

**Analysis Of Performance Of Filing Officers In The Distribution Of Medical
Records Outpatient In RSUD dr. Abdoer Rahem Situbondo**

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ABSTRACT

Standard distribution of medical record files 10 minutes. The purpose of this study was to analyze the performance of filing officers in the distribution of outpatient medical record files at RSUD dr. Abdoer Rahem Situbondo using Robbins' theory of performance, namely Motivation, Opportunity and Ability. This type of research is a qualitative analysis. Data collection techniques are interviews, observation, documentation and brainstorming. The object of this research is the outpatient medical record file. The subjects in the study were 1 head of medical records and 2 filing officers. Data analysis is data reduction, data presentation, and conclusion drawing. Test the validity of the data using the triangulation of sources and techniques. The results of this study are that there is no motivation, both written rewards and punishments, so that officers do not get encouragement to produce better performance, distribution officers have never attended training on medical records, officers lack discipline in distributing medical record files so they do not pay attention to time standards. . The solution is giving rewards, punishments to filing officers to be more motivated at work, providing training according to job descriptions and officers are expected to pay attention to discipline in distributing. The suggestion in this study is that the head of the medical record can give rewards to officers who have good performance, especially in the process of distributing medical record files.

Keywords: *Distribution of medical record files, Motivation, Opportunit, Ability*