

**FAKULTAS ILMU KESEHATAN
UNIVERSITAS SILIWANGI
TASIKMALAYA
PROGRAM STUDI KESEHATAN MASYARAKAT
PEMINATAN ADMINISTRASI DAN KEBIJAKAN KESEHATAN
2023**

ABSTRAK

BILQIIS RIHHADATUL 'AISY

**ANALISIS BEBAN KERJA TUGAS POKOK DAN TAMBAHAN TIM
MANAJEMEN MUTU DI UPTD PUSKESMAS KAHURIPAN KOTA
TASIKMALAYA**

Kurang optimalnya kinerja dipengaruhi oleh beban kerja yang berlebih. Untuk dapat mengendalikan kuantitas dan kualitas pelayanan kesehatan pada puskesmas maka perlu dilakukan analisis beban kerja. Desain penelitian yang digunakan adalah deskriptif kualitatif. Penentuan informan penelitian dilakukan dengan teknik *purposive sampling*. Informan dalam penelitian ini sebanyak 10 orang. Tugas pokok tim manajemen mutu ada yang bertugas sebagai bidan ahli muda, pranata laboratorium kesehatan, dokter umum ahli pertama, perawat penyelia, dokter gigi ahli madya, nutrisisionis ahli madya, sanitasi lingkungan, dan dokter umum ahli madya. Tugas tambahan tim manajemen mutu terdiri dari penanggung jawab mutu, sekretaris mutu, koordinator PPI, koordinator manajemen risiko, koordinator keselamatan pasien, koordinator K3, koordinator audit internal, koordinator UKM dan UKP. Beban kerja bidan ahli muda, pranata laboratorium kesehatan, dan dokter umum ahli pertama termasuk ke dalam kategori berlebih. Beban kerja tugas tambahan membutuhkan pegawai untuk melaksanakan tugas manajemen mutu sebanyak 7 orang. Adapun saran yang dapat dilakukan ialah hendaknya melakukan analisis beban kerja terkait tugas pokok dan tambahan agar dapat diketahui anggota yang memiliki beban kerja berlebih sehingga dapat melakukan redistribusi tugas kepada pegawai yang memiliki beban kerja yang masih kurang. Selain itu, hendaknya melakukan kegiatan pendidikan dan pelatihan agar pelaksanaan tugas manajemen mutu dilaksanakan secara efektif dan efisien.

Kata kunci : Tugas pokok, tugas tambahan, analisis beban kerja

**FACULTY OF HEALTH SCIENCES
SILIWANGI UNIVERSITY
TASIKMALAYA
PUBLIC HEALTH STUDY PROGRAM
HEALTH ADMINISTRATION AND POLICY SPECIALIZATION
2023**

ABSTRACT

BILQIIS RIHHADATUL 'AISY

**WORKLOAD ANALYSIS OF THE MAIN TASKS AND AN ADDITIONAL
OF THE QUALITY MANAGEMENT TEAM AT THE UPTD PUSKESMAS
KAHURIPAN TASIKMALAYA CITY**

Less optimal performance is affected by excessive workload. To be able to control the quantity and quality of health services at the Puskesmas, it is necessary to do a workload analysis. The research design used is descriptive-qualitative. The determination of research informants was carried out using a purposive sampling technique. Informants in this study include as many as 10 people. The main tasks of the quality management team are those who serve as junior midwives, health laboratory institutions, first-time general practitioners, supervising nurses, associate dentists, associate nutritionists, environmental sanitationists, and associate general practitioners. Additional duties of the quality management team consist of the person in charge of quality, quality secretary, PPI coordinator, risk management coordinator, patient safety coordinator, K3 coordinator, internal audit coordinator, UKM coordinator, and UKP coordinator. The workload of young specialist midwives, health laboratory personnel, and first specialist general practitioners is included in the excess category. Additional task workload requires employees to carry out quality management tasks with as many as seven people. The suggestion that can be made is to carry out workload analysis related to main and additional tasks so that members who have excessive workload can be identified so that they can redistribute tasks to employees who have less workload. In addition, education and training activities should be carried out so that the implementation of quality management duties is carried out effectively and efficiently.

Keywords: main tasks, additional tasks, workload analysis.