ANALYSIS OF MEDICAL PERSONNEL PERFORMANCE FACTORS IN FILLING OUT OUTPATIENT MEDICAL RECORD DOCUMENTS AT DENTAL AND MOUTH HOSPITAL GUSTI HASAN AMAN

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ABSTRACT

Medical records are very important documents in the health care system, serving to record and store patient health information. Accurate and complete medical record filling is highly dependent on the performance of medical personnel. However, there are often challenges in filling out medical records caused by various factors, including knowledge, available facilities, and motivation of medical staff. This study aims to analyze the influence of knowledge, facilities, and work motivation on the performance of medical personnel in filling out medical record documents for outpatients at RSGM Gusti Hasan Aman. By understanding this relationship, it is expected to provide recommendations to improve the quality of medical record filling. This study used a quantitative approach with a cross-sectional design. The study subjects consisted of 54 medical personnel, including general dentists and specialists, working at RSGM Gusti Hasan Aman. Data were collected through a questionnaire designed to measure the variables of knowledge, facilities, and work motivation. Data were analyzed using descriptive and inferential statistics, including Chi-square test and multiple logistic regression. The analysis showed that there was a significant relationship between knowledge ($p=0.001$), facilities ($p=0.001$), and work motivation ($p=0.004$) with the performance of medical personnel in filling out medical record documents. Among the three variables, facilities proved to be the most dominant factor in influencing the performance of medical staff. Improving the knowledge and work motivation of medical personnel, as well as providing adequate facilities, is essential to improve the quality of medical record filling. Recommendations for hospital management include continuous training for medical personnel and improvement of health facility infrastructure.

Keywords: Medical Records, Medical Staff Performance, Knowledge, Facilities, Work Motivation.

INTRODUCTION

Medical records are an important aspect of health care that serves as a complete documentation of patient identity, examination, treatment, actions, and other services provided. In this modern era, accurate and timely filling of medical record documents is very crucial, especially in the context of health services in hospitals. The performance of medical personnel, especially doctors, in filling out medical record documents for outpatients at Gusti Hasan Aman Dental and Oral Hospital (RSGM), is the main focus of this study. This is due to the fact that the completeness and accuracy of medical records not only affect the quality of health services, but also administrative, legal, and research aspects (Herawati, 2024).

Based on the data obtained, the completeness of medical records at RSGM Gusti Hasan Aman is still far from the standards set by the Ministry of Health of the Republic of Indonesia, which requires 100% document completeness. The performance of doctors in this case plays a very important role, because they are the party directly responsible for filling and maintaining medical record documents. Assessing the performance of medical personnel is important to identify various difficulties encountered during service as well as factors that affect their performance. Thus, this study aims to determine the relationship between knowledge, facilities, and work motivation of medical personnel with their performance in filling out medical record documents for outpatients (Aziz, 2022).

The research method used was analytic observational with a cross-sectional design, involving 54 general dentists and specialists at RSGM Gusti Hasan Aman. Data analysis was carried out descriptively and statistically using the chi-square test and multiple logistic regression (Ciciclia, 2015). The results of this study are expected to provide a clear picture of the factors that influence the performance of medical personnel in filling out medical record documents, and provide recommendations for hospital management to improve service quality. With this background, this study is expected to make a significant contribution to efforts to improve the quality of health services at RSGM Gusti Hasan A0man, as well as a reference for future studies related to the performance of medical personnel and medical record management (Dewanti, 2018). Through a better understanding of the factors that influence the performance of medical personnel, it is hoped that a more effective .and efficient health service system can be created, which will ultimately improve patient satisfaction and the overall quality of health services.

OVERVIEW

The era of globalization has led to intense competition in all sectors, including health. To continue to exist, the quality of health services in a health service organization and all elements in it must always be improved (Rahayu et al, 2022). Medical records, as stipulated in the Minister of Health Regulation number 269 of 2008, are documents that record in full the patient's identity, examination results, treatment, actions, and other medical services that have been provided. The recording of medical records must meet minimum requirements, including records of physical examination, diagnosis, therapy, and the signature of the doctor in charge (MOH, 2008). The medical record system is very important in hospital administration, as it ensures that all medical service transactions are properly recorded and patient confidentiality is maintained. In addition, this document allows health care providers to access patient information efficiently, both for treatment and service evaluation purposes (MOH, 2006).

Medical records have many important functions in hospital operations, especially in administrative, legal, financial, research, educational, documentation, and medical aspects. In the administrative aspect, medical records record medical actions performed by health personnel in accordance with their authority and responsibility. From a legal perspective, this document serves as valid evidence in the law enforcement process. Financially, medical records serve as the basis for determining the cost of health services provided, which is crucial in the financial management of hospitals. Data in medical records are also used for scientific research, education of health workers, and as a source of documentation for medical services provided (Tavakoli et al., 2013; Ritonga, 2016). The quality of medical records greatly affects the quality of health services in hospitals and is one of the important indicators in the accreditation process. The medical

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records unit is responsible for the completeness, storage and confidentiality of patient data. Incomplete medical records can adversely affect health services and reduce the quality of patient care. Therefore, filling out medical records according to standards, both for outpatients, inpatients, and emergency units, is very important in maintaining the quality of hospital services (Hutama & Santosa, 2016; Depkes, 2008).

Employee performance is the result of work that reflects the ability, expertise, and desire to carry out tasks according to the responsibilities given. According to Bernardin and Russel (2011), performance is the output produced within a certain period of time and in accordance with predetermined achievement standards. Factors that affect performance include job, individual, and organizational characteristics. Job characteristics include clarity of instructions, task complexity, and good communication support, while individual factors include knowledge, skills, abilities, beliefs, and motivation. Organizational factors include work pressure, leadership, and organizational culture that affect employee effectiveness.

Employee performance indicators, as expressed by Robbins (2006), include six main elements: quality of work, quantity of results, timeliness, effective use of resources, independence, and work commitment. Quality and quantity of results indicate how well and many tasks are completed, while timeliness assesses the speed at which tasks are completed. Effectiveness describes how optimally resources are used, independence shows the ability of employees to work without close supervision, and work commitment reflects employee loyalty and responsibility to the organization, which is overall key in achieving organizational goals (Handayani et al, 2020). Knowledge is the result of human sensing of objects through senses such as eyes and ears, and is influenced by attention and perception. Levels of knowledge vary, ranging from mere "knowing" to "understanding" and

"application," where a person not only recognizes but is also able to apply knowledge in different situations. Some of the factors that influence knowledge include education, mass media, socio-culture, economics, environment, experience, and age, all of which affect how a person acquires and understands information. Doctors' knowledge in filling out medical records is very important to ensure complete recording of patient identity and medical actions, in accordance with applicable regulations.

Facilities, according to Hasibuan (2009), are resources that support the smooth running of organizational activities, especially in health services. Facilities include equipment needed to achieve service goals, while infrastructure supports the implementation of the process. Karmila (2019) emphasizes that factors such as medical record forms and storage areas greatly affect document completeness. Poor supporting facilities, such as combined storage of outpatient and inpatient medical records, can cause delays in document management (Nizwar et al, 2024). In addition, slow computers also slow down the data entry process. Adequate facilities are essential to support doctors' performance in filling out medical records, so that recording and managing patient information can be done efficiently and safely. Work motivation is the drive that influences a person to work better, both physically and mentally. According to Gilmer (1971), work is a physical and mental activity carried out by humans to achieve goals, while Mangkunegara (2010) explains that work motivation is a condition that arouses, directs, and maintains work-related behavior. Leaders can encourage employee motivation through various principles, such as involving employees in decision making (participatory principle), providing clear information (communication principle), recognizing employee contributions (recognition principle), and providing authority in decision making (delegation of authority principle) (Herawati et al, 2024).

According to Herzberg, there are two types of factors that influence work motivation: hygiene factors (extrinsic) and motivator factors (intrinsic). Hygiene factors such as human relations, rewards, and work environment conditions help reduce dissatisfaction, while motivator factors such as achievement, recognition, and responsibility encourage satisfaction and achievement (Wydyiastuti et al, 2022). Work motivation is also influenced by various other factors, such as family environment, self-concept, gender, recognition, achievement, aspiration, learning ability, and physical and psychological conditions of employees (Priansa, 2014). High work motivation is very important to improve performance, including in important tasks such as filling out medical records. Motivated employees will work better, thereby improving the quality of service and medical record documentation. This study has high significance in the context of improving the quality of health services. By understanding the relationship between knowledge, facilities, and work motivation on medical personnel performance, hospitals can design more effective interventions to improve medical record filling. The contribution of this study is expected to provide insights for policy makers and hospital management in an effort to improve the quality of health services.

Based on this literature review, the formulation of research questions that arise are: Is there a relationship between medical staff knowledge and performance in filling out medical record documents? How do facilities affect the performance of medical personnel in filling out medical record documents? To what extent does work motivation affect the performance of medical personnel in filling out medical record documents? And is there a simultaneous relationship between knowledge, facilities, and work motivation on the performance of medical personnel in filling out medical record documents?

RESEARCH METHODS

This research methodology uses an analytical observational approach with a cross sectional design, which aims to analyze the relationship between knowledge, facilities, and work motivation on the performance of medical personnel in filling out outpatient medical record documents. The study population consisted of all general dentists and specialist dentists working at RSGM Gusti Hasan Aman, with a sample of 54 dentists selected through *purposive sampling* technique. The selection of this sample is based on predetermined inclusion criteria, namely dentists who are actively working in the hospital and are willing to participate in the study.

The measuring instrument used in this study is a questionnaire specifically designed to measure the research variables, namely knowledge, facilities, and work motivation. This questionnaire contains questions that are relevant to the research topic and aims to obtain accurate information from respondents. Prior to the implementation of the study, the researcher applied for a research permit and obtained ethical clearance from the relevant institutions. In addition, respondents were asked to sign an *informed consent* form after being given an explanation of the purpose and procedures of the study, thus ensuring that their participation was voluntary and informed.

After the data was collected, it was analyzed descriptively and statistically. The statistical tests used include the Chi-square test to test the relationship between variables and the multiple logistic regression test to analyze the effect of the independent variables, namely knowledge, facilities, and work motivation, on the dependent variable, namely the performance of medical personnel. Through this analysis, it is hoped that a clear picture can be obtained of the factors that influence the performance of medical personnel in filling out medical record documents for outpatients.

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RESEARCH RESULTS

Table 1. Analysis Of The Relationship Between Knowledge And The Performance Of Medical Personnel In Filling Out Outpatient Medical Record Documents At Gusti Hasan Aman Dental Hospital

Knowledge	Doctor Performance				Total		P-Value	PR
	Not good		Good					
	N	%	N	%	N	%		
Less	26	78,8	7	21,2	33	100	0,001	2,626
Good	6	30,0	14	70,0	20	100		
Total	32	60,4	21	39,6	53	100		

his finding supports the hypothesis that increasing the knowledge of medical personnel will contribute to improving their performance. Therefore, it is important for health institutions to conduct training and continuing education for medical personnel to keep their knowledge up to date. This training will not only increase knowledge, but can also increase the confidence of medical personnel in carrying out their duties, which in turn can improve the quality of services provided to patients.

Table 2. The Relationship Between Facilities And The Performance Of Medical Personnel In Filling Out Medical Record Documents For Outpatients At Gusti Hasan Aman Dental Hospital.

Facilities	Doctor Performance				Total		p-Value	PR
	Not good		Good					
	N	%	N	%	N	%		
No	25	80,6	6	19,4	31	100,0		
							0,001	2,535
Complete	7	31,8	15	68,2	22	100,0		
Total	32	60,4	21	39,6	53	100,0		

Bivariate analysis showed a significant association between facilities and medical personnel performance, with a p value = 0.001. The Prevalence Ratio (PR) value of 2.535 indicates that doctors working in complete facilities have 2.535 times the chance of performing well compared to those working in incomplete facilities.

This suggests that improved facilities at RSGM Gusti Hasan Aman may contribute to improved performance of medical personnel. Therefore, hospital management needs to consider investing in better facilities to support medical staff in carrying out their duties. In addition, it is also important to conduct regular evaluations of existing facilities to ensure that all the needs of medical personnel are met and can support them in providing optimal service to patients.

Table 3. Analysis Of The Relationship Between Work Motivation And The Performance Of Medical Personnel In Filling Out Outpatient Medical Record Documents At Gusti Hasan Aman Dental Hospital

Work Motivation	Doctor Performance				Total		p-Value	PR
	Not good		Good					
	N	%	N	%	N	%		
Low	27	75,0	9	25,0	36	100,0	0,004	2,550
High	5	29,4	12	70,6	17	100,0		
Total	32	60,4	21	39,6	53	100,0		

Bivariate analysis showed a significant relationship between work motivation and medical personnel performance, with a p value = 0.004. The Prevalence Ratio (PR) value of 2.550 indicates that doctors with high work motivation have a 2.550-fold greater chance of performing well compared to those with low work motivation.

This finding confirms the importance of creating a supportive work environment and providing incentives for medical personnel to increase their motivation. Rewards and recognition programs for good performance can be one strategy to increase work motivation. In addition, management also needs to listen to feedback from medical personnel regarding working conditions and provide the necessary support to boost their morale

Table 4. Multivariate Test Results Table

No.	Variables	B	Wald	Sig	Exp(B)	95 %CI	
						Lower	Upper
1	Knowledge	2,587	7,219	,007	13,294	2,014	87,764
2	Facilities	2,940	8,898	,003	18,912	2,741	130,509
3	Work Motivation	2,149	4,927	,026	8,580	1,286	57,248

Multivariate test results showed logistic regression analysis for three independent variables: Knowledge, Facility, and Work Motivation on the dependent variable. The logistic regression coefficient shows that Facility (2.940) has the greatest influence, followed by Knowledge (2.587) and Work Motivation (2.149). Based on the Wald value, Facility has the most significant effect (8.898), followed by Knowledge (7.219) and Work Motivation (4.927).

All variables showed low significance levels, with Facility (0.003) having the highest significance, followed by Knowledge (0.007) and Work Motivation (0.026). The "Exp (B)" value indicates that a one-unit increase in Facility increases Prevalence by 18.912. Overall, Facility is the most influential variable on the dependent variable, followed by Knowledge and Work Motivation.

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DISCUSSION

This discussion will be carried out based on the order of the formulation of questions that have been asked in this study. Each section will compare and contrast the research results with relevant theories, concepts, and related research, and end with a synthesis of the findings obtained.

Before conducting data analysis, a prerequisite test was carried out which included validity and reliability tests of the research instrument. The validity test results show that all question items in the questionnaire have good validity values, with values above the specified threshold. In addition, the results of the reliability test using Cronbach's Alpha show that the research instrument has a high level of internal consistency, with a value above 0.7, which indicates that the questionnaire can be relied upon to measure the variables under study.

Data analysis for the first question was conducted using frequency distribution, which showed that the majority of respondents had insufficient knowledge regarding medical record filling, with 33 respondents (62.3%) indicating insufficient knowledge, and 20 respondents (37.7%) stating they had good knowledge. Furthermore, bivariate analysis was conducted to determine the relationship between knowledge and performance of medical personnel, where the Chi-square test results showed a significant relationship between knowledge and performance of medical personnel with a p value = 0.001.

For the second question, the facilities available for medical personnel were analyzed. The results of the univariate analysis showed that most respondents felt that the existing facilities were incomplete, with 31 respondents (58.5%) stating that the facilities were incomplete, while 22 respondents (41.5%) felt that the facilities were complete. Bivariate analysis showed that there was a significant relationship between facilities and the performance of medical personnel, with a p value = 0.001.

The analysis for the third question focused on the work motivation of medical personnel. The results of univariate analysis showed that the majority of respondents had low work motivation, with 36 respondents (67.9%) stating low work motivation, and 17 respondents (32.1%) stating high work motivation. The results of bivariate analysis showed a significant relationship between work motivation and medical staff performance, with a p value = 0.004. Finally, multivariate analysis was conducted using multiple logistic regression to determine the simultaneous effect of knowledge, facilities, and work motivation on medical staff performance. The results of the analysis showed that all independent variables had a significant effect on medical staff performance, with respective p values for knowledge (p = 0.001), facilities (p = 0.001), and work motivation (p = 0.004). Through this analysis, it can be concluded that knowledge, facilities, and work motivation have a significant relationship with the performance of medical personnel in filling out medical record documents for outpatients at RSGM Gusti Hasan Aman.

CONCLUSIONS

The results of the analysis show that knowledge, facilities, and work motivation have a significant influence on the performance of medical personnel in filling out medical record documents at RSGM Gusti Hasan Aman. These three variables are interrelated and play an important role in determining the overall performance of medical personnel. Therefore, a comprehensive approach is needed to improve the performance of medical personnel, which includes increasing knowledge through training, improving facilities, and increasing work motivation. Hospital management must be committed to creating a supportive work environment, so that medical personnel can provide optimal service to patients.

This study shows that there is a significant relationship between knowledge, facilities, and work motivation with the performance of medical staff in filling out medical record documents for outpatients at RSGM Gusti Hasan Aman. Specifically, medical staff's knowledge had a positive effect on their performance, where increased knowledge through training can help them fill out medical records more accurately and efficiently. Adequate facilities were also shown to contribute significantly, with results showing that medical staff supported by good facilities were able to work more effectively and quickly. Medical staff's work motivation is also positively related to performance, where higher motivation encourages them to be more thorough and committed in filling out documents.

Of the three variables, facilities are the most dominant factor in influencing the performance of medical personnel, as indicated by the highest regression coefficient value. This confirms that the provision of adequate facilities is very important to support the performance of medical personnel. However, increasing knowledge and work motivation are equally important in improving the quality of medical record filling. By integrating these three aspects-knowledge, facilities, and work motivation-it is hoped that the quality of medical record filling in hospitals can improve, which in turn contributes to improving the overall quality of health services.

SUGGESTIONS

Suggestions for hospital management include the implementation of periodic training programs to improve doctors' knowledge of medical record filling standards, as well as the implementation of a reward system to increase work motivation. Investment in supporting facilities, such as stationery and access to electronic medical records, is also important. In addition, there needs to be a regular monitoring and evaluation system to ensure the quality of medical records. For future research, it is recommended to involve more hospitals and respondents, and add interview methods to strengthen quantitative data, in order to produce more comprehensive results in improving the quality of health services.

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