

# Human Resource Placement System for Medical Record Work Unit at Private Hospitals in Medan City in 2024

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**Abstract.** The processing of a quality Medical Record unit requires a very important resource, namely human resources. The first step in producing skilled and reliable human resources requires planning in placing employees/employees who are suitable for their jobs. The process of placing human resources for medical record work units at Imelda Workers' General Hospital Indonesia, Adventist Hospital Medan and Eshmun General Hospital still found that some medical record employees were not in accordance with their qualifications because the employees had a diploma in computers, high school and a bachelor's degree in mechanical engineering. This can certainly lead to a lack of security in maintaining the confidentiality of medical record files, allowing duplication of medical record numbers, lack of quality of data produced and lack of quality of hospital services. The type of research used is descriptive research with a qualitative approach. The subjects of this study are 6 people, namely 1 HRD and 1 head of medical records at each of the Imelda Workers' General Hospital of Indonesia, Adventist Hospital Medan and Eshmun General Hospital. This sampling technique is by purposive sampling method. The results of the research that have been obtained are still medical record work unit officers who are not in accordance with their educational qualifications in the three hospitals, such as the registration section is not included in the medical record unit so that the officers who work are not medical recorder graduates. Work experience and physical health are factors that need to be considered in the placement of human resources and the average placement age of each officer is 25 to 40 years old, this age factor is considered with the intention of avoiding low productivity produced by the employee concerned. To the three hospitals, it is recommended that the placement of human resources in the medical record work unit is adjusted to their educational qualifications, experience, physical health and age.

**Keywords:** Placement, Human Resources, Educational Qualifications.

## I. BACKGROUND

Hospitals as one of the places that provide public health services and have a very important role in efforts to improve the health status of the Indonesian people by providing various services ranging from inpatient, outpatient, and emergency services. The hospital service process will run well if it is supported by organizing medical records [10]. Medical Records are documents that contain patient identity data, examinations, treatments, actions and other services that have been provided to patients [11].

The processing of a quality Medical Record unit requires a very important resource, namely human resources. Human resources are a group of human beings who have competencies that exist in an organization whose existence can achieve certain goals [15]. The first step in producing skilled and reliable human resources requires planning in placing employees/employees who are suitable for their jobs. The success of manpower procurement lies in the accuracy in placing employees, both new and old employees in new positions [1].

Placement can be said to be the process of allocating and assigning each employee, to fill the job formation according to their qualifications. The right placement can provide job satisfaction and increasing work efficiency for employees [15]. Placement does not only apply to new employees, but also applies to old employees who experience task experts and mutations because the placement concept includes promotions, transfers and even demotions. Some of the obstacles/problems faced by personnel in placing employees are different levels of validity and work relationships, each method has a level of consistency in numbers for applicants compared to time, methods of varying cost levels and the value orientation (efficiency, importance, fairness) of an agency also affects the selection of placement methods [1].

Before the hospital places human resources, a human resource placement plan should first be made, the plan includes how many human resources are needed, where the workforce will be placed, what position requirements must be met by the human resources concerned to be able to occupy the position. After the plan has been made, selection, tests related to the suitability of knowledge, abilities, skills, and experience that the candidate has with the planned placement position are carried

out. After everything is completed, results will be obtained in the form of decisions on the placement of human resources in predetermined positions [15].

Employee placement is not just about placement, but must match and compare the qualifications that employees have with the needs and requirements of a job so that the right man on the right job is achieved. This placement must be based on the job description and job specification that has been determined to the principle of "the right man on the right place and the right man on the right job" which means "the placement of the right people in the right place and the placement of the right people for the right position" [1].

Research conducted (Daeli et al, 2022) on "Overview of the Recruitment, Selection and Placement Process of Employees at Pasar Minggu Hospital in 2022" that in the placement of employees is carried out by the method of assessing education, experience and certification of education as well as the needs of human resources, at Pasar Minggu Hospital still does not pay attention to the development of placement criteria. This is important to ensure the validation of the feasibility of acceptance in the recruitment process, selection and placement of employees. Thus, the placement process carried out did not run optimally. So that the employee placement system at Pasar Minggu Hospital is not effective and efficient, this is certainly an obstacle in health services at Pasar Minggu Hospital.

Previous research by (Ardiyanto, 2020) on "Audit Management of Human Resource Functions at Bhayangkara Hospital Surabaya" that Bhayangkara Hospital Surabaya in carrying out the process of recruitment, selection and placement of human resources is still ineffective because there are still many human resources placed in parts that are not in accordance with their educational background or expertise. The acceptance of new human resources still prioritizes human resources who have a family relationship with human resources who work at Bhayangkara Hospital Surabaya or with human resources who work within the scope of the National Police Agency of the Republic of Indonesia (POLRI). This causes many human resources to be incompetent in their work because they are placed in parts that are not in accordance with their educational background or expertise.

Previous research by (Oktarinando, 2022) on "Overview of Employee Job Placement at Ibnu Sina Padang Panjang Islamic Hospital in 2022" that employee job placement at Ibnu Sina Padang Panjang Hospital is not entirely in accordance with their educational background and there are some people who are not in accordance with their placement. Some employees of the Ibnu Sina Padang Panjang Islamic Hospital also complained that they often do double jobs due to a lack of human resources. This error in Employee Placement can cause employees who end up confused and overwhelmed in doing their work because it is not in accordance with their abilities and educational history, thus causing a lack of effectiveness in employee activities at the Ibnu Sina Padang Panjang Islamic Hospital.

Based on the initial survey conducted by the author in March 2024 at Imelda Hospital for workers in Indonesia Medan, Adventist Hospital Medan and Eshmun Hospital have not implemented SPO in the process of placing human resources in the medical record work unit and it is still found that some employees who work in the medical record work unit are not in accordance with their qualifications because the employee has a computer diploma education. high school and bachelor's degree in mechanical engineering. And employees who are placed in their job positions who are not qualified medical recorders in the storage and registration departments are not given training related to medical records so that the employee takes a long time to carry out his work. This can certainly lead to a lack of security in maintaining the confidentiality of medical record files, a lack of quality of data produced and a low quality of hospital services.

The placement of human resources that are not in accordance with their qualifications, abilities, and expertise can cause obstacles to their work such as a decrease in enthusiasm and enthusiasm for work, resulting in a decrease in work productivity, and the resulting performance is not in accordance with the expectations of the hospital's goals. Based on the above background, the author is interested in taking the title "Human Resource Placement System for Medical Record Work Units in Private Hospitals in Medan City in 2024".

## II. METHOD

The research uses a descriptive cross sectional approach, which is to describe directly the cause of pending outpatient JKN claims at the Prof. Dr. R. Soeharso Orthopedic Hospital Surakarta. The research was carried out in the outpatient JKN claims section. The research was conducted from February to April 2024. Subjects include coding officers, INA-CBG's data entry officers, and internal verifiers at Prof. Dr. R. Soeharso Orthopedic Hospital Surakarta. The object of this research is the

outpatient JKN claim file in the fourth quarter of 2023. The research instruments consist of observation guidelines and interview guidelines. The method of data collection consists of observation and interviews. Data processing techniques consist of collecting, editing, tabulating, and presenting data. The data analysis used in this study is descriptive.

### III. RESULTS AND DISCUSSION

#### 1. Educational Qualifications

Based on the results of interviews at Imelda Worker Indonesia Hospital, Adventist Hospital Medan and Eshmun General Hospital, it was said by informants that the placement of human resources for medical record officers was carried out not in accordance with their qualifications, there were still officers of the medical record work unit who were not in accordance with their educational qualifications, Officers of the medical record work unit at Imelda Worker Hospital Indonesia and Adventist Hospital Medan, Eshmun General Hospital does not all officers have a background in medical recorder education, so it is not in accordance with the Minister of Health Regulation Number 55 of 2013 concerning the qualification of medical recorders that medical recorder education is qualified according to the graduation standards of diploma three/diploma four/bachelor/master's degree in medical records and health information. Meanwhile, at Eshmun General Hospital, it is known that the educational qualifications of medical record unit officers are all medical recorder education background, but in the registration section there are no officers who are educated as medical recorders, this is because the registration section does not include the medical record unit.

#### 2. Experience

Based on the results of the interview, it is known that at Imelda Workers' General Hospital Indonesia, Adventist Hospital Medan and Eshmun General Hospital can accept and place applicants who do not have medical record experience, this is an opportunity for every fresh graduate applicant to be able to work at the hospital and in the three hospitals also pay attention to the experience factor for the placement of human resources, As has been obtained, new employees or old employees who have a lot of experience will be placed in a larger position but not based on their experience alone but also seen from their performance, expertise or ability. This is one of the factors that affect the placement of human resources, according to Supriadi (2022) that a lot of work experience gives a tendency that employees have relatively high skills and work skills. On the other hand, the limited work experience you have will lower the level of expertise and skills you have.

#### 3. Physical health

Based on the results of research at Imelda Worker General Hospital Indonesia, Adventist Hospital Medan and Eshmun General Hospital, it is known that there are physical health tests carried out before job placement or during the selection period. As the informant said, at the Imelda Workers' General Hospital Indonesia, physical health tests are in the form of medical check-up tests, Adventist Hospital in Medan physical health tests are carried out in the form of complete blood tests, lung X-rays and HbsAg tests. Meanwhile, at Eshmun General Hospital, physical health tests are in the form of complete blood tests and lung X-rays.

The informant said that at the Imelda General Hospital for Indonesia Workers and Eshmun General Hospital, periodic health tests are carried out after working for at least 1 to 2 years of work, but at the Medan Adventist Hospital, there is no periodic health test after work. The implementation of periodic health tests is very important to be carried out in a hospital to ensure the health of officers in their activities or carrying out their work.

Physical and mental health is very important, because if the physical and mental health of employees is disturbed, it will hinder their work activities. The results of the physical health test are carried out by looking at the physical condition of the employee concerned to consider where he is given tasks and jobs that are suitable for him based on his condition [15].

#### 4. Age

Based on the results of the study, it is stated that all medical record officers at Imelda Workers' General Hospital Indonesia, Adventist Hospital Medan and Eshmun General Hospital in terms of age are still productive so that the productivity produced is still high and a person's age has a strong influence on their level of knowledge or insight. The three hospitals pay attention to the placement age of each employee who ranges from 25 years to 40 years, this is because the age factor needs to

be considered with the intention of avoiding low productivity produced by the employees concerned. Usually, employees who are older will have a lower level of productivity compared to employees who are older than those who are older. In line with the research of Apriliyanti (2017) that the age that is still in the productive period usually has a higher level of productivity compared to the elderly workforce so that the physique they have becomes weak and limited.

The average age of medical record officers in the three hospitals is 25 to 40 years old while the average age of medical record officers at Eshmun General Hospital is 25 years old or under 30 years old, this is because the medical record officers at Eshmun General Hospital are still new employees and have not worked at the hospital for a long time. And there are no medical record officers who are old.

#### IV. CONCLUSIONS AND SUGGESTIONS

Based on the results of the research on the human resource placement system of the medical record work unit at private hospitals in Medan City in 2024, it can be concluded that the educational qualifications of Medical Record Work Unit officers at Imelda Worker Indonesia Hospital, Medan Adventist Hospital and Eshmun General Hospital are not all medical recorder education backgrounds so they are not in accordance with the competency standards of medical recorders. The amount of experience that medical record officers have is not necessarily placed in a larger position because it is also seen from their performance, expertise and abilities. Adventist Hospital Medan does not conduct periodic health checks after work. The age of the medical record officer is 25 to 40 years old

It is recommended that the placement of medical record officers in the future is a graduate of medical recorders, and is required to have a certificate of competence, a work permit so that the work carried out is in accordance with their abilities and expertise.

#### V. ACKNOWLEDGMENT

Thanks to Universitas Imelda Medan and the 2020 ISMOHIM committee for organizing international conference activities so that this article can be published.

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