

Analisis kebutuhan tenaga perawat berdasarkan beban kerja dengan menggunakan metode work sampling pada instalasi gawat darurat BPK-RSU Dr. Zainoel Abidin - Banda Aceh tahun 2008 = Analysis on staffing need of nurse based on workload using work sampling method in the emergency room of Zainoel Abidin Hospital ? Banda Aceh for the year of 2008

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Abstrak

[ABSTRAK

Badan Pelayanan Kesehatan Rumah Sakit Umum Dr. Zainoel Abidin (BPKRSUZA) adalah rumah sakit milik Pemerintah Provinsi Nanggroe Aceh Darussalam, sebagai intitusi pemberi pelayanan kesehatan pada masyarakat diharuskan meningkatkan pelayanan yang berkualitas dan professional. Instalasi Gawat Darurat sebagai pintu masuk pasien yang paling besar di rumah sakit harus memberikan pelayanan yang prima dan cepat kepada masyarakat, karena Instalasi Gawat Darurat merupakan suatu tempat/unit di rumah sakit yang memiliki tim kerja dengan kemampuan khusus dan peralatan yang memberikan pelayanan pasien gawat darurat dan merupakan bagian dari rangkaian upaya penanggulangan pasien gawat darurat yang terorganisir. Oleh karena itu perlu dilakukan analisis kebutuhan tenaga perawat pada Instalasi Gawat Darurat untuk perencanaan sumber daya manusia yang berkaitan dengan penentuan kebutuhan akan tenaga perawat dimasa yang akan datang, baik dalam arti jumlah dan kualifikasinya berdasarkan beban kerjanya. Penelitian ini dilaksanakan di Badan Pelayanan Kesehatan - Rumah Sakit Umum Dr. Zainoel Abidin Banda Aceh. Lokasi penelitian dilakukan pada Instalasi Gawat Darurat Badan Pelayanan Kesehatan ? Rumah Sakit Umum Dr. Zainoel Abidin Banda Aceh selama tujuh hari mulai tanggal 15 Oktober - 21 Oktober 2008. Penelitian yang dilakukan merupakan penelitian deskriptif dengan analisa data kuantitatif dengan menggunakan metode work sampling, dimana segala aktivitas perawat pada Instalasi Gawat Darurat BPK-RSUZA sebagai responden yang diamati akan diteliti setiap waktu 10 menit selama tujuh hari. Hasil pengamatan dikelompokkan menjadi aktifitas produktif (terdiri dari aktifitas langsung dan Analisis kebutuhan..., Irnalita, FKM UI, 2008 aktifitas tidak langsung) dan aktifitas tidak produktif (aktifitas pribadi dan aktifitas hubungan dengan orang lain). Penelitian ini bertujuan untuk mengetahui jumlah optimal kebutuhan tenaga perawat pada Instalasi Gawat Darurat yang sesuai dengan kegiatan sesungguhnya berdasarkan beban kerjanya masing-masing. Dari hasil penelitian diperoleh gambaran bahwa kegiatan produktif perawat IGD BPK-RSUZA sebesar 71,43% belum mencapai standar waktu kerja dan beban kerjanya masih rendah sehingga dinilai belum optimal kegiatan produktifnya. yang

menurut Ilyas, Heizer dan Render sebesar 80%. Sedangkan kegiatan non produktif yang mencapai 28,58% dinilai sangat tinggi bila dibandingkan dengan waktu standar non produktif menurut Wolper, L.F 15% dan ILO 11%. Untuk menghitung jumlah kebutuhan tenaga perawat di Instalasi Gawat Darurat, dilakukan perhitungan dengan menggunakan formula Instalasi Gawat Darurat menurut Ilyas, maka didapatkan hasil kebutuhan tenaga perawat di IGD BPK-RSU Dr. Zainoel Abidin adalah sebanyak 22 orang perawat. Menurut data IGD BPK-RSUZA Oktober 2008 jumlah tenaga perawat IGD saat ini adalah sebanyak 40 orang. Ini menunjukkan adanya kelebihan tenaga perawat pada IGD BPK-RSUZA. Kemudian dilakukan analisis jumlah tenaga perawat berdasarkan pada rasio antara jumlah kunjungan perhari dan jumlah perawat IGD dan didapatkan hasil bahwa rata-rata 1 orang perawat IGD dapat melayani 3-4 orang pasien/hari, dan hasil ini mendekati dengan hasil formula Instalasi Gawat Darurat menurut Ilyas.

Untuk itu diharapkan kepada pihak manajerial SDM RSUZA dapat merencanakan kebutuhan jumlah tenaga perawat yang dibutuhkan di ruang IGD sesuai dengan beban kerja sehingga produktivitas perawat akan tinggi, begitu pula dengan masalah pembayaran insentif pegawai menjadi lebih efektif (cost effectif), serta perawat yang berlebih di ruang IGD sebaiknya dipindahkan ke ruangan lain yang memiliki beban kerja yang lebih tinggi.

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ABSTRACT

Zainoel Abidin Hospital is a state hospital owned by the local government of Nanggroe Aceh Darussalam Province. As institution that provides health services for the community, this hospital needs to constantly improve its professional and quality services. The emergency room is the main gate through which patients enter the hospital, and ideally this unit should be capable in giving an efficient and prompt service as it is a special unit equipped with special staff and tools for a specific purpose of exercising an organised handling of acute and emergency conditions. Therefore, an analysis on staffing need of nurse is crucial as to develop a good plan for future manpower recruitment both in terms of quantity and qualification.

This study was conducted at Zainoel Abidin Hospital ? Banda Aceh. The location for the study was at the emergency room for 7 days starting from 15 to 21 October 2008. The study is a descriptive one and data was quantitatively analysed using work sampling method by which all activities of the nurses at the emergency room were observed and recorded in a time interval of ten minutes for seven consecutive days. The result of the observation is grouped into productive activities (direct and indirect) and non-productive activities (personal and interpersonal). The study objective is to determine the optimum number of nurse for the emergency room relevant to the actual activities and workload.

The study showed that the percentage of productive activities of the emergency room nurses is 71. 43%, a value that has not met the standard set by Ilyas, Heizer and Render, which is 80%. The percentage of non-productive activities is

25.58%, and this is considerably high as standard values set by Wolper, L.F and ILO Analisis kebutuhan..., Irnalita, FKM UI, 2008 are 15% and 11% consecutively. To calculate the actual number of nurse needed in the emergency room, a formula developed by Ilyas was used. This calculation yields that the number of nurse needed in the emergency room is 22 nurses. According to a record from the emergency room, until October 2008 there are 40 nurses stationed there. It shows that there is an excess of nurses in the emergency room. Analysis on the ratio of number of daily patient visit to number of nurse reveals that each nurse serves at average 3 ? 4 patients daily. This value is close to the standard set by Ilyas. As a recommendation, the management of Zainoel Abidin Hospital should recalculate the need of nurse for the emergency room as to adjust it with the actual workload and improve nurse productivity. This adjustment will involve relocation of nurses to units with higher workload and will eventually improve the cost effectiveness.;

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