



ANALYSIS OF WORKLOAD OF MEDICAL AND HEALTH PERSONNEL OF BENGKULU REGIONAL POLICE

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ABSTRACT

The purpose of this study was to analyze and find out and analyze the workload of personnel in the Medical and Health Division of the Bengkulu Regional Police. This study is a qualitative descriptive study. The informants of the study were 3 people who were taken using the purposive sampling method, namely: 1). Head of the Bengkulu Police Medical and Health Unit 1 person, 2). Head of the Planning and Administration Sub-Division of the Bengkulu Police Medical and Health Unit 1 person, and 3) Financial Affairs Staff of the Bengkulu Police Medical and Health Unit 1 person. Data analysis in this study went through the stages of data reduction, data presentation, and drawing conclusions. The results of the study found that Based on the results of the study, the workload of the Bengkulu Police Medical and Health Unit personnel was very high due to the demands of very complex tasks, the frequency of arrival was uncertain, the level of high risk of tasks, and work conditions that must have a very deep understanding of the conditions of the work that must be done and the time to complete the work with work targets is often in challenging conditions.

INTRODUCTION

Development is a multidimensional process that includes social structures, national institutions, acceleration of economic growth, income equality, and poverty alleviation, where the process aims to improve the quality of life of the community. Economic progress is an essential component of this development, although not the only one because development is not merely an economic phenomenon. In the most basic sense, development must include material and financial issues in life. Development should be interpreted as a multidimensional

process that involves the reorganization and reorientation of all economic and social systems (Suharto, 2021:3). This also includes the organization of the Indonesian National Police. Police Bureaucratic Reform leads to a paradigm shift in providing services, protection, care and security to the community. The aim of Bureaucratic Reform is to help realize a good Police Bureaucracy by reducing or shortening bureaucracy, improving the expertise of Indonesian National Police (Polri) personnel and implementing policies that have been outlined in order to create peace and comfort for the



community. Security is the most important prerequisite for the realization of a civilized, just and prosperous society according to the 1945 Constitution and Pancasila, this is because society really needs a sense of security and legal certainty. Maintaining security by the Police includes providing protection of human rights in order to create conducive conditions in society (Wahyurudhanto, 2018:33). The paradigm of service, protection, protection, and security offered by the Indonesian National Police (Polri) through Police Bureaucratic Reform. The purpose of this reform is to support the formation of a good Police Bureaucracy by reducing or shortening bureaucracy, improving the expertise of Polri personnel, and implementing established policies to create peace and comfort for the community (Wahyurudhanto, 2018:36). The internal reform process of the Polri has brought changes to the institution itself, especially in terms of providing services to the community. The current police paradigm has changed from a traditional follow-up approach or power to a proactive approach. The proactive approach aims to create a sense of security, order, and transparency in all actions, as well as promote truth and justice for the community (Wahyurudhanto, 2018:37). The National Police created a grand strategy for 2005–2025 to realize a good, clean, transparent, accountable, authoritative, responsible, and professional government, in accordance with Law Number 17 of 2007 concerning National Long-Term Development. This strategy consists of three stages, namely building trust and increasing the capacity of public services to increase public trust as police control (National Police Strategic Plan, 2020:3).

The reform process within the National Police that has been carried out so far has brought changes to the National Police institution itself, although not too significant, especially in terms of providing services to the community. The police are currently shifting their paradigm from the traditional follow-up approach (power) to a proactive approach that aims to provide a sense of security, maintain order, and transparency in all actions and uphold truth and justice for the community (Wahyurudhanto, 2018:36).

The role of the Police as a pioneer in creating security and order in the midst of society, with all the capabilities that exist, whether they like it or not, ready or not, or whether they like it or not, the Police must be able to adapt to all changes and developments in life in the midst of society. The dynamics that exist in society are always in line with the growth and development of all aspects of needs, including the need for security and comfort. Along with the soaring demands of society for transparent law enforcement, protection of human rights, globalization, democratization and the very rapid development of social progress, so that this automatically becomes the responsibility of the Police to realize and create a sense of security and comfort in the midst of society and provide maximum public services.

The ranks of the Police Health and all ranks of the Police Health must be able to become Soft Weapons for the Police institution, using all existing capabilities to get closer to the community with health services, including health services. The Bengkulu Police Medical Service in its development since 2002 until now has gone through stages of development both in terms of organization, infrastructure and human resources. The development of these aspects is intended to increase to improve the ability in the field of medicine and health that continues to run and always innovate and create in



accordance with the demands and developments from time to time which aims to improve the quality of service in the field of medicine and health with the quality of service in accordance with the Standard Operating Procedure (SOP).

Biddokkes Bengkulu Regional Police has a big challenge and responsibility in carrying out the function of Medicine and Health in order to realize a Precision Police, moreover the management of human resources or existing health workers and the budget must be utilized professionally to create effectiveness and efficiency as well as speed, accuracy along with the demands of tasks that are increasingly complex in terms of providing health services to Civil Servants in the Police, families and the general public. Biddokkes Bengkulu Regional Police has tried to make changes and improvements to provide excellent service with the hope that the medical and health services provided can be appropriate.

Regulation of the National Police of the Republic of Indonesia Number 7 of 2022 concerning the Code of Professional Ethics and the National Police Code of Ethics Commission of the Republic of Indonesia states that the National Police is a state apparatus that plays a role in maintaining public security and order, enforcing the law, and providing protection, shelter, and services to the community in order to maintain domestic security.

Regulation of the Chief of National Police Number 9 of 2021 concerning Workload Analysis within the National Police of the Republic of Indonesia explains that Workload is a number of jobs that must be completed within the scope of a work unit within one year which is recorded every working day with the amount of workload and effective working time needed to complete a job/task carried out, both in their respective positions and work units, in order to obtain information

regarding the level of work effectiveness and efficiency.

Regulation of the Chief of National Police of the Republic of Indonesia Number 7 of 2020 concerning Procedures for Providing Performance Allowances for Employees within the National Police of the Republic of Indonesia explains that the amount of performance allowances for other employees within the National Police is given based on the job class according to the echelon determined by the Chief of Police with the approval of the Minister of State Apparatus Empowerment and Bureaucratic Reform. The results of the researcher's observations, the large workload of the personnel of the Medical and Health Sector (Biddokkes) of the Bengkulu Regional Police includes: General Health Services, Health Services to PNPP, Field Health, Office Planning and Administration and Financial Affairs. The Police as a pioneer in creating security and order in the midst of society, the Police must be able to adapt to all changes and developments in life in the midst of society, including its involvement in health services. This phenomenon is the background for the author's interest in conducting a study entitled Analysis of the Workload of Medical and Health Personnel of the Bengkulu Regional Police.

This study is to analyze and identify and analyze the workload of personnel in the Medical and Health Division of the Bengkulu Regional Police.

MATERIALS AND METHODS

This research is a qualitative descriptive study. The informants of the study were 3 people taken using the purposive sampling method, namely: Head of Biddokkes Bengkulu Regional Police 1 person, Head of the Planning and Administration Sub-Division of Biddokkes



Bengkulu Regional Police 1 person, and Financial Affairs Staff of Biddokkes Bengkulu Regional Police 1 person. This study also uses qualitative analysis. Sugiyono explained that qualitative data analysis was carried out interactively and continued until the data was saturated. The stages of qualitative data analysis are: Data reduction, data presentation and drawing conclusions.

RESULTS AND DISCUSSION

The workload of the Bengkulu Police Biddokkes personnel is very large due to the very complex demands of the tasks, the frequency of arrival is uncertain, the high level of task risk, and the work conditions that must have a very deep understanding of the work conditions that must be carried out and the time to complete the work with the work target is often in a challenging condition.

Workload is the amount of work that must be borne by a position or organizational unit and is the result of the multiplication of work volume and time norms. If the worker's ability is higher than the demands of the job, boredom will arise and vice versa, if the worker's ability is lower than the demands of the job, excessive fatigue will arise. (Rolos et al., 2018:61)

Excessive workload will cause things like: 1) Decreased work quality Workloads that are too heavy and do not match the abilities of the workforce will result in decreased work quality because workers feel overwhelmed and exhausted which results in decreased concentration, self-supervision, and work accuracy. The impact is that the work results given will not be in accordance with the standards set by the company, 2) Customer complaints Customer complaints arise

because customers are not satisfied with the work results given or the work results do not meet customer expectations, and 3) Increased absenteeism Workers who have too much workload will feel tired and eventually get sick. This will have an impact on employee absenteeism. Worker absence will affect organizational performance (Moekijat, 2018:23).

Time Burden

The findings show that environmental obstacles and disturbances when carrying out tasks experienced by Bengkulu Police Biddokkes personnel are one of the environmental disturbances that occur is a very high workload and complex task demands. The Head of Biddokkes personnel often have to handle various medical tasks at once, from routine health checks to handling emergency cases that require immediate attention. This causes quite heavy physical and mental stress. Meanwhile, the working hours of the Biddokkes Bengkulu Regional Police personnel, including the Head of Biddokkes, usually follow the general provisions applicable in the police environment, but with quite high flexibility considering the nature of their work which often involves emergency situations or unexpected health care. Meanwhile, the working time demands of Biddokkes Bengkulu Regional Police personnel vary greatly depending on operational needs, emergency situations, and the type of medical activities that must be handled. As part of the police medical unit, their work is not limited to regular working hours because the tasks they perform often involve health care that requires a quick response and sometimes works at unexpected times. The following are



some of the working time demands that are often experienced by Biddokkes Bengkulu Regional Police personnel. The aspects contained in the workload are time burdens such as obstacles/disturbs in the surrounding environment when doing work and work time/work time demands (Azhar, 2018:33). Research shows that workload and Work Environment affect performance simultaneously and partially (He et al., 2023)

Mental Effort Load

The findings show that the frequency of tasks carried out by Biddokkes Bengkulu Regional Police personnel can vary, depending on several factors, such as: Routine Tasks: Such as health checks for police officers, vaccinations, health counseling, and general health maintenance. Special Tasks: For example, forensic examinations in cases of accidents, crimes, or natural disasters. This task can be more intensive and come suddenly. Meanwhile, the level of concentration required in carrying out the duties of Biddokkes Bengkulu Regional Police personnel (Medical and Health Sector) is very high, considering the various medical and operational aspects involved in the work.

Aspects contained in the workload are psychological pressure such as the frequency of arrival and level of concentration in carrying out tasks (Azhar, 2018:33). Research shows that Workload affects performance (Fransiska, 2020)

Psychological Pressure Burden

The findings show that the level of task risk for Biddokkes Bengkulu Regional Police personnel has a fairly high level of risk, considering the type of medical work they do, field conditions that are not always predictable, and relationships with police

duties that often involve critical situations. In carrying out their duties, Biddokkes Bengkulu Regional Police personnel (Medical and Health Division) may face confusing or challenging situations, even though they have been trained and have medical knowledge and experience in their fields.

Biddokkes personnel often have sudden tasks that can involve many cases at once. Facing many tasks in a limited time, especially those related to routine health checks, vaccinations, or handling emergency cases – can be very draining and cause mental fatigue. Frustration can arise from feelings of being overwhelmed or unable to meet high expectations or standards.

Aspects contained in the workload are mental effort burdens such as the level of job risk and confusion and frustration Azhar, 2018:33). Research shows that Workload has an effect on Performance (Nawantoro & Iqbal, 2017)

Working Conditions

The findings show that the working conditions that must be carried out by Biddokkes Bengkulu Regional Police personnel have a very deep understanding of the working conditions they must do. As part of a unit that supports the police with medical and health aspects, they must understand the various tasks that must be carried out in various conditions, both in daily routines and in emergency situations. Meanwhile, understanding the working conditions that must be carried out by Biddokkes Bengkulu Regional Police personnel is very important to ensure that their duties can be carried out effectively, efficiently, and in accordance with applicable standards. As part of the Medical and Health Sector within the Police,



Biddokkes personnel have a broad understanding of various aspects related to health and medical, as well as their role in supporting police duties.

Working conditions. In this case, what is meant by working conditions is how far an employee understands his work well. (Koesomowidjojo, 2017:63) Research shows that workload has no effect on performance (Adi, 2020). Research shows that workload has a positive and significant effect on performance (Nurmeisa & Aditia Wirayudha, 2023)

Targets to be achieved

The findings show that the completion time with work targets experienced by Biddokkes Bengkulu Regional Police personnel is often in challenging conditions. Although there is a balance between the time given to complete tasks and the quality of work that must be achieved, in reality, this balance can be disturbed by several factors. In addition to field tasks, Biddokkes personnel also have administrative targets that must be completed within a certain time, such as reporting health examination results, recording forensic results, and implementing health counseling. When there are many administrative tasks that must be done in a limited time, pressure can arise to complete tasks quickly, which sometimes affects the quality or accuracy of task completion. Meanwhile, the volume of workload given to Biddokkes Bengkulu Regional Police personnel needs to be viewed from various perspectives to determine the extent to which the load can be considered balanced. Given the diverse tasks carried out by Biddokkes, ranging from medical treatment of Polri members, forensic examinations, to

emergency tasks such as handling accidents and natural disasters, the balance of the workload can depend greatly on several factors.

Targets to be achieved. Indirectly, the work targets set by employees will affect the workload received by employees. the imbalance between the time to complete the work target and the volume of workload given, the greater the workload felt by employees. (Koesomowidjojo, 2017:63). Research shows that workload does not affect performance (Ginanjar et al., 2019)

CONCLUSION

Based on the research results, the workload of Biddokkes Bengkulu Regional Police personnel is very high due to very complex task demands, uncertain frequency of arrival, high level of task risk, and work conditions that require a very deep understanding of the work conditions that must be carried out and the time for completing work with work targets is often in challenging conditions.

Time Burden

Environmental obstacles and disturbances when carrying out tasks experienced by personnel of the Bengkulu Police Medical Unit are one of the environmental disturbances that occur is a very high workload and complex task demands. The Head of the Medical Unit and personnel of the Medical Unit often have to handle various medical tasks at once, ranging from routine health checks to handling emergency cases that require immediate attention. This causes quite heavy physical and mental stress. Meanwhile, the working hours of personnel of the Bengkulu Police Medical Unit, including the Head of the Medical Unit, usually follow the general provisions that apply in the



police environment, but with quite high flexibility considering the nature of their work which often involves emergency situations or unexpected health care. Meanwhile, the working time demands of personnel of the Bengkulu Police Medical Unit vary greatly depending on operational needs, emergency situations, and the type of medical activities that must be handled. As part of the police medical unit, their work is not limited to regular working hours because the tasks they perform often involve health care that requires a quick response and sometimes works at unexpected times. The following are some of the working time demands that are often experienced by personnel of the Bengkulu Police Medical Unit.

Mental Effort Burden

The frequency of tasks carried out by Biddokkes Bengkulu Regional Police personnel can vary, depending on several factors, such as: Routine Tasks: Such as health checks for police officers, vaccinations, health counseling, and general health maintenance. Special Tasks: For example, forensic examinations in cases of accidents, crimes, or natural disasters. These tasks can be more intensive and come suddenly. Meanwhile, the level of concentration required in carrying out the duties of Biddokkes Bengkulu Regional Police personnel (Medical and Health Division) is very high, considering the various medical and operational aspects involved in their work.

Psychological Pressure Burden

The level of risk of tasks for Biddokkes Bengkulu Regional Police personnel has a fairly high level of risk, considering the type of medical work they do, field conditions that cannot always be predicted, and relationships with police duties that often involve critical situations. In carrying out their duties,

Biddokkes Bengkulu Regional Police personnel (Medical and Health Division) may face confusing or challenging situations, even though they have been trained and have medical knowledge and experience in their fields. Biddokkes personnel often have sudden assignments that can involve many cases at once. Facing many tasks in a limited time—especially those related to routine health checks, vaccinations, or handling emergency cases—can be very draining and cause mental fatigue. Frustration can arise from feelings of being overwhelmed or unable to meet high expectations or standards.

Working Conditions

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