmental factors that cause stress are the insufficient area of the medical record room and some medical records that are not neatly arranged, resulting in less comfortable movement space and inadequate infrastructure that sometimes makes the temperature feel hot and humid. Organizational factors do not make officers experience stress. Individual factors that cause stress are officers who are annoyed if the patient/family still doesn't understand after being given an explanation. Family factors that cause stress, namely problems that occur in the household, have carried over to work and sometimes emotions experienced at work have carried over to the house. The excessive work factor that causes stress is that too many work assignments are given to make the Head of the Medical Record Unit and officers stressed. Medical record officers should be given training on keeping medical records and managing work and work time in the Medical Record Unit and managing problems at

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Keywords : Medical Records, Officer, Primary Health Center, Work Stress