


## **Factors that Influence the Performance of Medical Record Technicians at Sibuhuan Hospital**

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Article Info	ABSTRACT
<p><b>Article history:</b> Received October 15, 2024 Revised December 12, 2024 Accepted February 12, 2025</p> <hr/> <p><b>Corresponding Author:</b> Indah Aulia Sari Administrasi Rumah Sakit, STIKES Paluta Husada, Gunung Tua, Sumatera Utara. Indonesia Email: indah668899@gmail.com</p>	<p>This research aimed to determine the factors that influence the performance of technicians at Sibuhuan Regional General Hospital in 2024. This research analysed factor that influences the performances of medical records based three factors: individual factors (skill, work experience, and abilities), psychological indicators (perception, motivation, job satisfaction and role), organizational (work design, leadership, and reward). The researcher used a descriptive approach by distributing questionnaires, obtained through distributing questionnaires by distributing medical record. The number of samples obtained 5 participants. This study indicated that factor that influences the performances of medical records technicians is individual factors, including Skill (40%), Work Experience (20%), and Abilities (20%). The second factor is psychological indicators namely perception (20%), Motivation (20%), Job Satisfaction (40%) and Role (20%). The third factor is organizational indicators including Work Design (20%), Leadership (20%), and Reward (60%). At long last, it can be concluded that the factor that influence the performance of medical record technicians are dominant in the skill, job satisfaction, and rewards.</p> <p><b>Keywords:</b> <i>Factors, Medical Records, Hospital</i></p> <p>This article is licensed under a <a href="https://creativecommons.org/licenses/by/4.0/">Creative Commons Attribution 4.0 International License</a>.</p> 

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### **1. INTRODUCTION**

A hospital is a health service facility that provides comprehensive individual health services through promotive, preventive, curative, rehabilitative, and/or palliative services by providing inpatient, outpatient, and emergency service [1]. Hospitals, as public service, have the task of carrying out activities to fulfill basic human rights to obtain health services. Hospitals as health service institutions are expected to be able to provide quality health services provide satisfaction to consumers. The services provided by the Hospital are not only limited to medical services, but are expected to provide good support services. One of the important supporting services to consider is medical records [2]. Medical records are documents or records containing facts related to the patient's condition, medical history, and past treatments completed by certain health workers who provide health services to the patient. Medical records provide health information to all health workers involved in providing health services to patients. Indicators of quality of medical record services include completeness, speed, and accuracy in providing information for health service needs. [3]

A medical record that is considered complete is a medical record document that has been filled in completely by a doctor within <24 h after the completion of the service/after the inpatient is decided to go home, which includes patient identity, anamnesis, care plan, implementation of care, follow-up, and resume. In [4], the minimum provisions must be completed by health workers (especially doctors in filling out inpatient medical records). At least it contains 13 points of aspects of filling that must be completed, namely: patient identity, date and time, anamnesis results, including at least complaints and history of the disease, results of physical examination and supporting medical Diagnosis, Treatment and/or action management plan, approval of action if necessary, clinical observation notes and treatment results, discharge summary, name and signature of the doctor, dentist, or certain health workers who provide health services, other services performed by certain health workers; and for dental patients, it is equipped with a clinical rootogram. Completeness of filling out medical record files can facilitate other health workers in providing patient actions or treatment, and can be

used as a source of useful information for hospital management in determining the evaluation and development of health services.[4]. The factors that influence performance are; individual-indicators: ability, skills, family background, work experience, social level, and demographics of a person. Psychological factors indicators: perception, role, attitude, personality, motivation, and job satisfaction, and organizational factors indicators: job design, leadership, and reward system. Then, the factors that influence the performance are; Yarnita [5], Mirda [6] and [7] A.A. Anwar found that the most influential factor is the compensation factor, refers to the differences in attitudes held by each midwife. This condition can also be seen the experience, motivation, and demographics each midwife Garry [8], M [9], Usman [10].

Furthermore, the author conducted observations at the hospital, and found that the factors that influenced performance were work experience and perception. The author wanted to analyze the performance factors of Medical Records at the Sibuhuan Regional General Hospital, especially the performance factors of officers, which include providing health information for all health workers involved in providing health services to a patient. Indicators of quality medical record services include completeness, speed, and accuracy in providing information for health service needs, in providing information for health service needs.

## 2. RESEARCH METHOD

This research was conducted at Sibuhuan Regional Hospital, from May to June 2024. This study uses a quantitative understanding method with a descriptive approach by distributing questionnaires, obtained through distributing questionnaires by distributing medical record officer performance forms at Sibuhuan. Quantitative descriptive research methods are used to systematically collect numerical data Adnyana [11], Agus [12], Arikunto [13], Anshori [14] Anshori, M., & Iswati [15], Sugiyono [16]. Regional Hospital online, secondary data were obtained from Sibuhuan Regional Hospital by distributing medical record performance forms to health workers, data related to the problems to be studied, and which will become documents including factors that influence the performance of medical record officers at Sibuhuan Regional Hospital.

The main key to obtaining information on the performance of medical record officers at Sibuhuan Regional Hospital is the head of the hospital, the head of the medical record room, and the head of the room involved in the process of organizing other health services, then presenting data and concluding data to obtain results.

## 3. RESULTS AND DISCUSSION

Data and results of individual factors that influence the performance of medical record officers at Sibuhuan Regional General Hospital. Data collected from 5 hospital employees. The results reveal the factors that affect employee performance.

Table 1. Factors Affecting Midwife Performance of Medical Record Technicians at Sibuhuan Hospital

No	Factors Affecting Performance	Percent (%)
1	Individual Factor	ability
		skill
		Work experience
<b>Total</b>	<b>3</b>	<b>100%</b>

Table I illustrates that from the five participants, there are several factors that influence individual factors, namely skills (20%), work experience (20%), and abilities (60%). Furthermore, the data below shows the factors influence employee performance in the psychological factor of the indicator.

Tabel 2. psychological factors

No	Factors Affecting Performance	Percent (%)
2	Psychological factors	Perception
		Motivation
		Job satisfaction
		Role
<b>Total</b>	<b>4</b>	<b>100%</b>

Table II illustrates that from the five participants, there are several factors that influence psychological factors, namely perception (20%), motivation (20%), job satisfaction (40%), and role (20%).

several factors influence employee performance in the Organizational Factor indicator.

**Table 3. Organizational Factors Indicators**

No	Factors Affecting Performance	Persen (%)
3.	<b>Organizational Factors</b>	
	Work Design	20%
	Leadership	20%
	Reward	60%
<b>Total</b>	<b>3</b>	<b>100%</b>

Table III shows that from 5 participants, it was shown that there were several factors that influenced the Organizational Factor indicator, namely Work Design (20%), Leadership (20%), and Rewards (60%).

#### 4. CONCLUSION

Based on the results of this study, it can be concluded that several factors influence the performance of medical record officers at the Sibuhuan regional general hospital. Individual factors influence performance, including Skills, Work Experience, and Ability. The second factor is the psychological indicator, namely Perception, Motivation, Job Satisfaction, and Role. The third factor is the organizational indicator, include Work Design, Leadership, and Rewards. The factors that influence the performance of medical records are skills, job satisfaction, and rewards.

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