

EVALUASI PENGELOLAAN SUMBER DAYA MANUSIA DALAM MENINGKATKAN EFEKTIVITAS KINERJA TENAGA REKAM MEDIS DI RUMAH SAKIT SOEHARTO HEERDJAN TAHUN 2025

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Abstrak

Pengelolaan sumber daya manusia (SDM) berperan strategis dalam mendukung efektivitas kinerja tenaga rekam medis sebagai penunjang pelayanan informasi kesehatan di rumah sakit. Meskipun jumlah tenaga rekam medis di Rumah Sakit Soeharto Heerdjan relatif memadai, masih ditemukan praktik tugas ganda dan penumpukan pekerjaan yang berpotensi memengaruhi konsistensi pelayanan. Penelitian ini bertujuan mengevaluasi pengelolaan SDM dalam meningkatkan efektivitas kinerja tenaga rekam medis di Rumah Sakit Soeharto Heerdjan tahun 2025 dengan menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara mendalam, observasi, dan telaah dokumen. Informan penelitian dipilih secara purposive, meliputi kepala instalasi, tenaga rekam medis, serta pihak manajemen SDM rumah sakit. Validasi data dilakukan dengan triangulasi sumber, teknik, dan waktu, serta pemanfaatan ATLAS.ti 25 dalam analisis data. Hasil penelitian menunjukkan bahwa perencanaan dan pengadaan tenaga telah dilakukan berdasarkan analisis beban kerja, namun belum sepenuhnya responsif terhadap dinamika pelayanan. Pendayagunaan tenaga dilaksanakan melalui pembagian tugas, shifting, dan rotasi terbatas, meskipun keterbatasan tenaga masih menjadi hambatan. Pengembangan tenaga dilakukan melalui pelatihan dan pendidikan lanjutan, namun memerlukan perencanaan berbasis kebutuhan. Pengendalian diterapkan melalui pengawasan disiplin kerja dan evaluasi berkala, sedangkan kompensasi mengikuti kebijakan umum rumah sakit. Secara keseluruhan, efektivitas kinerja tenaga relatif baik, namun memerlukan penguatan pengelolaan SDM agar kinerja lebih optimal dan berkelanjutan.

Kata Kunci : Efektivitas Kinerja, Pengelolaan Sumber Daya Manusia, Rumah Sakit, Tenaga Rekam Medis

EVALUATION OF HUMAN RESOURCE MANAGEMENT IN IMPROVING THE PERFORMANCE EFFECTIVENESS OF MEDICAL RECORD OFFICERS AT SOEHARTO HEERDJAN HOSPITAL IN 2025

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Abstract

Human resource (HR) management plays a strategic role in supporting the effectiveness of medical record officers' performance as a key component of health information services in hospitals. Although the number of medical record officers at Soeharto Heerdjan Hospital is relatively adequate, practices of multiple job assignments and workload accumulation were still identified, potentially affecting service consistency. This study aimed to evaluate HR management in improving the effectiveness of medical record officers' performance at Soeharto Heerdjan Hospital in 2025 using a descriptive qualitative approach. Data were collected through in-depth interviews, observations, and document reviews. Informants were selected purposively, including the head of the medical record unit, medical record officers, and hospital HR management personnel. Data validation was conducted through source, technique, and time triangulation, with data analysis supported by ATLAS.ti 25. The results showed that workforce planning and recruitment had been based on workload analysis but were not yet fully responsive to service dynamics. Workforce utilization was implemented through task allocation, shift arrangements, and limited rotation, although staff shortages remained a constraint. Workforce development was carried out through training and continuing education, but it required needs-based planning. Control was implemented through work discipline supervision and periodic evaluation, while the compensation system followed the hospital's general policy. Overall, the effectiveness of medical record officers' performance was relatively good; however, strengthening HR management is still required to achieve more optimal and sustainable performance.

Keywords : Performance Effectiveness, Human Resource Management, Hospital, Medical Record Officers