

ABSTRACT

In hospital service, medical information of patients are important, thus medical records needed. Medical records' staffs performance has a big impact towards the fulfill of its unit goals. Low work performance in Islamic Hospital in Surabaya, which was about 73,46% calculated through number of SOP accomplished. This research aimed to identify determining factors of low work performance in medical records unit, from individual factors (discipline, ability, motivation) and factors in medical records unit (leader support, teamwork, SOP, job description, reward and punishment) in Islamic Hospital, Surabaya.

This research was a descriptive observational research that aimed to conduct intervensi approach without the use of treatment towards population. Based on its timing, this research was a cross sectional research since observation and data collection was done in one time observance.

The result of the research, taken from which was done to the staffs in medical records unit in Islamic Hospital in Surabaya, determining factors in low work performance in medical records unit was because of incomplete and inexistence of job description for the staffs, which was only about 33.3%, which was classified as "severe low". The same condition applied to the application of duties and functions in work, which was not in accordance to the procedures thus was classified as "severe low".

Job description for medical records in Islamic Hospital Surabaya had been made, but the incomplete and inexistence of job description for medical records unit caused dual function in performing work. Thus its needed to settle job description for the staffs in medical records unit, in purpose to support their performance. In application of duties and and functions in medical records unit was also considered not goof. This was due to difference in perception between duties and functions and SOP in medical records unit of Islamic Hospital in Surabaya. Thus, reassessment of duties and functions in medical records unit is needed so that perception regarding to duties and functions differs with that the SOP.

Keywords: medical records, performance