

ABSTRACT

**The Effect Of Hygiene Factors And Motivation Factor On Medical Records Filling Obedience
(Study in The Inpatient Unit Airlangga Jombang Hospital)**

Completing medical records is important to improve the quality of health services in hospitals. Unfortunately, not all hospitals have complete medical records filling according to minimum service standards. Employee obedience in filling in the medical records of inpatients in Airlangga Jombang Hospital was only 82%.

The research aims to analyze the factors that influence employee obedience in filling out medical records, hygiene factors, motivation factors, motivation and intention towards compliance with filling in medical records. This observational study involved 61 employees from inpatient installations, the independent variable was motivation factor, hygiene factor, motivation and intention while the dependent variable was employee obedience in filling out medical records. Collection of research data through filling out questionnaires to assess the completeness of medical records and checklist sheets to assess employee obedience. Assessment of hygiene factors based on six parameters (work conditions, interpersonal relations, company policy and administration, salary, quality supervisor) showed good results of 55,73%. Motivation factor assessment based on five parameters (achievement, advancement, recognition, work it self, responsibility shows good results of 54,09%. Motivation shows good result of 93,72% and intention shows good results of 96,72%.

Research also shows that hygiene factors, motivation factors, motivation and intention influence the obedience of officer to fill a medical record.

Keywords: Obedience, Medical Records, Hygiene Factors, Motivation Factors

ABSTRAK

Hubungan *Hygiene Factors* Dan *Motivation Factors* Terhadap Kepatuhan Pengisian Berkas Rekam Medis (Studi di Unit Rawat Inap Rumah Sakit Airlangga Jombang)

Pengisian rekam medis penting untuk meningkatkan mutu pelayanan kesehatan di rumah sakit. Sayangnya, tidak semua rumah sakit memiliki kelengkapan pengisian rekam medis sesuai standar pelayanan minimal. Kepatuhan petugas dalam pengisian rekam medis pasien rawat inap Rumah Sakit Airlangga Jombang hanya 82%.

Penelitian bertujuan untuk menganalisis faktor yang mempengaruhi kepatuhan petugas dalam mengisi rekam medis, *hygiene factor*, *motivation factor*, motivasi dan *intention* terhadap kepatuhan pengisian rekam medis. Penelitian observasional ini melibatkan 61 petugas dari instalasi rawat inap, variabel bebas adalah *motivation factor*, *hygiene factor*, motivasi dan *intention* sementara variabel terikat adalah kepatuhan petugas dalam pengisian rekam medis. Pengumpulan data penelitian melalui pengisian kuesioner untuk menilai kelengkapan rekam medis dan lembar *checklist* untuk menilai kepatuhan petugas. Penilaian *hygiene factor* berdasarkan enam parameter (*working condition*, *interpersonal relation*, *company policy and administration*, *sallary*, *quality supervisor*) menunjukkan hasil sebesar 55,73%, penilaian *motivation factor* berdasarkan lima parameter (*achievement*, *advancement*, *recognition*, *the work it self*, *responsibility*) menunjukkan hasil sebesar 54,09%, penilaian motivasi menunjukkan hasil sebesar 93,44% dan penilaian *intention* menunjukkan hasil sebesar 96,72%.

Penelitian juga menunjukkan bahwa *hygiene factor*, *motivation factor*, motivasi dan *intention* berhubungan terhadap kepatuhan petugas untuk mengisi rekam medis.

Kata Kunci: Kepatuhan, Rekam Medis, *Hygiene Factors*, *Motivation Factors*