

THE RELATIONSHIP OF HEALTH OFFICERS' WORK MOTIVATION TO THE COMPLETENESS OF FILLING IN ELECTRONIC MEDICAL RECORDS AT KIJANG HEALTH CENTER

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ABSTRACT

Incompleteness and inaccuracy in filling out medical records has a negative impact on the health service process for patients, because the time from the registration process until medical action is carried out takes a long time. In addition, analysis of previous medical history and previous medical procedures cannot be carried out properly due to incomplete data in the patient's medical record. According to the Ministry of Health, medical records must be made completely and clearly, both in writing and electronically. Therefore, it is necessary to evaluate the motivation of health workers in carrying out their duties so that medical records can be filled in 100% completely according to the expected quality indicators. The aim of this research is to determine the relationship that influences the work motivation of health workers with the completeness of filling out electronic medical records at the Kijang Community Health Center. The research method used is quantitative descriptive. The results of this research are that there is a significant relationship between the motivation of health workers and the completeness of the contents of electronic medical records based on statistical tests using Chi Square with a p-value of 0.029.

Keywords: *Motivation, completeness, electronic medical records*

INTRODUCTION

According to Minister of Health Regulation Number 24 of 2022, the quality indicator for completeness of filling out medical record files is expected to be 100%, but based on data on the completeness of medical record files, it only reaches 25%. Therefore, the completeness of filling in medical record files must reach 100% within 1 x 24 hours after the patient leaves the health center (Kemenkes, 2022).

Incompleteness and inaccuracy in filling out medical records has a negative impact on the health service process for patients, because the time from the registration process until medical action is carried out takes a long time. In addition, analysis of previous medical history and previous

medical procedures cannot be carried out properly due to incomplete data in the patient's medical record. According to the Ministry of Health, medical records must be made completely and clearly, both in writing and electronically. Therefore, it is necessary to evaluate the motivation of health workers in carrying out their duties so that medical records can be filled in 100% completely according to the expected quality indicators.

Referring to the results of the initial survey, the author is interested in conducting an analysis of "The Relationship between Work Motivation of Health Officers and Completeness of Filling in Electronic Medical Records at the Kijang Community Health Center"

METHOD

The type and design of this research is quantitative descriptive research using a cross sectional approach, which is research carried out at one time and one time, without follow up, to look for the relationship between the independent variable and the dependent variable.

This research was conducted at the Kijang Community Health Center from March-June 2024. Determining the sample in this research was using a purposive sampling method where the researcher had set certain criteria limits that would be used as research samples. The sample in this study consisted of 30 health workers who would be used as samples. The analysis used is univariate and bivariate analysis. Univariate analysis aims to explain and describe the characteristics of each research variable. Bivariate analysis is data analysis carried out on two variables that are thought to be related or correlated.

RESULT AND DISCUSSION

1. Univariate Analysis

a. Frequency distribution of motivation of health workers

Table 1. Motivation of Health Workers

Motivation of Health Workers			
		Frequency	Percent
Valid	Not enough	10	33.3
	Good	20	66.7
	Total	30	100.0

Based on table 1, the answers of health workers from 30 health workers, it is known that the frequency of knowledge level with good knowledge is 27 health workers with a percentage of (90%), and health workers with poor knowledge are 2 health workers with a percentage of (10%).

Based on research conducted by (Fadilla, 2022), it shows that the majority of medical records officers at Nur Hidayah Hospital Bantul have sufficient motivation, motivation is an encouragement from themselves or others to do or carry out work with

understanding and enthusiasm in order to achieve certain targets.

Questionnaire answers obtained from assessing the motivation indicators of Nur Hidayah Hospital medical record officers still lack feedback from what they do, lack of incentives and lack of fulfillment of needs during work, lack of attention from superiors, lack of self-motivation to improve ability in carrying out all tasks and work.

According to (Muljono, 2021) several aspects that influence work motivation include feeling safe and comfortable when working, type of work, getting a fair and competitive salary, appreciation for work performance, fair treatment from management.

According to researchers' assumptions, the higher the level of motivation of health workers, the more it will affect the completeness of filling in medical records. Because with good motivation embedded, the results obtained will also be good and satisfying. Incomplete medical records will impact the usefulness of medical records such as administration, legal, finance, education, research and documentation. In addition, incomplete medical records will produce inaccurate and legal information. Therefore, every health worker who provides services to patients must fill out the medical record completely to avoid undesirable things.

b. Frequency Distribution of Completeness of Medical Record Files

Table 2. Completeness of Medical Records

Completeness of Medical Records		
	Frequency	Percent
Incomplete	8	26.7
Complete	22	73.3
Total	30	100.0

From the results of table 2, 22 medical records were completely filled in with a percentage of (73.3%), and 8 incomplete medical records were filled with a percentage of (26.7%).

According to (Hatta, 2013), a medical record document is said to be complete

if all the data contained in it is filled in completely and correctly according to the provisions set at the hospital.

This is in line with research (Swari, 2021) The completeness of filling in the identity on the medical record sheet is very important to determine who the sheet belongs to. Patient identification sheets can be a tool for specific patient identification. Each sheet of patient social data in the medical record file contains at least data in the form of medical record number, registration number, patient name, gender, place and date of birth, religion, complete address, marital status and patient occupation.

According to research (Noor, 2019), regarding the level of completeness of filling out nursing care documentation, only 10 documents (66.7%) met the complete category. The completeness of filling out medical records is influenced by various factors such as educational background, length of service, knowledge, skills, motivation, psychology and so on. Therefore, research was conducted to determine the relationship between knowledge factors and completeness of documentation.

According to researchers' assumptions, the completeness of the contents of medical record documents is very important for patients and health care providers. Completeness, accuracy and accuracy in filling out patient medical records is very necessary so that they can be used as an appropriate basis for making decisions from various parties if necessary.

2. Bivariate Analysis

Table 4. Chi-Square Test of the Relationship between Health Workers' Motivation and Completeness of Medical Records

Motivation * Completeness of Crosstabulation Medical Records		Count			P-Value
		Completeness of Crosstabulation Medical Records	Total		
Motivation	Not enough	0	10	10	0.029
	Good	8	12	20	
Total		8	22	30	

Based on bivariate analysis tests using Chi Square, it was found that the health worker knowledge variable was related to the completeness of filling in medical records with a p-value of 0.029. Where the p-value is $0.029 < 0.05$, so it can be said that there is a significant relationship between the knowledge of health workers and the completeness of the contents of inpatient medical records.

Completeness of medical record documents is very important because it influences the health service process carried out by medical staff and affects the quality of hospital services. Complete medical records provide accurate information and can be used for various purposes such as legal evidence, research and educational materials as well as analysis and evaluation tools for the quality of services provided by hospitals (Fransisca & Yusuf, 2018).

One of the materials that can be used for medical evaluation is the patient's medical record, because medical records are very important documents in hospitals. Medical records contain all actions taken on patients, including

outpatients, inpatients and emergencies. Medical records for patients in health care facilities must at least contain the patient's identity, date and time of patient admission, anamnesis results such as complaints and history of illness, results of physical examination, management plans, treatment and diagnosis or other service actions that have been given to the patient to be completed. and approval of action if necessary (Wardah, 2019).

The results of this research are in line with research conducted by Ratih, (2021) on employee motivation in Maros Regency which shows that remuneration (salary) is something that influences organizational effectiveness and development. Civil servants whose income is low are felt to be insufficient to meet basic needs and try to find additional money, as a result of which service duties are often abandoned to meet these needs.

This research is in line with research conducted by (Sumarsih, 2021) on the influence of work motivation and professional competence on school teacher performance, showing that high work motivation will result in high teacher performance. In other words, the intrinsic and extrinsic encouragement that teachers have to carry out work will result in high levels of teacher success in meeting task implementation standards.

So it can be concluded that there is a significant relationship between the motivation of health workers and the completeness of filling out medical records at the Kijang Community Health Center. According to the researchers' assumptions, every health center hopes for success, to achieve this success requires the presence of qualified health workers. The importance of motivation greatly

influences filling out medical records. The higher the level of motivation, the more complete the medical record will be. Complete medical records will be very useful for health service facilities in providing data to evaluate the performance of health professionals working in community health centers and to evaluate the use of existing resources.

CONCLUSION

After conducting research on "The Relationship between Motivation of Health Workers on the Completeness of Filling in Electronic Medical Records at the Kijang Community Health Center" it can be concluded as follows: The motivation of health workers regarding electronic medical records at the Kijang Community Health Center is in the good category with a percentage of answers from 30 respondents of 66.7%. Completeness of electronic medical records was obtained. Complete medical records were 22 medical records with a percentage of 73.3%. There is a significant relationship between the motivation of health workers and the completeness of the contents of electronic medical records based on statistical tests using Chi Square with a p-value of 0.029.

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