

The effect of workload on employee performance at the bpjs claim unit at sundari general hospital in 2022

Rahmawati Tarigan¹, Yulida Effendi Nasution², Sri Agustina Meliala³

^{1,2,3} Hospital administration department, faculty of public health, institut kesehatan helvetia, medan, indonesia

ARTICLE INFO

Article history:

Received Feb 02, 2023

Revised Feb 16, 2023

Accepted Feb 28, 2023

Keywords:

BPJS Claim Unit;
Employee Performance;
Performance;
Workload;

ABSTRACT

Employee performance services at the BPJS Claim Unit at the hospital cannot be separated from the patient, because with the classification the patient feels more valued according to his rights and it can be seen how the conditions and workload of employees at the BPJS Claim Unit are. This type of research is qualitative research using a case study approach (Case Study) to find out and identify how workload influences work on employee performance at the BPJS Claim Unit at Sundari General Hospital in 2022 which was carried out from January to October 2022. There were 4 informants in this study, namely 3 main informants and 1 triangulation informant. The research results show that the implementation of the job descriptions of the BPJS Claim Unit still overlaps so that it affects employee performance. The workload at the BPJS Claim Unit is not proportional to the number of existing officers which causes the implementation of the BPJS Claim Unit tasks to be less than optimal. The conclusion The BPJS Claim Unit workload affects the performance of the BPJS Claim Unit job descriptions which still have constraints, namely the facilities and infrastructure as well as the human resources. The advice given is that it is better to improve the quality of human resources, add more educated employees according to the qualifications of the BPJS Claim Unit and improve infrastructure and human resources in the BPJS Claim Unit.

This is an open access article under the [CC BY-NC](https://creativecommons.org/licenses/by-nc/4.0/) license.



Corresponding Author:

Rahmawati Tarigan

Hospital Administration Department Faculty of Pharmacy and Health

Institut Kesehatan Helvetia, Medan, Indonesia

Jl. Kapten Sumarsono No.107, Helvetia, Kec. Sunggal, Kabupaten Deli Serdang, Sumatera Utara 20124

Email: rahmawatitarigan@helvetia.ac.i

INTRODUCTION

Employee performance services at the BPJS Claim Unit at the hospital cannot be separated from the patient, because with the classification the patient feels more valued according to his rights and it can be seen how the conditions and workload of employees at the BPJS Claim Unit are. It is necessary to know the conditions and workload of employees at the BPJS Claims Unit so that the required quantity and quality of staff can be determined (Librianti et al., 2019).

Too much workload can cause tension in a person, causing stress. This can be caused by the level of expertise required is too high, the speed of work may be too high, the volume of work may be too much and so on (Handiwidjojo, 2019).

Factors that affect the workload of employees at the BPJS claim unit are the ever-changing number of BPJS patient visits, and the average number of employee hours needed to provide services to patients beyond one's ability (Yasifa et al., 2022). Likewise with the workload both in quantity where there are too many tasks to be done and in quality where the tasks to be done require expertise. If the number of tasks is not proportional to the physical abilities, expertise, and time available, it will become a source of stress (Rahayu et al., 2017).

One of the phenomena faced by an organization today is the excessive workload experienced by HR. Excessive workload will cause HR to leave their jobs (Sakinah & Yunengsih, 2021). As a result of the negative impact that can be caused by the excess workload, an organization needs to develop a workload calculation method to evaluate the effectiveness and efficiency of work and employee performance (Ariyanti & Gifari, 2019). The workload given to workers needs to be adjusted to the psychological and physical abilities of the job in question, travel conditions, travel time from place to place of work which is as minimal as possible and as safe as possible affects the condition of work health in general and work fatigue in particular (undang undang RI, 2018).

The negative impact of increasing workload is the possibility of employee emotions arising that are not in line with patient expectations. This excessive workload greatly affects employee productivity. Employees feel that the number of existing employees is not proportional to the amount of work that must be completed (Librianti et al., 2019). This condition can trigger work stress, because all patients need to receive effective and efficient services so that the problems faced by patients are immediately resolved (Manaida et al., 2018).

The Social Security Administering Body (BPJS) for Sundari General Hospital has regulations that have been made regarding employee working hours, namely 8 hours each per day. In the last five years, there have been quite a number of BPJS patient visits and the need for professional hospital BPJS staff.

According to Mangkunegara, 2013 "Performance is the result of work both in quality and quantity achieved by a person in carrying out tasks in accordance with the responsibilities given. Performance is the result of work and work behavior that has been achieved in completing the tasks and responsibilities given in a certain period. This means that performance contains elements of achievement standards that must be met, so that those who achieve the standards that have been set mean good performance or vice versa for those who are not achieved are categorized as underperforming or not good (Gunawan I, 2013).

Performance in the organization is the answer to the success or failure of the organizational goals that have been set. Performance is the appearance of personal works both in quantity and quality in an organization. Immediate supervisor's appraisal is a very important part of the entire performance appraisal system. This is because it is easy to obtain the results of the supervisor's assessment and can be accepted by common sense (Hasibuan M, 2019).

Excessive workload will have an effect in the form of both physical and mental fatigue and emotional reactions such as headaches, indigestion and irritability. The increase in the target that must be achieved by the hospital also increases the workload of employees. If the workload continues to increase without an appropriate distribution of workload, employee performance will decrease (Notoatmodjo S, 2019).

One industrial sector that needs special attention in terms of Human Resources (HR) workload is Hospitals. The success of the Hospital in carrying out its functions is marked by the excellent quality of Hospital services. The quality of hospital services is strongly influenced by several factors, the most dominant of which is human resources (HR). Human resources in hospitals consist of many kinds of professions, one of which is BPJS Kesehatan employees in hospitals. The role of BPJS Health employees is very important because they are the spearhead of the Hospital in terms of providing services to BPJS Health participants who visit the Hospital. This

will cause a strong stressor for BPJS Kesehatan employees in their work environment (Satria, Wa., A. Indahwaty Sidin, A. Indahwaty., Noer Bahry Noor, 2018).

The National Health Insurance in Indonesia is administered by the Health Social Security Administrative Body which has been regulated in Law No. 24 of 2011 concerning the Social Security Administering Body (BPJS) which consists of Health BPJS and Employment BPJS (Mudayana, 2019).

Social Security Administration Agency or BPJS. BPJS is an institution formed to administer social security programs in Indonesia in accordance with Law Number 40 of 2004 concerning National Social Security and Law Number 24 of 2011 concerning Social Security Administering Bodies. BPJS replaces a number of social security institutions in Indonesia to become BPJS Health and BPJS Employment. BPJS Health provides health insurance, while BPJS Employment provides work accident, old age, pension and death benefits (Sosial, 2017).

BPJS claims are submissions for the costs of treating BPJS participant patients by the hospital to BPJS Health, carried out collectively and billed to BPJS Health every month (Hariandja MTE, 2013). The casemix team is a human resource that handles claims for outpatient and inpatient status of BPJS patients based on the INA-CBGs. Casemix shows the volume of hospital activity in a more real way.

Based on an initial survey conducted by researchers at Sundari General Hospital regarding employee workload, using interview and observation methods. From the results of the interviews it was found that there were 3 Casemix Team officers consisting of 1 outpatient scan and entry officer, 1 scan and inpatient entry officer, and 1 outpatient and inpatient coding officer and grouped. So that in the division of tasks (Job Description) at the BPJS Installation, coding officers get more tasks than other officers, such as creating disease codes using the International Statistical Classification of Disease and Related Health Problem Tenth Revision (ICD 10), creating action codes using the International Classification of Disease. and Revision Clinical Modification (ICD 9 CM) and indexes diseases, operations, causes of death and physician indexes according to the International Statistical Classification of Disease and Related Health Problems Tenth Revision (ICD 10). This is because the coding process for outpatients and inpatients is only done by 1 officer. As well as in carrying out the claim process starting from the entry file to the BPJS claim unit until the claim process is complete it takes 20 minutes for 1 BPJS patient, so that 1 employee can only complete 24 BPJS patients to make claims every day due to employee working hours in the BPJS claim unit is 8 hours daily. Meanwhile, the number of BPJS patient visits at Sundari General Hospital averages 120 patients per day. So if calculated using the workload formula, there should be 6 employees in the BPJS claim unit. So often employees in the BPJS claim unit have to add working hours to complete the BPJS patient claim process at Sundari General Hospital. In its implementation, hospitals are often not timely in submitting National Health Insurance claims and can hinder hospital financial management.

RESEARCH METHOD

Research design

This type of research is qualitative research, qualitative research is a type of research whose findings are not obtained through quantification procedures, statistical calculations, or other forms of methods that use numbers, but something related to aspects of quality, value or meaning contained behind the facts. This method is applied to see and understand the subject or object of research. This study uses a case study approach (Case Study)

Research Location and Time

a. Research sites

This research was conducted at Sundari General Hospital Medan which is located at Jln. Tahi Bonar Simatupang No. 31, Lalang, Kec. Medan Sunggal, Medan City, North Sumatra.

b. Research time

The initial survey was carried out from January to October.

Informant

Informants are research subjects who can provide information about the phenomena/problems raised in the research. In qualitative research there are three types of informants and it is not necessary to use all existing informants. The informant criteria are:

1. Willing to be a respondent
2. Head of BPJS Claim Unit at Sundari General Hospital
3. Scan Officer and Outpatient Entry at Sundari General Hospital
4. Scan Officer and Inpatient Entry at Sundari General Hospital
5. Adequate time to be asked for information

Based on these criteria, the number of informants in this study were 4 informants, 3 key informants and 1 key informant.

1. The main informants in this research are qualitatively similar to the "main factors" in a story or stories. Thus the main informant is a person who knows technically and in detail about the research problem to be studied. The main informants in this study were BPJS Claims Unit Officers at Sundari General Hospital.
2. Triangulated informants are informants who can provide information and as a comparison of the main informants. The triangulation informant in this study was the Head of the BPJS Claim Unit at the Sundari General Hospital.

Data collection technique

In this study the type of data collected was primary data obtained through observation and interviews, and secondary data obtained by means of documentation. The description of each data collection technique carried out is as follows:

a. Observation (observation)

According to Arikunto observation is a data collection technique that is carried out by conducting research carefully, as well as systematic recording. This technique is carried out to observe all BPJS Claim officers at Sundari General Hospital in carrying out their duties, see the job descriptions of the BPJS Claim Unit positions, guidelines for organizing BPJS claim units.

b. Interview

An interview is a conversation that is directed at a particular problem and is an oral debriefing process in which two or more people face each other physically (32). The interview used was a guided interview (Structured Interview), namely an interview conducted based on an interview guide in the form of a list of open-ended questions that had been prepared by the researcher (31).

c. Documentation

Documentation is any evidentiary process based on any type of source, whether written, oral or archaeological (32). This technique is done to document the results of observations, interviews

Data Validation Techniques

To obtain data validation, this research uses triangulation where researchers do not only use one data source, one data collection method or only use the researcher's personal understanding, without checking again with other studies. This triangulation is a technique based on a multi-perspective phenomenon mindset, that is, in drawing conclusions, several perspectives are needed to consider the various phenomena that arise, then better conclusions can be drawn and the truth is more acceptable. According to Denzin there are four kinds of triangulation, namely (32):

- 1) Triangulation of sources, namely exploring the truth of certain information through various sources to obtain data. The most important thing in this case is to know the reasons for these differences.

2) Method triangulation, is an attempt to check the validity of the data or check the validity of research findings which can be done by using more than one data collection technique to obtain the same data.

3) Researcher Triangulation, is using more than one researcher in conducting observations or interviews. This method is carried out by using more than one person in data collection and analysis.

4) Theoretical Triangulation, is utilizing two or more theories to be pitted and integrated. According to Bachari, this method includes the use of various professional perspectives to translate one, single, or a set of data/information.

This study uses source triangulation, namely comparing or re-checking information obtained from different sources. To obtain valid data from informants, researchers compared observations with interview results, compared what was said in general with what was said privately, then compared the results of interviews with related documents (32)

RESULTS AND DISCUSSIONS

Characteristics of Informants

Table 1 Characteristics of Informants

No.	Respondent	Education	Gender	Working Time	Description
1	Ny. A	S1. S.Pd	P	6 years	Informan Main 1
2	Ny. R	S1. Ekonomi	P	8 years	Key Informan 2
3	Ny. D	SMA	P	11 years old	Key Informan 3

Table 2. Characteristics of Triangulated Informants

No.	Respondent	Education	Gender	Working Time	Description
1	Tn. L	S1. Komputer	L	10 Years	Key Informan 4

Based on the characteristics of the informants above, my main informants consisted of 3 informants and 1 triangulation informant. The main informant 1 is Mrs. A who has a bachelor's degree in education, is female and has worked for 6 years. The main informant 2, namely Mrs. R, who has an economics degree, is female and has worked for 8 years. The main informant 3, namely Mrs. D, who has a high school education, is female and has worked for 11 years. And the triangulation informant, namely Mr. L, who has a bachelor's degree in computer education, is male and has worked for 10 years.

Discussion

From the results of research conducted at Sundari General Hospital using the interview observation research method, namely to find out "The Effect of Workload on Employee Performance at the BPJS Claim Unit at Sundari General Hospital in 2022".

In this study, there are several factors that influence employee performance at the BPJS Claim Unit. The Human Resources (HR) factor, which consists of a shortage of officers and limited BPJS Claim Unit officers. The job description factor, namely the implementation of job descriptions has not gone well, because the number of human resources in the BPJS Claim Unit is still lacking so there is still an overlapping or duple division of tasks.

Work load factors, namely human resources and inadequate facilities. The data obtained in this study are the results obtained from informants who are employees/staff at Sundari General

Hospital. The number of informants in this study amounted to 4 people, consisting of 1 head of the BPJS Claim Unit, 3 BPJS Claim Unit officers.

Human Resources (HR)

Based on the results of interviews with 3 main informants and 1 triangulation informant, in the Human Resources (HR) factor the researcher obtained information from informants that the number of BPJS Claims Unit officers at Sundari General Hospital was 3 officers with the type of work that was charged as scan and entry officers outpatient, as a scan officer and inpatient entry and as an outpatient and inpatient coding officer and performs grouper. Researchers also found the cause of the workload that excess in the Human Resources (HR) factor, namely the number of HR that is still lacking.

This is in accordance with the statement of the informant as follows:

1. Question 1 :

"How many officers are in the BPJS Claim Unit?"

Main informant 1 :

"Yes, deck, there are 3 BPJS Claim Unit officers at our hospital"

Main informant 2 :

"The number of officers in the BPJS Claim Unit is 3 people"

Main informant 3 :

"Yes, sir, yesterday actually there were 4 BPJS Claims Unit officers but they had already resigned. So now there are only 3 deck officers left."

Triangulation informants:

"Okay, I will answer yes, yes, at Sundari Hospital there are 3 BPJS Claim Unit officers"

Based on the results of interviews with key informants, information was obtained that the number of officers in the Sundari Hospital BPJS Claim Unit was 3 officers. This information is in accordance with the results of interviews conducted with triangulation informants who confirmed that the number of BPJS Claim Unit officers owned by Sundari Hospital was 3 officers.

From the results of interviews conducted with key informants it is known that the officers in the BPJS Claim Unit feel burdened with their work due to the lack of human resources. This information is in accordance with the results of interviews conducted with triangulation informants who confirmed that the officers at the BPJS Claim Unit felt burdened with their work. The problem was because the number of human resources available was still lacking, so that in the distribution of workload, each officer received an excessive workload.

Job Description

In the Job Description factor, the researcher obtained information from the informant that not all of the BPJS Claim Unit officers had an undergraduate degree, but some had high school education backgrounds and the implementation of job descriptions in the BPJS Claim Unit had not been carried out properly because of the number of human resources in the Job Description Unit. BPJS claims are still lacking.

This is in accordance with the statement of the informant as follows:

1. Question 1 :

"What is your educational background, sir/madam?"

Main informant 1 :

"I am FKIP (Faculty of Teaching and Education) yes, I took Indonesian literature teachers first, that's my educational background"

Main informant 2 :

"Okay deck, my educational background is S1. economy yes"

Main informant 3 :

"Okay, I will answer yes, my educational background is high school, why can I be placed in the BPJS Claims Unit because I happen to have worked at this hospital for quite a long time and actually I am also a member of the medical records department"

Triangulation informants:

"Of the three people, one person has an undergraduate degree in FKIP, one person has an undergraduate degree. Economics and one other person with high school education. So why is this high school education assigned to the BPJS Claims Unit because this mother happened to work for quite a long time at Sundari Hospital, previously she was in the medical records department, because of this ability and also because she worked long enough at this hospital so the management considered that this gentleman is able to work at the BPJS Claims Unit to help other officers who incidentally have an undergraduate education. So deck"

From the results of interviews conducted with key informants it is known that the BPJS Claim Unit evaluates BPJS Claim Unit officers regarding the job description of the BPJS Claim Unit at monthly meetings. This is in line with the results of interviews conducted by researchers with triangulation informants who confirmed that the BPJS Claim Unit evaluates BPJS Claim Unit officers regarding job descriptions (Job Description) of the BPJS Claim Unit every month at monthly meetings. This is done so that the head of the BPJS Claim Unit can see the quality of performance of each officer in the BPJS Claim Unit, also so that each officer can review their job descriptions again.

Workload

From the workload factor, the researcher obtained information from informants that there were obstacles faced by BPJS Claim Unit employees in carrying out their duties, namely the inadequate number of human resources and inadequate facilities. And the workload currently carried out by BPJS Claim Unit employees affects employee performance due to the current shortage of workers in the BPJS Claim Unit.

This is in accordance with the statement of the informant as follows:

1. Question 1 :

"Is the division of job descriptions in the current BPJS Claim Unit in accordance with the educational qualifications of employees?"

- If yes, what is the basis for the division of tasks?

- If not, why is that?

Main informant 1 :

"It is not in accordance with." Follow-up questions by researchers why is that bu?

"Because there are few human resources from the hospital, they close for non-medical employees, so we just do this"

Main informant 2 :

"Not appropriate." Follow-up questions by researchers why is that bu?

"Because the number of medical record personnel is very limited in this hospital"

Main informant 3 :

"Not appropriate." Follow-up questions by researchers why is that bu?

"Because there is still a shortage of staff at this hospital who have graduated from D-III RM, there are still many high school graduates"

Triangulation informants:

"Yes, it's not appropriate." Follow-up question by the researcher, why is that, sir? "Because the number of staff who have graduated from medical records is still small in this hospital, there are still many high school seniors so that in terms of the division of job descriptions it is not in accordance with the educational background of each BPJS Claims Unit officer"

From the results of interviews conducted with key informants it is known that the distribution of job descriptions at the BPJS Claim Unit is currently not in accordance with employee education qualifications. This is in line with the results of interviews conducted by researchers with triangulation informants who confirmed that the distribution of job descriptions (Job Description) at the BPJS Claim Unit is currently not in accordance with the educational qualifications of existing employees because the number of staff who have graduated from medical records is still small in hospitals and many are still in high school.

Discussion

Human Resources

Based on the results of interviews with 3 main informants, in terms of human resources, information was obtained that at Sundari General Hospital there were 3 BPJS Claims Unit officers with the work carried out having been determined for each officer. As for the work currently being carried out by the BPJS Claims Unit officers, it is not in accordance with the abilities of the officers, considering the educational background of each officer and the time given to complete the tasks is not sufficient because the number of existing officers and the workload provided are not balanced. so that with a lack of human resources, officers feel burdened with the work in the BPJS Claim Unit.

Based on interviews with triangulation informants, information was obtained that was the same or in line with the description of the main informant, where the lack of human resources was one of the main factors affecting the performance of officers. So that the lack of human resources has an impact on the performance of officers, where officers often have to increase working time to complete work and feel burdened with work in the BPJS Claim Unit (Hartomo & NB, 2017).

Human resources are the main element of the organization compared to other elements such as capital, technology and money because humans themselves control the others. Human resources are the integrated abilities of the individual's intellectual and physical abilities. Behavior and characteristics are determined by heredity and environment, while her work performance is motivated by the desire to fulfill her satisfaction (Handiwidjojo, 2019).

From the results of in-depth interviews with all of the informants above, it can be concluded that there are similarities between the answers of the main informant and the triangulation informant. Where the researchers found that the human resource factor was one of the factors that influenced "The effect of workload on employee performance at the BPJS Claim Unit at Sundari General Hospital". This is supported by the results of observations made by researchers, where the researchers obtained information that there were only 3 officers in the BPJS Claim Unit with the work carried out having been determined for each officer.

This research is also in line with research by Ennyl Marzia, namely human resources affect the performance of officers at the medical record installation, the number of officers is 4 people with inappropriate educational classifications. This results in overlapping work. So the researchers concluded that there were factors that influenced the performance of officers at the Sundari General Hospital BPJS Claim Unit based on the human resource factor, namely the lack of human resources.

Job Description

Based on the results of interviews with 4 informants, where 3 main informants and 1 triangulation informant obtained information for the job description factor that at the Sundari General Hospital BPJS Claims Unit officers have an educational background where 1 person with an educational background in the Teaching and Science Faculty Education (FKIP), 1 person with an educational background in S1 Economics and 1 person with an educational background in high school (SMA). The implementation of job descriptions has not been carried out properly because the number of human resources in the BPJS Claim Unit is still lacking so there is still an

overlapping or double division of tasks and evaluation of BPJS Claim Unit officers regarding job descriptions (Job Description) of the BPJS Claim Unit is carried out every month at the meeting monthly (Kementerian Kesehatan RI, 2020). This is done so that the Head of the BPJS Claim Unit can see the quality of performance of each officer in the BPJS Claim Unit, also so that each officer can review their job descriptions again (Mulyani et al., 2022).

Job description is a written statement containing the purpose of establishing a position/task. This description contains an overview of what the position holder must do, how a job is done, the reasons why the work is done, the relationship between a certain position and other positions outside the scope of work and outside the organization to achieve the goals of work units and the company in general (Rosyida, 2018).

From the results of research conducted by researchers, it can be concluded that the job description factor is one of the factors that influence "The effect of workload on employee performance at the BPJS Claim Unit at Sundari General Hospital". Based on the job description factor, namely the job description has not been implemented properly because the number of human resources in the BPJS Claim Unit is still lacking, so there is still an overlapping or double division of tasks.

This research is also in line with research by Ennyl Marzia, namely the implementation of job descriptions has not been carried out properly because the number of human resources in the medical record installation is still lacking, so there is still an overlapping division of tasks.

So the researcher concludes that there are factors that affect the performance of officers at the Sundari General Hospital BPJS Claim Unit based on the job description factor, namely that the job description has not been carried out properly because the number of HR in the BPJS Claim Unit is still lacking so there is still an overlapping division of tasks or doubles (Satria, Wa., A. Indahwaty Sidin, A. Indahwaty., Noer Bahry Noor, 2018).

Workload

Based on the results of interviews with 4 informants, where 3 main informants and 1 triangulation informant obtained information for workload factors that the division of job descriptions at the BPJS Claim Unit is currently not in accordance with the educational qualifications of officers and there are obstacles faced by BPJS Claim Unit officers in carrying out tasks, namely human resources and inadequate facilities and the workload currently carried out by BPJS Claim Unit officers affects the performance of existing officers due to a lack of manpower in the BPJS Claim Unit. Almost every day the BPJS Claim Unit officers feel that there is overlapping work because the existing workload does not match the number of human resources in the BPJS Claim Unit.

Workload is a group or number of activities that must be completed by an organizational unit or position holder within a certain period of time. Workload is the number of types of work that must be completed by professional health workers in one year in one health service facility (Asnar, 2018).

Based on the results of research conducted by researchers, it can be concluded that, for the workload factor in the distribution of job descriptions at the BPJS Claim Unit, it is currently not in accordance with the education qualifications of the officers and there are obstacles faced by the BPJS Claim Unit officers in carrying out their duties, namely inadequate human resources and facilities. adequate and the workload currently carried out by BPJS Claim Unit officers affects the performance of existing employees due to the lack of manpower in the BPJS Claim Unit (Asriani et al., 2018).

This research is also in line with research by Ennyl Marzia, namely the lack of manpower affects employee performance and the unequal division of workload can lead to overlapping jobs. So the researchers concluded that there were factors that influenced the performance of officers at

the Sundari General Hospital BPJS Claim Unit based on workload factors, namely the educational qualifications of officers who were not suitable and inadequate human resources.

CONCLUSION

TamBased on the results of the research described in the previous chapter, the conclusions regarding the study "The Influence of Workload on Employee Performance at the BPJS Claim Unit at Sundari General Hospital in 2022" are as follows: Human resources in the BPJS Claim Unit are inadequate because the amount of work that must be completed is not proportional to the number of existing human resources. The implementation of job descriptions in the BPJS Claim Unit still overlaps, because the number of employees is still lacking, so that the distribution of job descriptions in the BPJS Claim Unit is not balanced. The workload carried out by BPJS Claim Unit employees currently affects the performance of employees in the BPJS Claim Unit, this occurs because the number of employees in the BPJS Claim Unit is still lacking, so that in carrying out their duties the employees are not optimal. The results of this study indicate that the workload in this company quite high where a very large influence on employee performance. Therefore the management must make a clear job description for every employee with the aim that every employee knows clearly the work that must be done accompanied by ability and taste to help each other with other employees to complete work. In addition, the company must provide training, motivation as well self-development for each employee in order to improve even better performance. Employee performance is considered very important because without good performance then the company's goals will not be achieved. For that it is necessary appropriate and reliable management of human resources. Because of the source Human resources play an active role in operational activities hospital. Opportunities for research on workload on performance are further enhanced from the variables studied so that research on workload on performance can be input for growing companies.

ACKNOWLEDGEMENTS

The researchers would like to thank Ms. Wantiyem, S.Keb for providing the opportunity and permission for the researchers to conduct research at the Wanti Midwife Clinic and thank the respondents who were willing to assist researchers in conducting research.

References

- Ariyanti, F., & Gifari, M. T. (2019). Analisis persetujuan klaim BPJS Kesehatan pada pasien rawat inap. *Jurnal Ilmu Kesehatan Masyarakat*, 8(04), 156-166.
- Asnar, Z. H. (2018). Pengaruh Tata Ruang Kantor Terhadap Produktivitas Kerja Pegawai di PKP2A III LAN Samarinda. *Jurnal Universitas Mulawarman*, 1(4), 1488-1500.
- Asriani, D., BL, M., & Abdullah, I. (2018). Pengaruh Beban Kerja Dan Lingkungan Kerja Terhadap Kinerja Pegawai Pada Kantor Dinas Tenaga Kerja Kota Makassar. *Jurnal Profitability Fakultas Ekonomi Dan Bisnis*, 2(2), 58-69.
- Gunawan I. (2013). *Metode Penelitian Kualitatif Teori dan Praktik*. Bumi Aksara.
- Handiwidjojo, W. (2019). Sistem informasi manajemen rumah sakit. *Jurnal Eksplorasi Karya Sistem Informasi Dan Sains*, 2(2).
- Hariandja MTE. (2013). *Manajemen Sumber Daya Manusia Pengadaan, Pengembangan, Pengkompensasian, dan Peningkatan Produktivitas Pegawai*. PT Grasindo.
- Hartomo, A., & NB, N. (2017). Gambaran Beban Kerja Unit Administrasi Di Rumah Sakit Unhas. *Fakultas Kesehatan Masyarakat, Universitas Hasanuddin, Makassar*.
- Hasibuan M. (2019). *Manajemen Sumber Daya Manusia (Revisi)*. Bumi Aksara.
- Kementerian Kesehatan RI. (2020). *Kepmenkes No 81 Th 2004 ttg pedoman penyusunan perencanaan SDM Kesehatan.pdf*. 81.
- Librianti, L., Rumenengan, G., & Hutapea, F. (2019). Analisa Pengisian Rekam Medis Dalam Rangka Proses

- Kelengkapan Klaim BPJS Di RSUD dr. Chasbullah Abdulmadjid Kota Bekasi 2018. *Jurnal Bidang Ilmu Kesehatan*, 9(1), 50-61.
- Manaida, R. J., Rumayar, A., & Kandou, G. D. (2018). Analisis Prosedur Pengajuan Klaim Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan Di Rawat Inap Rumah Sakit Umum Pancaran Kasih GMIM Manado. *E-Journal Health*, 1-11.
- Mudayana, A. A. (2019). Pengaruh Motivasi Dan Beban Kerja Terhadap Kinerja Karyawan Di Rumah Sakit Nur Hidayah Bantul. *Jurnal Kesehatan Masyarakat (Journal of Public Health)*, 4(2). <https://doi.org/10.12928/kesmas.v4i2.1098>
- Mulyani, E. S., Agustin, I. W., Herfiyanti, L., & Sufyana, C. M. (2022). Perancangan Sistem Informasi Kelengkapan Berkas Klaim BPJS IGD Menggunakan Visual Studio di Rumah Sakit Muhammadiyah Bandung. *JATISI (Jurnal Teknik Informatika Dan Sistem Informasi)*, 9(3), 1784-1798.
- Notoatmodjo S. (2019). *Pengembangan Sumber Daya Manusia*. PT. Rineka Cipta.
- Rahayu, R., Sariatmi, A., & Arso, S. P. (2017). Analisis Beban Kerja Petugas Di Unit Bpjs Center Rumah Sakit Krakatau Medika Kota Cilegon Dengan Metode Work Sampling. *Jurnal Kesehatan Masyarakat (e-Journal)*, 5(4), 112-118.
- Rosyida, I. A. (2018). Klaim antara RSUD dr. Loekmono Hadi Kudus dengan BPJS Kesehatan Cabang Utama Kudus bagi Pasien Rawat Inap dengan Sistem INA CBGs. *Ekonomi Universitas Kediri*, 3(1), 47-63.
- Sakinah, A., & Yunengsih, Y. (2021). Analisis Kelengkapan Resume Medis Rawat Inap BPJS Terhadap Kelancaran Klaim BPJS Kesehatan Di Rumah Sakit Melania Bogor. *Jurnal Kesehatan Tambusai*, 2(4), 70-77.
- Satria, Wa., A. Indahwaty Sidin, A. Indahwaty., Noer Bahry Noor, N. B. (2018). Jurnal Beban Kerja. *Hubungan Beban Kerja Dengan Kinerja Perawat Dalam Mengimplementasikan Patient Safety Di Rumah Sakit Universitas Hasanuddin Tahun 2013*, 0-11.
- Sosial, B. P. J. (2017). *Administrasi Klaim Fasilitas Kesehatan BPJS Kesehatan*. Jakarta: Direktorat Pelayanan.
- undang undang RI. (2018). Undang-Undang RI Nomor 36 Tahun 2014 tentang Tenaga Kesehatan. In *Presiden Republik Indonesia* (pp. 1-78).
- Yasifa, T. A., Syahidin, Y., & Herfiyanti, L. (2022). Design and Build Information System for Bpjs Polyclinic Claim File Completeness At Muhammadiyah Hospital Bandung. *Jurnal Teknik Informatika (Jutif)*, 3(4), 1089-1097.