

## ABSTRACT

**Dwi Ayu Jayanti**, 2023. *D-3 Medical records and health information; Differences in Calculation of Human Resource Needs for Medical Record Officers using the Workload Indicators Of Staffing Needs (WISN) Method with Health Workload Analysis (ABK-Kes) at the Kendalsari Health Center in Malang. Final Project Report D3 Medical Records and Health Information Health Polytechnic Ministry of Health Malang. Main Supervisor Gunawan, SKp, MMRS.*

*The occurrence of an imbalance between the number of officers and workload can cause fatigue in medical record officers and decrease the productivity of officers. The number of visits at the Kendalsari Health Center in Malang City is approximately 100 patient visits each day. The Kendalsari Health Center has 2 Medical Record Officers, one of which is the filing officer at the Kendalsari Health Center who often doubles as a distribution officer, assembling, KLPCM and reporting medical record documents. Therefore a calculation is needed to find out the human resources needed at the Kendalsari Health Center in order to create continuity of workload and the number of medical record unit officers. The calculation method uses the two WISN and ABK Kes methods as a calculation of HR needs aimed at providing options for the Kendalsari Health Center. This research uses descriptive research with quantitative and qualitative approaches. This research method uses a cross sectional study. The variable in this study is the Number of HR Needs. The population consisted of 2 medical record officers and patients who visited the Kendalsari Public Health Center. A sample of 2 officers and 30 visiting patients for each medical record service. The results of calculating the HRH requirements using the WISN method yielded 3 people. Meanwhile, the calculation of HRK needs using the ABK Kes method yielded 5 people. The need for SDM using the WISN method needs to be added by 1 officer and for the ABK Kes method it is necessary to add 3 people. Based on the research results, the proposed solution is that it is hoped that the Kendalsari Health Center can plan for HRK needs and add officers according to the calculation results of the ABK Kes method which is more ideal and standardized.*

*Keywords: Kes ABK Method, WISN Method, Medical Records, HRK Needs*