

***Analysis of Causing Factors the Poor Performance of Medical Record Officers
at the Filing Unit at Bhakti Husada Krikilan General Hospital.***

Rossalina Adi Wijayanti, S.KM., M.Kes (*Supervisor I*)

Nabilah Khoirun Nissa'

Medical Record Study Program

Health Department

ABSTRACT

Based on a preliminary survey in the General Hospital of Bhakti Husada Krikilan, there were problems related to the performance of the filing unit, namely some job descriptions had not been carried out and had not been worked out maximally, the time for providing Medical Record Documents > 10 minutes, filing officers with vocational and vocational education background with a work target of 100 % is still 44%. This research was aimed to analyze the factors that cause the low performance of medical records officers in the filing unit and then analyze the causes of low-performance factors of individual, organizational and psychological factors with the Problem Tree Analysis method. This type of research is qualitative research and data collection by interview, observation, and documentation. The results of this study are the first individual factors the main causes of inappropriate background are still carrying out the management planning process related to the recruitment of workers has not been carried out and the main factors causing demographics of the absence of workforce recruitment. The two main organizational factors causing job design related to Job Desc and SOP are lack of coordination between officers and superiors, the limited number of personnel, officers do not understand the importance of job desc. These three psychological factors are the main causes of the attitude of working hours are quite dense with limited energy and the main factors causing motivation from the inside is not the recognition of others who encourage the work of officers, motivation from outside does not understand the importance of job desc and still the management planning process. The existence of recommendations for recommendations is the need for a job design review, training or seminar participation is needed so that the information can be up to date, the award should be delivered directly so that motivates officers, the addition of workers, more routine evaluations, need to be firm punishment and reward officers with good performance.

Key words : *Medical Records, Performance, Filing, Hospital*