

Strategy For Developing Medical Record Service Capabilities For Health Human Resources At Pertamina Pangkalan Brandan Hospital In 2023

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Abstract.

Human resource development is basically a strategy to improve the performance of health workers which reflects the ability of organizational members to work, meaning that the performance of each health worker is assessed and measured according to criteria determined by the hospital organization. This research aims to analyze development of medical record service capabilities for Health Human Resources. This type of research is quantitative using a cross-sectional study. This research conducted in Pertamina Pangkalan Brandan Hospital on the month September 2022 to May in 2023. The sample in this study was all health workers who worked at Pertamina Pangkalan Brandan Hospital, namely as many as 140 people. Data analysis was carried out using univariate and bivariate analysis. Based on the research results, it is known that there is an impact on the development of human resources using the on-the-job training method in the field of Medical Records services, there is an impact on the development of human resources using the demonstrator and example training method in the field of Medical Records services, there is an impact on the development of human resources using the Apprenticeship training method in the field of Medical Records services in Pertamina Pangkalan Brandan Hospital in 2023. Based on the conclusions, it is hoped that the Training Team, which is likened to activating and managing human resources in Pertamina Pangkalan Brandan Hospital, should always be able to evaluate the training needs of its employees. The training required by each nurse, such as new nurses, staff who have worked for a long time, will of course be different.

Keywords : Strategy, Development, Medical Records and HRK.

I. INTRODUCTION

The implementation of medical records must be carried out in accordance with standards, in order to produce quality data for services. The less than optimal process of implementing medical records, for example the lack of data accuracy in the coding section, can be due to a lack of human resources, training and supporting infrastructure (Giyana, 2021). Changes in the environment are so complex, bringing changes in stakeholder views, and subsequently impacting on paradigm changes in health services (Ahn et al., 2021). Factors that influence performance, namely individual factors (ability, skills, background, family, social level experience, and a person's demographics), psychological factors (perceptions, roles, attitudes, personality, motivation, and job satisfaction), organizational factors (organizational structure, job design, leadership, reward system) (Oueida, Aloqaily & Ionescu, 2019). Human resource development is basically a performance improvement strategy. Health workers reflect the ability of organizational members to work, meaning that the performance of each health worker is assessed and measured according to criteria determined by the hospital organization (Karanika, 2020).

By Therefore, efforts to improve the performance of health workers are the most serious management challenge because success in achieving the goals and survival of a hospital depends on the quality of performance of the human resources within it (Monasta, 2019). According to Schuler and Youngblood (2020) who emphasize that studying the development of human resources in organizations, humans as part of organizations, so it is revealed that the development of human resources in an organization will involve various factors, namely education and training. Low work productivity health workers will disrupt the overall productivity of the hospital because health workers are the human resources in the hospital. One of The approach to improving the performance of health workers or HRK for medical records is through providing opportunities for health workers to develop their careers. Career development strategies are important for improving the performance of each health worker which is carried out by providing positive encouragement (self-reinforcement), fulfilling the rights and obligations of health workers, a transparent assessment system, career paths, conducting training, carrying out positive discipline programs (Stambulova, Ryba & Henriksen, 2021).

II. LITERATURE REVIEW

Understanding

According to Gouzali, HR development is an activity that organizations must carry out so that their knowledge, abilities and skills match the demands of the work they do. Furthermore, Muhadjir described human resource development as improving human quality in both physical and mental terms.

Scope of HR Development

According to Hasibuan, types of development are divided into 2, namely informal and formal development.

- 1) Informal development, namely employees of their own desires and efforts train and develop themselves by studying literature books that are related to their work or position.
- 2) Formal development, namely employees or employees assigned by the organization to take part in education or training, either carried out by the organization or carried out by educational or training institutions.

III. METHODS

Research design

This type of research is quantitative using a cross-sectional study to see the ability of medical record services for health human resources at Pertamina Pangkalan Brandan Hospital.

In research, a distinction is made between the general population and the target population. Population in general is a generalization area consisting of objects/subjects that have certain quantities and characteristics determined by the researcher to be studied and then conclusions drawn. The target population is the population to which research conclusions are applied. The population in this study were all health workers who worked at Pertamina Pangkalan Brandan Hospital, namely as many as 140 people.

Method of collecting data

1. Primary data is data obtained from respondents directly through a questionnaire that has been prepared by researchers.
2. Secondary data is a method of collecting data obtained or existing data at Pertamina Pangkalan Brandan Hospital.
3. Tertiary data is research data that has been officially published such as journals and research reports.

Data collection technique

1. Primary data was obtained by interviewing, distributing questionnaires
2. Secondary data in this research was obtained from Pertamina Pangkalan Brandan Hospital
3. Tertiary data is obtained from sharing very valid references, such as: journals, text books and other electronic sources.

Validity and Reliability Test

Before the research instrument is given to the respondents to be studied, the instrument is tested first by conducting validity and reliability tests.

Data analysis

Univariate analysis

Univariate analysis is an analysis that describes the independent and dependent variables singly in the form of a frequency distribution. This data is primary data collected through filling out a questionnaire. Univariate analysis describes the frequency distribution of each independent variable and dependent variable, so that an overview of the research variables is obtained.

IV. RESULT AND DISCUSSION

Data analysis

Univariate data analysis in this study was carried out to distribute strategic analysis of medical record service capability development for health human resources at Pertamina Pangkalan Brandan Hospital in 2023. Frequency distribution in this study includes: age, gender, education, on the job, demonstrator and example, apprenticeship, HR development.

1. Distribution of Age, Gender and Education at Pertamina Pangkalan Brandan Hospital in 2023

The distribution of age, gender and education at Pertamina Pangkalan Brandan Hospital in 2023 can be seen in the table below:

Table 1. Distribution of Age, Gender and Education at Pertamina Pangkalan Brandan Hospital in 2023

Age	n	%
< 35 years	15	10.7
36-45 years old	98	70.0
> 45 years	27	19.3
Gender	n	%
Man	45	32.1
Woman	95	67.9
Education	n	%
D3	35	25.0
S1	102	72.9
S2	3	2.1
Total	140	140

Based on table 4.1 above, it is known that of the 140 respondents, respondents aged < 35 years were 15 (10.7%), those aged 35-45 years were 98 (70.0%), and those aged > 45 years namely 27 (19.3%). There were 45 (32.1%) male respondents and 95 (67.9%) female respondents. There were 35 (25.0%) respondents with a D3 education, 102 (72.9%) respondents with a Bachelor's degree, and 3 (2.1%) respondents with a Master's degree.

2. On The Job Distribution at Pertamina Pangkalan Brandan Hospital in 2023

The on-the-job distribution at Pertamina Pangkalan Brandan Hospital in 2023 can be seen in the table below:

Table2. Distribution On The Job in Pertamina Pangkalan Brandan Hospital in 2023

On The Job	n	%
Unplanned	57	40.7
Planned	83	59.3
Total	140	140

Based on table 4.2 above, it is known that of the 140 respondents, 57 (40.7%) respondents stated that on the job was unplanned, while the other respondents stated that on the job was planned, namely 83 (59.3%).

3. Distribution of Demonstrators and Examples at Pertamina Pangkalan Brandan Hospital in 2023

The distribution of demonstrators and examples at Pertamina Pangkalan Brandan Hospital in 2023 can be seen in the table below:

Table3. Distribution Demonstrator and Example in Pertamina Pangkalan Brandan Hospital in 2023

Demonstrator and Example	n	%
There isn't any	54	38.6
There is	86	61.4
Total	140	140

Based on table 4.3 above, it is known that out of 140 respondents, respondents who stated that there were no demonstrators and examples were 54 (38.6%) respondents, while respondents who stated that there were demonstrators and examples were 86 (61.4%) respondents.

4. Distribution of Apprenticeships at Pertamina Pangkalan Brandan Hospital in 2023

The distribution of apprenticeships at Pertamina Pangkalan Brandan Hospital in 2023 can be seen in the table below:

Table 4. Distribution Apprenticeship in Pertamina Pangkalan Brandan Hospital in 2023

Apprenticeship	n	%
Not good	62	44.3
Good	78	55.7
Total	140	140

Based on table 4.4 above, it is known that out of 140 respondents, 62 (44.3%) respondents stated that apprenticeship was not good, while other respondents stated that apprenticeship was good, namely 78 (55.7%) respondents.

5. Distribution of HR Development at Pertamina Pangkalan Brandan Hospital in 2023

The distribution of human resource development at Pertamina Pangkalan Brandan Hospital in 2023 can be seen in the table below:

Table 5. Distribution HR development in Pertamina Pangkalan Brandan Hospital in 2023

HR Development	n	%
Not good	67	47.9
Good	73	52.1
Total	140	140

Based on table 4.5 above, it is known that out of 140 respondents, respondents stated that HR development was not good, namely 67 (47.9%) respondents, while other respondents stated that HR development was good, namely 73 (52.1%) respondents.

Bivariate Data Analysis

1. The Influence of Human Resource Development Using On The Job Training Methods in the Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023.

For the influence of human resource development using on-the-job training methods in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023, can be seen in the table below:

Table 6. Effect of HRK Development Using Training Methods *On The Job* Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023

HR Development							p value
On The Job	Not good		Good		Total		
	n	%	n	%	n	%	
Unplanned	45	32.1	12	8.6	57	40.7	0,000
Planned	22	15.7	61	43.6	83	59.3	
Total	67	47.9	73	52.1	140	100	

Based on table 4.6, it is known that of the 140 respondents studied, respondents stated that on the job was not planned, namely 57 (40.7%) respondents. There were 45 (32.1%) respondents who stated that on the job was not planned and HR development was not good, 12 (8.6%) respondents stated that on the job was not planned and HR development was good. Based on the results of the calculations above, it is known that the statistical test results obtained a significance p value of $0.000 < 0.05$. So it can be concluded that there is an influence on HRK development with on-the-job training methods in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023.

2. The Influence of Human Resource Development Using Demonstrator and Example Training Methods in the Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023.

For the influence of HRK development using demonstrator training methods and examples in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023, can be seen in the table below:

Table 7. Effect of HRK Development Using Training Methods *Demonstrator and Example* Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023

HR Development							p value
<i>Demonstrator and Example</i>	Not good		Good		Total		
	n	%	n	%	n	%	
There isn't any	39	27.9	15	10.7	54	38.6	0,000
There is	28	20.0	58	41.1	86	61.4	
Total	67	47.9	73	52.1	140	100	

Based on table 4.7, it is known that of the 140 respondents studied, respondents stated that there were no demonstrators and examples, namely 54 (38.6%) respondents. There were 39 (27.9%) respondents who stated that there were no demonstrators and examples and that HR development was not good, 15 (10.7%) respondents stated that there were no demonstrators and examples and that HR development was good. Based on the results of the calculations above, it is known that the statistical test results obtained a

significance p value of $0.000 < 0.05$. So it can be concluded that there is an influence on the development of human resources with the demonstrator training method and example in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023.

3. The Influence of Human Resource Development Using the Apprenticeship Training Method in the Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023

For the influence of HRK development using the apprenticeship training method in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023, can be seen in the table below:

Table 8. Effect of HRK Development Using Training Methods *Apprenticeship* Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023

HR Development							
Apprenticeship	Not good		Good		Total		p value
	n	%	n	%	n	%	
Not good	46	32.9	16	11.4	62	44.3	0,000
Good	21	15.0	57	40.7	78	55.7	
Total	67	47.9	73	52.1	140	100	

Based on table 4.8, it is known that of the 140 respondents studied, respondents stated that apprenticeship was not good, namely 62 (44.3%) respondents. There were 46 (32.9%) respondents who stated that apprenticeship was not good and human resource development was not good, as many as 16 (11.4%) respondents stated that there was no apprenticeship and good human resource development. Based on the results of the calculations above, it is known that the statistical test results obtained a significance p value of $0.000 < 0.05$. So it can be concluded that there is an influence on HRK development with the apprenticeship training method in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023.

Multivariate Analysis

The multivariate test aims to find out which variables have the most influence towards the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023. The requirement for selecting candidates for the logistic regression test is p value < 0.25 .

Table 9. Selection of Variables to Become Candidate Models in Multiple Logistic Regression Tests Based on Bivariate Analysis

Variable	p value	Information
<i>On the job</i>	0,000	Candidate
<i>Demonstrator and example</i>	0,000	Candidate
<i>Apprenticeship</i>	0.001	Candidate

Based on 4.9 above, it can be seen that all are candidate models in the logistic regression test where the p value is < 0.25 . The results of the logistic regression analysis can be seen in the following table:

Table 10. Results of the First Stage of Logistic Regression Analysis

Variable	B	p value	Exp(B) OR	95% CI For Exp (B)
<i>On the job</i>	1,709	0,000	5,524	2,284-3,359
<i>Demonstrator and example</i>	1,113	0.012	3,045	1,273-7,281
<i>Apprenticeship</i>	1,306	0.003	3,691	1,554-8,770

Table 11. Results of the Final Stage of Logistic Regression Analysis

Variable	B	p value	Exp(B) OR	95% CI For Exp (B)
<i>On the job</i>	1,862	0,000	6,435	2,731-15,162
<i>Apprenticeship</i>	1,482	0.001	4,401	1,908-10,154

Based on table 4.11 above, it can be seen that the final stage of logistic regression analysis produces variables that influence the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023, namely the on the job variable with a p value of 0.000, OR =6,435(95% CI =2,731-15,162) means that respondents who stated that on the job was not planned had a chance 6,435 Human resource development times are not good compared to respondents who stated that on the job was planned with a coefficient value of B, namely 1,862 has a positive value, the more respondents who state that on the job is not planned, the more bad human resource development will be in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023.

Discussion

Impact of developing human resources using the On The Job Training Method in the Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023

Based on the research results, it is known that of the 140 respondents studied, respondents stated that on the job was not planned, namely 57 (40.7%) respondents. There were 45 (32.1%) respondents who stated that on the job was not planned and HR development was not good, 12 (8.6%) respondents stated that on the job was not planned and HR development was good. Based on the results of the calculations above, it is known that the statistical test results obtained a significance p value of $0.000 < 0.05$. So it can be concluded that there is an influence on HRK development with on-the-job training methods in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023. *On the job training at* The field of Medical Records services at Pertamina Pangkalan Brandan Hospital is a training method for employees to train employee knowledge, competence and skills, so that all employees can carry out their duties and responsibilities well and correctly, especially in the implementation of medical records at Pertamina Pangkalan Brandan Hospital. . On the job training is not only applied in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital for new employees, but can also be applied to employees who change divisions, or are about to move up a level, and so on according to the hospital's needs. On the job training is also not held by all hospitals, some hospitals also consider that this training does not have the urgency to be carried out. *On-the-job training* as a training method for employees to train employee knowledge, competencies and skills, so that all employees can carry out their duties and responsibilities properly and correctly.

The employees referred to are not only new employees, but can also be applied to employees who have moved divisions, or are about to move up a level, and so on according to the employee's needs. *On-the-job training* is a training program that is implemented simultaneously with the employee's working time. In short, it can be said that on the job training is working while practicing. Swasto (2011:67) defines on-the-job training as a training program that is implemented in the workplace, where a person can learn about the job given to him by actually trying to practice doing that job. Training is a series of activities created to increase a person's knowledge, experience, skills or changes in attitude. Training is defined as the process of absorbing skills or expertise by the employees involved. Employees need to carry out practice or proof through training programs that they have participated in, and show an increase in a person's ability to carry out their work. There are 4 things that need to be considered in preparing and implementing on the job training, namely: Indicators of competency achievement which are requirements in on-the-job training. Selection of companions from the workplace or hospital where the on-the-job training takes place. Selection of supervisors from certain training institutions. The process of monitoring and evaluating training participants during the on-the-job training period. Implementation of on-the-job training in field of Medical Records services at Pertamina Pangkalan Brandan Hospital carried out in accordance with the needs and conditions of the Hospital. Therefore, the method and time period for implementing on-the-job training will definitely be different for each hospital. After the on-the-job training is complete, usually the training participants will receive an assessment regarding their technical abilities and individual behavior or work attitudes during the on-the-job training.

On-the-job training Of course, it is held with certain goals to be achieved. These objectives are: The first objective of conducting on-the-job training, namely that employees who participate in the training are expected to gain sufficient knowledge regarding carrying out the tasks or work that will be given. Armed with sufficient knowledge, employees will be able to carry out their work optimally. All employees who successfully carry out the on-the-job training program are also expected to have the ability to carry out their duties and responsibilities properly and correctly when placed in the established process. After carrying out on-the-job training, employees are also expected to have awareness and interest in the work they will do, have a work attitude that is full of motivation and innovation. One way for hospitals to assess employee work motivation is by using online attendance software to record employee attendance. By recording attendance, the hospital can see a picture of the employee's work ethic and sense of responsibility through their presence. Overall, it can be concluded that on-the-job training is carried out with the aim of enabling employees to

adapt quickly to their new roles, both in terms of detailed duties and responsibilities which include technical knowledge and abilities, as well as social adaptation. Before carrying out on the job training, the Hospital needs to accurately and correctly identify all needs, resources, priorities and goals to be achieved from implementing this on the job training program. So, hospitals should not rush to organize training programs, thinking that they want to immediately increase employee productivity.

This is because incorrect identification can affect the costs incurred by the hospital in the future. Hospitals need to form a team that will manage and control this training program. In the team, there is at least a coach or mentor, a supervisor, and an employee who will be trained or a trainee. Hospitals must make sure to choose someone who really understands the goals they want to achieve, and has high dedication to implementing changes, making improvements, and advancing the organization. After forming a team and determining the on-the-job training management team members, the hospital needs to ensure the abilities of the management team members, especially supervisors and trainers. Quoting from the article *The Balance Career*, it is known that training involving managers can increase results and efficiency. This can happen, because a manager of a section or division is certain to have sufficient technical skills and experience to carry out the role as a trainer. In the article, it is also said that employee intention will be greater and employees can feel valuable if their managers or users are involved in participating in the training program. Everything you have prepared regarding the training program, all the schedules that have been set, training methods, resources, and so on will be meaningless if the on-the-job training team does not understand the purpose of organizing this training program. This will also allow the training program to fail or not be successful.

Therefore, hospitals must make sure to set indicators of success and ensure that all parties involved in on-the-job training understand the goals to be achieved. Chotimah's research (2023) with the title "The Effect of On-The-Job and Off-The-Job Training on the Performance of Nursing Staff at the Muhammadiyah Gresik Hospital" Regression analysis shows that Training On Performance of the Nursing Staff at the Muhammadiyah Gresik Hospital obtained the equation $Y = 0.132 + 0.491 X_1 + 0.456 X_2$. The analysis shows that both variables simultaneously influence the performance of Staff Nurses at Muhammadiyah Gresik Hospital as indicated by the calculated F value ($45.328 > F$ table (3.3)). Meanwhile, partially, the calculated t value for X_1 (On the Job Training) was 2.755 and the calculated t value for From the existing evidence, we can conclude that both variables have a positive effect on the performance of Staff Nurses at Muhammadiyah Gresik Hospital. The Adjusted R Square obtained at 72.9% shows that the on-the-job and off-the-job training variables can have an impact on the performance of the variable nursing staff, while the remaining 27.1% is caused by other factors that are not in this model. Researchers assume that One important aspect that should not be forgotten before holding on-the-job training is choosing tools to support the training method. The tools chosen to support training must also be chosen with consideration that adapts to the conditions and situation of the hospital, as well as the surrounding environment.

1.1. Impact of Human Resource Development using the Demonstrator and Example Training Method in the Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023.

Based on table 4.7, it is known that of the 140 respondents studied, respondents stated that there were no demonstrators and examples, namely 54 (38.6%) respondents. There were 39 (27.9%) respondents who stated that there were no demonstrators and examples and that HR development was not good, 15 (10.7%) respondents stated that there were no demonstrators and examples and that HR development was good. Based on the results of the calculations above, it is known that the statistical test results obtained a significance p value of $0.000 < 0.05$. So it can be concluded that there is an influence on the development of human resources with the demonstrator training method and example in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023. Demonstrator training method and example in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023 which is carried out by demonstrating and explaining how to do work through examples or experiments that are demonstrated regarding RM. The trainer must give an example/demonstrate how to do the job/how to work a tool/machine. Very effective because participants get theory and practice directly. Demonstrator training methods and

examples in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital are considered to be able to improve performance. Employees whose performance is unsatisfactory due to lack of skills are the main targets in training and development programs. Update employee skills (update employee's skills). Managers are required to be responsive to technological developments that will make their organizations function more effectively. Technological changes mean changes in the scope of work which indicates that there must be updates to previously existing knowledge. Avoid managerial obsolescence. Many found it to be a failure to follow new processes and methods. Rapid changes in technical and social environments have an impact on performance. For employees who fail to adapt, what they had before becomes 'obsolete'. Solve organizational problems (solve organizational problems).

In every organization, of course, there are many conflicts that occur and they can certainly be resolved in various ways. Training and development provides skills to employees to overcome conflicts that occur. Demonstrator training and example in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital and employee development are designed to help the organization achieve its goals. Therefore, the determination of organizational training needs reflects the diagnostic stage of determining training objectives. This assessment looks at employee and organizational performance issues to determine whether holding training will help. Evaluating training and development programs by asking participants' opinions is something that provides responses and suggestions for improvement. This approach is a good way to get feedback quickly and cheaply. Some organizations conduct tests to determine what participants have learned in training and development programs. A pretest-posttest control design is one evaluation procedure that may be used. Tests can accurately show what participants have learned, but provide little indication of the training's ability to lead participants to change their behavior. What can be proven in training and development is the emergence of changes in behavior. Another approach to evaluating training and development involves determining the extent to which programs have achieved stated objectives and significantly impacted performance. Researchers assume that evaluating training and development programs can be seen from four aspects which include employee reactions to the program implemented, learning or knowledge obtained by employees, changes in employee behavior and finally, the extent to which employee training and development can have an impact on improving the organization, which is seen in the achievement of desired goals. These aspects can be a consideration for organizations in following up on programs that have been implemented to see if improvements and adjustments are needed to reflect new developments.

1.2. Impact of Human Resource Development using the Apprenticeship Training Method in the Field of Medical Records Services at Pertamina Pangkalan Brandan Hospital in 2023.

Based on table 4.8, it is known that of the 140 respondents studied, respondents stated that apprenticeship was not good, namely 62 (44.3%) respondents. There were 46 (32.9%) respondents who stated that apprenticeship was not good and human resource development was not good, as many as 16 (11.4%) respondents stated that there was no apprenticeship and good human resource development. Based on the results of the calculations above, it is known that the statistical test results obtained a significance p value of $0.000 < 0.05$. So it can be concluded that there is an influence on HRK development with the apprenticeship training method in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023. Apprenticeship training in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023 is a long-term program, where someone gets an offer to take part in training and will later be bound to work at the hospital that finances the training program. Apprenticeship is a method for equipping new employees to learn directly from their seniors and will be supervised by experts and experts. Whether or not this program is effective depends on the ability of the participants and expert practitioners in supervising the training process. This program requires a fairly long period of time and requires full commitment.

The training participants will not only know information about how a hospital works, but will also get involved directly in the work. Apart from that, they will also receive more specific skills training in their field. Because this training process is supervised, trained and financed by the Hospital, after the program is completed the Apprenticeship participants will most likely get the position with the appropriate salary. From

the hospital side, this program is a fairly effective way to get employees with the professional skills and experience needed in certain industries. Many hospitals use this apprenticeship program to train employees and prepare them for a successful career at their hospital. This research is in line with research Ahyakudin (2019) with the title research on the role of training using the on-the-job training method and the apprenticeship method to improve employee performance at the Labbaik Chicken company, Serang City. Training using the on-the-job training method and the Internship Method is more focused on improving the capabilities and expertise of Ayam Labbaik company employees related to the position or function for which the individual concerned is currently responsible (oriented to the current job).

V. CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the research results, the conclusions in this research are:

1. There is an impact on developing human resources using on-the-job training methods in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023.
2. There is an impact on the development of human resources with demonstrator training methods and an example in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023.
3. There is an impact on the development of human resources using the Apprenticeship training method in the field of Medical Records services at Pertamina Pangkalan Brandan Hospital in 2023.

Suggestions and Recommendations

Based on the conclusions obtained after processing the data, the author provides recommendations that can be used as consideration for Medical Records services at Pertamina Pangkalan Brandan Hospital where the research was conducted and for other parties who will conduct research on the same topic. The recommendations that the author can give are as follows:

1. The Training Team, which is likened to activating and managing human resources within Pertamina Pangkalan Brandan Hospital, should always be able to evaluate the training needs of its employees. The training required by each nurse, such as new nurses, staff who have worked for a long time, will of course be different. Therefore, direct superiors are needed who are ready to accept and convey any training needs from their employees, such as what training is needed by nurses and what methods are suitable for implementing that training.
2. For training organizers, it is hoped that they can improve their performance as a training committee, by holding appropriate training and according to their needs so as not to waste time and money so that the training provided runs effectively and efficiently, employees are more motivated to work according to the training they receive. .
3. Both types of training should be able to complement each other and can be used by companies jointly and equally in improving nurse performance. Companies need to balance the use of on-the-job and off-the-job training according to the needs of the nurses, so that the contribution of both training methods can equally influence employee performance.
4. Pertamina Pangkalan Brandan Hospital, as the organizer of training needs, should review the appropriate training needs for its employees, especially training for nurses so that they can really improve performance. This aims to increase employee experience which will ultimately improve their performance. Because no matter what and whatever method is used, nurses still need training as a way to improve their performance.

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