

Relationship of Officers' Performance and Outpatient's Medical Record Time Provision

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ABSTRACT

The time for providing outpatient medical records according to Indonesian Ministry of Health is ≤ 10 minutes. Based on the pre-survey at Hospital "X" using 100 file of outpatient medical records showed that 80% the provision has been a delay. The aim of this study is to analyze the relationship of individuals, organizations, and psychology to the time of providing outpatient medical records. This is an analytic study with a cross-sectional method and the data analysis was carried out bivariate by chi-square test. Individual variables (ability) related to providing time of outpatient medical records (Sig 0.08), sub-variable skill related to providing time outpatient medical records (Sig 0.061), organizational variables with job design sub-variables not related with providing time outpatient medical records (Sig 0.399). Sub leadership variables related with providing time outpatient medical records (Sig 0.08), psychological variables with attitude variables related with providing time outpatient medical records (Sig 0.015), sub motivation variables not related with providing time outpatient medical records (Sig 0.182). Related variables are individuals (abilities and skills), organizations with sub-leadership variables, psychological with sub attitude variables, meanwhile organizational variables with sub job design variables, psychological variables with sub motivation variables are not related.

Waktu penyediaan rekam medis pasien rawat jalan sesuai Kemenkes RI adalah ≤ 10 menit. Berdasarkan survei awal sebanyak 100 berkas rekam medis rawat jalan di Rumah Sakit "X" menunjukkan 80% penyalahannya mengalami keterlambatan. Menganalisis hubungan individu, organisasi, dan psikologis petugas terhadap waktu penyediaan rekam medis rawat jalan. Analitik dengan pendekatan metodologi cross sectional serta dianalisis secara bivariat dengan uji chi square. Variabel individu dengan sub variabel kemampuan berhubungan terhadap waktu penyediaan rekam medis rawat jalan (Sig 0.08) dan sub variabel keterampilan juga berhubungan terhadap waktu penyediaan rekam medis rawat jalan (Sig 0.061). Variabel organisasi dengan sub variabel desain pekerjaan tidak berhubungan terhadap waktu penyediaan rekam medis rawat jalan (Sig 0.399) dan sub variabel kepemimpinan berhubungan terhadap waktu penyediaan rekam medis rawat jalan (Sig 0.08). Variabel psikologis dengan sub variabel sikap berhubungan terhadap waktu penyediaan rekam medis rawat jalan (Sig 0.015) dan sub variabel motivasi tidak berhubungan terhadap waktu penyediaan rekam medis rawat jalan (Sig 0.182). Variabel individu dengan sub variabel (kemampuan dan keterampilan), variabel organisasi dengan sub variabel (kepemimpinan), variabel psikologis dengan sub variabel (sikap) berhubungan terhadap waktu penyediaan rekam medis rawat jalan sedangkan variabel organisasi dengan sub variabel desain pekerjaan, variabel psikologis dengan sub variabel motivasi tidak berhubungan terhadap waktu penyediaan rekam medis rawat jalan.

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INTRODUCTION

Hospital is a health care facility that provides inpatient, outpatient and emergency services.¹ Hospitals need auxiliary units to carry out their duties, including-

medical record units.² Medical Record is a file containing documents about patient identity, examination, treatment, actions, and other services to patients at health care facilities. Medical records must be maintained properly so as to avoid damage, mis-files, and misuse by parties who are not responsible. A good medical record is also one

indicator to improve the quality of health services in a health care facility. The quality of health services will increase if the services provided are getting better too, including the services medical records.³

The quality of medical record service can be seen from the lack of time in providing medical record documents, the faster the provision of medical record documents to the targeted poly the faster the services provided to patients.³ Providing medical records for outpatients according to the minimum hospital standard of service is less than 10 minutes.⁴ Winami showed that the waiting time for the provision of medical record files is a maximum of 10 minutes.⁵ Anifah also stated that the time of providing medical records was ≤ 10 minutes.⁶ Based on this explanation that it is necessary for officers to have good performance to support the good and quality medical record services. Performance is the result of work both in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Safwan, etc. also said that the performance is the level of achievement of an activity or program to realize a vision and mission of an organization.⁷ There are three variables that affect performance stated by Gibson, those are individual variables (ability, skills, background and demographic), organizational variables (job design, resources, leadership, rewards and organizational structure), and psychological variables (learning, attitude, motivation, perception and personality).⁸

Based on the results of a preliminary study March 24 - April 21, 2018, at Hospital "X" with a total number of medical record samples of 100 outpatient medical records, the following conclusions were obtained:

Table 1. Providing Time of Outpatient Medical Records at Hospital "X"

Date	∑ Outpatient Medical Record file	∑ Providing Time an Outpatient Medical Record file > 10 Minutes	∑ New Patient	∑ Old Patient
24/03/2018	25	20	0	25
31/03/2018	25	17	0	25
07/04/2018	25	25	0	25
13/04/2018	25	18	0	25
Total	100	80	0	100

Source: Hospital "X", 2018

Based on the Table 1, it can be concluded that 80% of outpatient medical records are more than 10 minutes in duration. The number of outpatients at Hospital "X" averages 2507 per month, which can cause problems in the number of cases of patients who complain of long waiting

time to get an inspection. The results of Bustani's study stated that long waiting times in providing medical records could cause problems in the form of long waiting times for patients to obtain examinations.⁹ Other problems that patients will also consider the quality of health services is not good if the waiting time is long.³ The quality of health services that are not good has not met the expectations of patients so that they have not satisfied patients and can cause patients not to seek treatment again.^{10,11}

Long waiting times are caused by the performance of officers who take a long-time providing outpatient medical records and these impacts also occur in Hospital "X".¹² The results of observations from outpatient officers revealed that 3 medical record officers graduated from D III - RMIK, 2 medical record officers graduating from D IV - RMIK, 2 filling officers graduating from high school, and 6 officers registering high school graduates. Officer education is related to officers' abilities and skills. The high and low education of officers influences the ability, skills of officers.¹³ Utami states that abilities, skills which are sub-variables of one's individual variables can be obtained through education, by adhering to existing procedures and running, completing a job's tasks.¹⁴ The road at Hospital "X" has an average delay of more than 10 minutes.

Ability and skills influence the waiting time for the provision of medical records.¹⁵ Capabilities, skills affect performance.⁸ In order to carry out performance in the organization, good leadership is also needed, performance can also be influenced by leadership. Around 40-60% of performance is influenced by organizational variables with sub-leadership variables.¹² Medical record organization by the medical record officer at Hospital "X" was not in accordance with the existing work design. The determinant factors that cause the length of waiting time for the provision of medical record files are job design.¹⁶ Job design is a sub-variable of organizational variables that can also affect performance by 38%.¹⁷

Individual variables (abilities, skills) and organizational variables (job design, leadership) mentioned earlier, the attitude variable of the majority officer has an disciplined attitude to work. The attitudes of officers had an effect on the timing of the provision of medical record files.⁵ The attitude of an officer influenced the performance of the officers themselves.¹⁸ In addition to the sub-variable attitude sub-motivation variable also influence performance.¹⁹ In order to find out the delay in providing outpatient medical records due to the length of performance of the officers, the researchers were interested in conducting research on the analysis of individual,

organizational, psychological relationships of officers and time of providing outpatient medical records at Hospital "X".

RESEARCH METHOD

This study used quantitative methods with cross-sectional research. The independent variables in this study are individual variables which include ability, outpatient medical record and skills; organizational variables which include job design, resources and outpatient medical record leadership; and psychological variables including: attitudes and motivation of outpatient medical record officers. Meanwhile, the dependent variable in this study is the time of providing outpatient medical records. Respondents in this study were 11 outpatient medical record officers. The researcher will explain to the respondent about the research that will be carried out, and then the respondent will sign the agreement after explanation (AAE) if the respondent is willing to become the respondent in the study. Data collection techniques used in this study were questionnaires and observations. The results of the data that have been obtained will then be tested for validity and reliability, tested statistically using the chi-square test and then analyzed and concluded.

RESULT AND DISCUSSION

Relationship of Officers' Ability and Providing Time of Outpatients Medical Record

The results of the study showed that the ability of the officers and providing time of outpatient medical records at Hospital "X" (as shown in Table 2)

Based on table 2, it can be concluded that there is a tendency for officers who have poor abilities to take a long time for providing outpatient medical record files. Of the 6 inadequate officers, there were 5 officers (83.3%) of the old ones in providing outpatient medical record files, while 1 officer (16.7%) provided outpatient medical record files quickly.

Table 2. Crosstabulation of Ability and Providing Time of Outpatients Medical Record

		Ability * Outpatient's Providing Time		
		Slowly	Quickly	Total
Ability	Bad	5	1	6
		83.3%	16.7%	100.0%
	Good	1	4	5
		20.0%	80.0%	100.0%
Total		6	5	11
		54.5%	45.5%	100.0%

Source: Primary Data, 2019

On the contrary, there is a tendency for officers who have good ability to be able to provide medical records files outpatient quickly. Of the 5 officers who have good abilities, 1 officer (20%) are slowly in providing outpatient medical record files, while 4 officers (80%) provide outpatient medical record documents quickly. To find out the relationship of the officers' ability with providing time of outpatient medical records can be seen in the following Table 3.

Table 3. Relationship Test of the Officers' Ability and Providing Time of Outpatient Medical Records

Chi-Square Tests			
	Value	Asym Sig. (2-sided)	Exact Sig. (2-sided)
Pearson Chi-Square	4.412 ^a	.036	
Continuity Correction ^b	2.228	.136	
Fisher's Exact Test			.080

Source: SPSS Test, 2019

Table 3 showed that a significance value (Sig) of 0.036 with an expected value of <5 that is 100% so that the test results that can be used are the fisher exact test which has a significance value (Sig) of 0.08. It can be concluded that there is has relationship between ability variables and providing time of outpatient medical records. It is proven by Utami in her research, stating that ability, skill which is a sub-variable of one's individual variable can be obtained through education, by adhering to existing procedures and carrying out, completing work assignments significantly related to the time of providing medical records outpatient.²² In general, the officers who provided outpatient medical record files at Hospital "X" were still providing medical records for a long time because officers had difficulty finding medical records that had been previously stored on filing shelves because the officers were still unable to carry out storage with storage systems which have been applied by the officer, namely terminal digit filing storage.

The results of a study conducted by Fatimah which stated that the ability of officers who are low in the storage of medical record files can cause the length of time providing medical records.²⁴ Errors in the storage of medical records caused by the ability of officers can also cause the absence of medical record files on the storage rack when needed, causing officers to make new medical records for patients and cause the time to provide medical records outpatient. It is proven by research conducted by Anifah which states that the high delay in file provision is caused by the absence of medical record files on filing

shelves due to the lack of understanding and ability in storing medical records.¹²

Relationship Officers' Skills and Providing Time of Outpatients Medical Record

The results of the study showed that the officers' skills and providing time of outpatient medical records at Hospital "X" (as shown in Table 4).

Table 4. Crosstabulation of Skills and Providing Time of Outpatients Medical Record

		Skills * Outpatient's Providing Time		
		Slowly	Quickly	Total
Skills	Bad	4 100.0%	0 .0%	4 100.0%
	Good	2 28.6%	5 71.4%	7 100.0%
	total	6 54.5%	5 45.5%	11 100.0%

Source: Primary Data, 2019

Based on Table 4 it can be concluded that there is a tendency for officers who possess bad skills to take a long time in providing an outpatient medical record file. Of the 4 officers (100%) who had bad skills all officers needed a long time in providing outpatient medical record files, meanwhile no officers (0%) had bad skills who could provide medical record files quickly. On the contrary, there is a tendency for officers who have good skills to be able to provide medical records files outpatient with fast. Of the 5 officers who have good skills, 2 officers (28.6%) need a long time in providing an outpatient medical record file, while 5 officers (71.4%) can provide an outpatient medical record file quickly. To find out the relationship of the officers to the time of providing outpatient medical records can be seen in the following Table 5.

Table 5. Relationship Test of the Officers' Skills and Providing Time of Outpatient Medical Records

Chi-Square Tests			
	Value	Asym Sig. (2-sided)	Exact (2- sided)
Pearson Chi-Square	5.238 ^a	.022	
Continuity Correction ^b	2.753	.097	
Fisher's Exact Test			.061

Source: SPSS Test, 2019

In table 5 showed that a significance value (Sig) 0.022 with an expected value of <5 which is 100%, so the test results that can be used are the results of fisher exact test which has a significance value (Sig) 0.061 can be concluded that there is has relationship between individual

variables (skill of sub-variable) officers on the time of providing outpatient medical records.

Asmuni stated that there was a significant relationship ($p = 0.035 < 0.05$) between the skills of officers and the time of providing outpatient medical records.¹⁵ According to Gibson stated that affordability is a competence related to tasks, such as competence in operating the computer and communication skills.³ The skills of officers who provide outpatient medical record files at Hospital "X" are still lacking because the officers are still not skilled in operating RS MIS, officers have difficulty finding data on old patients who have visited and difficulty in data entry for new patients due to education officers, in general, it is still relatively low and no training has been carried out regarding this matter. Asmuni added that more officers are less skilled with regard to education and limitations in getting training.¹⁵

Officer's education is related to the ability and skills of officers. The high and low education of officer's influences the ability, skills of officers.¹³ In accordance with the research conducted by Utami, states that skills which are sub-variables of individual variable can be obtained through education, by complying with existing procedures and running, completing the tasks of a job.¹⁴ Asmuni stated that the skills related to the time of providing outpatient medical records.¹⁵ According to research conducted by Sulistiyani which states that skilled employees have good performance, while unskilled employees have poor performance.²⁰ Based on this fact, we can conclude that work is supported by the skills of officers who are increasingly high will make the body, energy, and thoughts in doing work efficient.²¹

Relationship of Officers' Job Design and Providing Time of Outpatients Medical Record

The results of the study showed that the officers' job design and providing time of outpatient medical records at Hospital "X" (as shown in Table 6). Based on table 6, it can be concluded that there is a tendency for officers who have poor job designs to provide outpatient medical records quickly. Of the 5 officers who have a bad job design of 2 officers (40%) need a long time in providing an outpatient medical record file, while 3 officers (60%) can provide an outpatient medical record file quickly. Meanwhile, there is a tendency for officers who have good work designs to take a long time in providing outpatient medical record files. Of the 6 officers who have a job design, either 4 officers or 66.7% need a long time in providing an outpatient medical

record file, while 2 officers (33.3%) can provide an outpatient medical record file quickly.

Table 6. Crosstabulation of Job Design and Providing Time of Outpatients Medical Record

		Job Design* Outpatient's Providing Time		
		Slowly	Quickly	Total
Job Design	Bad	2 40.0%	3 60.0%	5 100.0%
	Good	4 66.7%	2 33.3%	6 100.0%
	Total	6 54.5%	5 54.5%	11 45.5%

Source: Primary Data, 2019

To find out the relationship between the design work of the officer and the time provided for outpatient medical records can be seen in this table:

Table 7. Relationship Test of the Officers' Job Design and Providing Time of Outpatient Medical Records

Chi-Square Tests			
	Value	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)
Pearson Chi-Square	.782 ^a	.376	
Continuity Correction ^b	.076	.782	
Fisher's Exact Test			.567

Source: SPSS Test, 2019

Table 7 showed that the significance value (Sig) 0.376 with an expected value of <5 which is 100%, so that the results of the test that can be used are the results of fisher exact test which has a significance value (Sig) 0.567. It can be concluded that there is no relationship between the job design with time provision of outpatient medical records. Variable organization with job design (sub-variables) not related to the time of providing outpatient medical records with significance (Sig) 0.567. This research showed that 6 officers of medical records claiming that they have a good job designs, meanwhile the remaining 5 of officers claimed the job design was unclear.

The respondents claimed that the job design was considered unclear because even though it had been given at the beginning of work, the work position was often rotated and added with sudden assignments when one of the employees was absent, causing unclear main work to be done. Meanwhile, officers are very important to know the design of work for the effectiveness and efficiency of work so that they can provide medical records outpatient more quickly. This situation is in accordance with the conditions

in the research conducted by Farhatani and Wulandari that the unclear SOP and design regulations work so that the medical record officer considers that the work design and SOP are not available.¹⁶

Job design that is not have related is not in accordance with the research of Yulianti, concludes the design of work which is the details and procedures of implementation which includes who, how, when the task is carried out has effect on performance.²¹ Job design that does not affect the time of providing medical records is also not in line with the research by Farhatani and Wulandari which states that the determinant factors that cause the waiting time for the provision of medical record files are job designs caused by ignorance of the Standard Operating Procedure (SOP) for their work and difficulties in finding medical record documents.^{10,16}

Relationship of Officers' Leadership and Providing Time of Outpatients Medical Record

The research result showed that the officers' leadership and providing time of outpatient medical records at Hospital "X" (as shown in Table 8).

Table 8. Crosstabulation of Leadership and Providing Time of Outpatients Medical Record

		Leadership* Outpatient's Providing Time		
		Slowly	Quickly	Total
Leadership	Bad	5 83.3%	1 16.7%	6 100.0%
	Good	1 20.0%	4 80.0%	5 100.0%
	Total	6 54.5%	5 45.5%	11 100.0%

Source: Primary Data, 2019

Table 8 showed that, it can be concluded that there is a tendency for officers who have a poor perception of leadership in Hospital "X" to take a long time in providing an outpatient medical record file. Of the 6 officers who possessed poor perceptions of their leadership, 5 officers or 83.3% needed a long time in providing outpatient medical records, while 1 officer (16.7%) could provide an outpatient medical record file quickly. On the contrary, there is a tendency for officers who perceive that leadership in Hospital "X" can both provide medical records files outpatient quickly. The 5 officers who perceive that their leadership is good, 1 officer or 20% requires a staff of 80 or 80% can provide an outpatient medical record file quickly.

To find out the relationship between the officer's leadership³⁰ with the time of providing outpatient medical records can be seen in the following table (Table 9):

Table 9. Relationship Test of the Officers' Leadership and Providing Time of Outpatient Medical Records

Chi-Square Tests			
	Value	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)
Pearson Chi-Square	4.412 ^a	.036	
Continuity Correction ^b	2.228	.136	
Fisher's Exact Test			.080

Source: SPSS Test, 2019

Table 9 showed that a significance value (Sig) of 0.036 with an expected value of <5 that is 100%, so the test results that can be used are the results of fisher exact test which has a significance value (Sig) 0.080. It can be concluded that there is a relationship between officer's leadership with providing time of outpatient medical record. Sub variables of leadership related with providing time of outpatient medical records with significance (Sig) 0.08.¹⁴

In line with research conducted by Rusilawati showed that a relationship between the leadership of officers on the officer's performance with a significance value of 0, 001 <0.05.²² In general, officers' perceptions of leadership are still inadequate, such as the treatment that is still unequal between medical records officers with each other, causing social jealousy, rarely does the leader provide encouragement to increase capacity and lack of appreciation and praise for officers who work well. The leader of outpatient medical record officers with a deterioration rate of 55%, so that it can be said that the role of the leader still needs to be improved. Employee performance will be better if the leadership run by the leadership is valued well by sub-ordinates.²² The existence of the above problems causes officers to be reluctant or unwilling and feel lazy at work is no exception in providing outpatient medical records on time. The relationship between leadership with providing time of outpatient medical records is strengthened by the results of research conducted by Munandar stating that 40-60% of performance is influenced by organizational variables with sub variables of leadership.³

Relationship of Officers' Attitude and Providing Time of Outpatients Medical Record

The research result showed that the officers' attitude and providing time of outpatient medical records at Hospital "X" (as shown in Table 10).

Table 10. Crosstabulation of Attitude and Providing Time of Outpatients Medical Record

	Attitude*	Outpatient's Providing Time		
		Slowly	Quickly	Total
Attitude	Bad	5	0	5
		100.0%	.0%	100.0%
	Good	1	5	6
	20.0%	16.7%	83.3%	100.0%
		6	5	11
total		54.5%	45.5%	100.0%

Source: Primary Data, 2019

Based on Table 10, it can be concluded that officers who have a bad attitude take a long time in providing an outpatient medical record file. Of the 5 officers who have a bad attitude of all officers (100%) need a long time in providing an outpatient medical record file, while there are no officers (0%) who can provide medical record files quickly. Meanwhile, the tendency of officers who have a good attitude can provide medical records files outpatient quickly. Of the 6 officers who had a good attitude, 1 officer or 16.7% needed a long time to provide an outpatient medical record file, while 5 or 83.3% of staff could arrange an outpatient medical record file quickly. To find out the relationship between the officer's attitude and providing time of outpatient medical records can be seen in the following table:

Table 11 showed that the significance value (Sig) 0,006 with expected value <5 which is 100%, so the test results that can be used are the results of fisher exact test which has a significance value (Sig) 0.015. It can be concluded that there is a relationship between the officer's attitude and providing time of outpatient medical records. In general, the attitude of medical record officers at Hospital "X" often violates existing regulations such as still waiting for files to stack 3-4 then deliver to the poly.

In addition, the filling officers also has an undisciplined attitude to re-tidy up the files that have been returned by the doctor or nurse so that the officer provides a file of difficulty in finding the old patient file again. It is proven by the results of Winarni which states that the attitude of medical record officers who often violate the rules relates to the time of providing medical record files.⁵ The attitude of an officer influences the performance of the officers themselves, so it can be concluded that the better

the attitude of the officers the better the performance of the officers.¹⁸

Table 11. Relationship Test of the Officers' Attitude and Providing Time of Outpatient Medical Records

Chi-Square Tests			
	Value	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)
Pearson Chi-Square	7.639 ^a	.006	
Continuity Correction ^b	4.648	.031	
Fisher's Exact Test			.015

Source: SPSS Test, 2019

In line with the research conducted by Laeliyah and Subekti states that there is a meaningful relationship between the attitude of the officer towards the provision of medical record documents.¹²

Relationship of Officers' Motivation and Providing Time of Outpatients Medical Record

The research result showed that the officers' motivation and providing time of outpatient medical records at Hospital "X" (as shown in Table 12).

Table 12. Crosstabulation of Motivation and Providing Time of Outpatients Medical Record

Motivation * Outpatient's Providing Time			
	Slowly	Quickly	Total
Bad	3	0	3
	100.0%	0.0%	100.0%
Good	3	5	8
	37.5%	62.5%	100.0%
Total	6	5	11
	54.5%	45.5%	100.0%

Source: Primary Data, 2019

Based on table 12, it can be concluded that the tendency of officers who have poor motivation requires a long time in providing an outpatient medical record file. Of the 3 officers who have bad motivation, all officers or 100% need a long time to provide an outpatient medical record file, while there are no officers or 0% who can provide medical record files quickly. On the contrary, there is a tendency for officers who are motivated to be able to provide an outpatient medical record file quickly. Of the 8 officers who have good motivation, 3 officers or 37.5% need a long time in providing an outpatient medical record file, while 5 officers or 62.5% can provide an outpatient medical record file quickly. To find out the relationship between the officers' motivation and providing time of

outpatient medical records can be seen in the following table (Table 13):

Table 13. Relationship Test of the Officers' Motivation and Providing Time of Outpatient Medical Records

Chi-Square Tests			
	Value	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)
Pearson Chi-Square	3.438 ^a	.064	
Continuity Correction ^b	1.379	.240	
Fisher's Exact Test			.182

Source: SPSS Test, 2019

Based on Table 13 showed that a significance value (Sig) of 0.064 with an expected value of <5 that is 100%, so that the test results that can be used are the results of fisher exact test which has a significance value (Sig) 0.182 outpatient medical record. It can be concluded that there is no relationship between the officer's motivations with providing time of outpatient medical records. The motivation in this study was motivation in the officers themselves; in general, the medical record officers at Hospital "X" were less motivated to make improvements in the provision of files such as enthusiasm and awareness from inside officers to provide medical records on time. The motivation that is not related to the timing of outpatient medical records in this study is because most officers are more motivated by external factors such as encouragement from the head of the medical record to provide medical records on time. Evidenced by the results¹⁸ research conducted by Yolanda who states that there is no relationship between intrinsic motivations on performance (provision of files) medical records and there is a relationship between extrinsic motivations to performance.²³

CONCLUSION

Individual variables with sub-variables ability (Sig 0.08), sub-skill variables related to the time of outpatient medical record provision (Sig 0.061), organizational variables with job design sub-variables not related to the time of provision of outpatient medical records (Sig 0.399), sub-leadership variables related to the time of providing outpatient medical records (Sig 0.08). Psychological variables with sub attitude variables related to the time of providing outpatient medical records (Sig 0.015), motivation sub-variables were not related to the time of outpatient medical record provision (Sig 0.182).

There needs to be an increase in the abilities and skills of officers with training related to providing outpatient medical records. It is necessary to improve the attitude of officers in following the rules regarding the provision of outpatient medical records and the need for increased motivation from within the staff in the form of increasing internal enthusiasm medical on time, for further research it is expected that further research on variables that can relate to the time of providing outpatient medical records.

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