
IDENTIFICATION OF INCOMPLETE FILLMENT OF MEDICAL RECORDS DOCUMENTS BASED ON EXPECTANCE MOTIVATION THEORY IN RSUD dr. R. KOESMA TUBAN

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ABSTRACT

Completeness of medical record documents becomes important because it describes the practice of quality services. RSUD dr. R. Koesma Tuban have problems with completeness of medical record documentation. Incompleteness medical record documentation of outpatient at RSUD dr. R. Koesma Tuban was rated at 87, 67%. The object of this study was to identify the incompleteness of medical record documentation of outpatient based on Victor Vroom expectancy theory motivation at RSUD dr. R. Koesma Tuban. The present study conducts a cross-sectional, descriptive research during May 2021 through to use questionnaires and observation on medical record documentation of outpatient. The respondents of this study were personnel who were filling the outpatient medical record documentation. These people were 5 doctors, 5 refractions, and 6 nurses. The result of the study showed that Filling of the medical record documentation at RSUD dr. R. Koesma Tuban was low. Motivation has driving factor to the incompleteness of outpatient medical record documentation at RSUD dr. R. Koesma Tuban. Suggestions given to monitoring the performance to complete the medical record documentation of outpatient.

Keywords : hospital, incompleteness, medical record, motivation, outpatient, victor vroom

INTRODUCTION

The completeness of filling out medical record documents is very important because if there are fields that are not filled in, there will be less information related to patients. This will result in less than optimal services provided for the treatment and healing process. Based on the Decree of the Minister of Health of the Republic of Indonesia No.129/MENKES/SK/II/2008 concerning Minimum Service Standards (SPM) for Hospitals regarding hospital medical record service standards, namely the completeness of filling out medical records a maximum of 24 hours after completion of service has a standard that is 100%.

Completeness of filling out outpatient medical record documents at RSUD DR. R. Koesma Tuban in August-December 2021 is still relatively incomplete. There are several fields that are not filled in by the officer who

is responsible for filling out medical record documents. Initial data on the completeness of filling out medical record documents in August, the number of incomplete fillings was 86.67%, in September it was 93.33%, in October it was 73.33%, in November it was 93.33%, and in December it was 86.67 %. This illustrates that the number of incomplete filling out of outpatient medical record documents at RSUD DR. R. Koesma Tuban.

The relatively high number of incompleteness in filling out medical record documents makes the hospital must know the cause of the problem. The officer responsible for filling out medical record documents has not been able to achieve maximum performance in filling out medical record documents. One way to see the performance of officers filling out medical record documents is based on the motivation of officers who are responsible for filling out medical record documents. The research

problem that occurs is the high number of incomplete filling out of outpatient medical record documents at RSUD DR. R. Koesma Tuban. This study aims to determine the motivation of officers to fill out outpatient medical record documents at RSUD DR. R. Koesma Tuban.

RESEARCH METHODS

This research is a cross sectional descriptive study. The total population of the study were officers who were responsible for filling out outpatient medical record documents at RSUD DR. R. Koesma Tuban, namely 5 doctors, 5 opticien refractionists, and 6 nurses. The study was conducted in April-May 2021 at the dr. R. Koesma Tuban. This study uses a questionnaire that is distributed to all research respondents according to the motivation variable as the theory used. The performance variable was examined by observing the completeness of filling out medical record documents in April 2021 which were filled out by doctors, optometrist refractionists, and nurses. Performance results will be classified into 3 (three) types of performance, namely good performance (0-33%), moderate performance (34-67%), and low performance (68-100%).

The expectation variable has 1 (one) question that has a score between 0 to 1 and has an answer with a Likert scale containing 5 levels of answer preferences. The instrumentalist variable has 5 (five) questions that have a score between 0 to 1 and has an answer with a Likert scale. The valence variable has 5 (five) questions that have a score of -1 to +1 and has an answer with a Likert scale. The instrumentalist and valence scores were multiplied by each question and summed to produce a first-level valence score (V1). The first-degree valence score (V1) is multiplied by the expectation score and will produce a motivation score. The overall motivation score of the officers was averaged

and grouped into 3 (three) types of motivation, namely high, medium, and low motivation).

RESULTS

The motivation of the officers studied was to find out the incompleteness of filling out the outpatient medical record documents at the RSUD DR. R. Koesma Tuban includes belief in the efforts made will be successful (hope), belief in the rewards obtained when the work done will be successful (instrumentalist), and an assessment of the importance of the rewards received (valence). The results of the scores of the three variables above will be processed into the motivation score of each officer.

Confidence in the Efforts made will Succeed (Hope)

Hope is the officer's belief in filling out the medical record document that will be successful if it is filled out properly. The following is the distribution of the answers to expectations from medical record document officers.

Table 1. Confidence in the efforts made will be successful by officers filling out medical records at RSUD DR. R. Koesma Tuban in 2021

Hope Category	Amount	Percentage (%)
Very Sure	2	12.5
Very sure	9	56.25
Not sure	5	31.25
Very not	0	0
Certain	0	0
Total	16	100

The results of filling out the questionnaire variable expectations are known that the officers are very confident in filling out the medical record document will be successful that is equal to 56.25%. This illustrates that the officers filling out medical record documents are confident in their abilities and the work they do will produce optimal results. The confidence of officers in

filling out medical record documents is high, which will encourage officers to make the work they do as a challenge and increase their enthusiasm to do good results in their work. So that officers have the desire and drive to improve their ability to do the work they are responsible for (Suhartini and Yusiyanti, 2007).

DISCUSSION

Confidence in the performance that results in rewards (instrumentalist)

Instrumentalism is the officer's belief that the effort made in doing the job will get a reward in accordance with the expectations of the officer. The following is the distribution of answers from officers filling out medical record documents related to instrumentalists.

Table 2. Confidence in the performance that is carried out generates rewards by officers filling out medical records at RSUD DR. R. Koesma Tuban in 2021

Instrumentalist Category	Amount	Percentage (%)
Very Sure	0	0
Very sure	2	12.5
Certain	8	60
Not sure	4	25
Very Uncertain	2	12.5
Total	16	100

Based on the results of instrumentalists filling out medical record documents, it can be seen that the officers responsible for filling out medical record documents feel confident about the rewards that will be given when filling out medical record documents properly, which is 60%. Officers feel that what they do will have an impact on the goals of the organization. Rewards directly or indirectly for the officers themselves will be given from the hospital if they fill out the medical record documents properly. This is possible because hospitals provide job promotions based on the elements of effort and hard work carried out

by officers to achieve optimal performance. Financial rewards, such as incentives given to officers, will give a positive value to the officers' beliefs about what they want (Suhartini and Yusiyanti, 2007). Another reward that officers feel confident about getting from the hospital is protection against the occurrence of a case. The officer believes that the hospital will provide a guarantee if the officer in charge of filling out medical record documents has a case related to filling out outpatient medical record documents (Revitasari, 2021). Awards and acknowledgments from hospital leaders are non-financial rewards that staff filling out outpatient medical record documents believe will be given when doing a good job. Relatively high instrumentalists or officers' confidence in the rewards that will be given is strongly influenced by the trust of officers filling out medical record documents in the hospital management system for the rewards to be given. This trust encourages officers to believe in the rewards they get and forms motivation from within the officers to try to fill out medical record documents completely and properly.

Assessment of Rewards received (Valence)

Valence is an assessment of the importance of something that is attached to the rewards obtained by officers after doing a good and optimal job. The following is the distribution of answers from officers filling out medical record documents related to valence.

Table 3. Assessment of the benefits received by officers filling out medical records at RSUD DR. R. Koesma Tuban in 2021

Valence Category	Amount	Percentage (%)
Very Sure	0	0
Very important	1	6.25
Important	10	62.5
Not important	3	17.75
Very unimportant	2	12.5
Total	16	100

The table above provides information that the officer filling out the outpatient medical record document assessment of the rewards given when doing a good job is considered important, the percentage is 62.5%. This illustrates that the officer feels that the rewards obtained by the officer when doing a good job are important for the officer but not strong enough to increase the motivation of the officer in filling out the outpatient medical record document. Rewards that are considered important can be in the form of financial or non-financial rewards. The existence of incentives, recognition from superiors, praise from leaders, protection of a case, and job promotions are considered important in officers to encourage more and optimal work (Suhartini and Yusiyanti, 2007). Officers give an assessment of the importance and whether or not a reward is a natural thing. This is encouraged because the compensation is able to support the fulfillment of the needs of life and the need for protection from the hospital. The officer filling in the medical record document expects and provides an assessment of the rewards that will be given when the work done is successful. Each officer has a different portion and involvement in filling out medical record documents according to the officer's profession. The portion of the task assigned also encourages officers to give a different assessment of the importance of the rewards that will be given from the hospital. Officers who have more filling portions will have a higher reward rating than officers who have fewer filling portions. Officers who have a small portion of the contents and the assessment of the importance of the reward is also relatively low, will feel at a static level of work and will affect the contents of the outpatient medical record document. The compensation given is also not fully in accordance with what is desired by the medical record document filling officer, whether it has a large or small portion of the contents.

Effort to Achieve Performance (First Level Valence / V1)

The first level of valence is an effort made by officers to achieve optimal performance. The first level valence number (V1) is the product of the valence and instrumentalist scores. The following is the distribution of the first-level valence classification of officers filling out outpatient medical record documents at RSUD DR. R. Koesma Tuban.

Table 4. Efforts to Achieve the Performance of Medical Record Filling Officers at RSUD DR. R. Koesma Tuban in 2021

First Level Valence Category	Amount	Percentage (%)
Tall	4	25
Currently	0	0
Low	12	75
Total	16	100

Based on table 4, it can be seen that officers have an effort to achieve relatively low performance in filling out medical record documents, which is 75%. This variable is a fusion of perceptions of employees' belief and uncertainty about rewards (valence) and the importance or absence of rewards (instrumentalists). In the valence score, the officer tends to give a sure answer that has a score of 0. This result causes the effort in achieving the first level of performance or valence in the officer to be low. The importance of the rewards given when officers can do a good job has a number that is not strong enough to form the motivation of officers to be able to fill out medical record documents properly.

Motivation

Motivation is an effort made to encourage officers to achieve good performance. Motivation can arise from within the officer or from outside the officer to encourage the creation of optimal results for the officer. The result of motivation based on Victor Vroom is the result of the

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multiplication of the first level valence score (V1) with the expectation score held by the outpatient medical record document filling officer. The following is the distribution of officers' answers regarding motivation in filling out medical record documents.

Table 5. Motivation of officers filling out medical records at RSUD DR. R. Koesma Tuban in 2021

Motivation Category	Amount	Percentage (%)
Tall	4	25
Currently	0	0
Low	12	75
Total	16	100

The results of the calculation of the motivation score are known that the motivation of officers in filling out medical record documents is low with a percentage of 75%. The level of motivation was obtained based on the results of a questionnaire regarding the motivation possessed by officers in filling out medical record documents which were the responsibility of each officer. These results indicate that the motivation of officers is still relatively low and sufficient so that it will have an impact on the performance carried out by officers in filling out outpatient medical record documents at RSUD DR. R. Koesma Tuban. Officers will be motivated to expend higher effort when they believe that the effort put in will result in a good performance appraisal. Meanwhile, workers who have low motivation only make minimum effort to achieve something. One of the possible sources of low employee motivation is the staff's belief that the hard work they put in, the possibility of getting a performance appraisal is very low (Wahyudi, 2021). Based on the results of the study, the level of motivation of outpatients in filling out medical record documents was in the low category. This illustrates that filling out outpatient medical record documents requires employee benefits that are expected and considered important and useful by officers so that it has an impact on increasing

motivation and producing good performance. The officer will do his best if the officer believes that his good performance will result in a good assessment as well and will then be followed by organizational rewards such as bonuses, increased rewards, and job promotions (Rangganda, 2013). the possibility to get a performance appraisal is very low (Wahyudi, 2021). Based on the results of the study, the level of motivation of outpatients in filling out medical record documents was in the low category. This illustrates that filling out outpatient medical record documents requires employee benefits that are expected and considered important and useful by officers so that it has an impact on increasing motivation and producing good performance. The officer will do his best if the officer believes that his good performance will result in a good assessment as well and will then be followed by organizational rewards such as bonuses, increased rewards, and job promotions (Rangganda, 2013). the possibility to get a performance appraisal is very low (Wahyudi, 2021). Based on the results of the study, the level of motivation of outpatients in filling out medical record documents was in the low category. This illustrates that filling out outpatient medical record documents requires employee benefits that are expected and considered important and useful by officers so that it has an impact on increasing motivation and producing good performance. The officer will do his best if the officer believes that his good performance will result in a good assessment as well and will then be followed by organizational rewards such as bonuses, increased rewards, and job promotions (Rangganda, 2013). Based on the results of the study, the level of motivation of outpatients in filling out medical record documents was in the low category. This illustrates that filling out outpatient medical record documents requires employee benefits that are expected and considered important and useful by officers so that it has an impact on increasing motivation and producing good performance. The officer will do his best if the officer believes that his good

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Performance

The performance carried out by officers is to fill out medical record documents belonging to outpatients. Each officer, namely a doctor, an opticien refractionist, and a nurse, has its own

responsibilities and duties according to the profession in the fields that must be filled out in the outpatient medical record document. The following is the distribution of the performance categories of medical record officers.

Table 6. Performance of filling out medical records in RSUD DR. R. Koesma Tuban in 2021

Performance Category	Amount	Percentage (%)
Well	5	31.25
Enough	6	37.5
Low	5	31.25
Total	16	100

Based on the table above, it is known that officers in filling out medical record documents have sufficient performance in filling out outpatient medical record documents, which is 37.5%. Officers have a performance that is categorized as sufficient because each officer has their respective responsibilities and duties in filling out. The portion and involvement of each officer in filling out medical record documents is different for each health worker, both doctors, opsthesis refractionists, and nurses so that the motivation experienced by officers is not optimal in filling out medical record documents. Some officers still have not filled out the maximum in the medical record document which results in the patient's medical record being incomplete and the value of the information that can be used will be reduced.

CONCLUSION

The motivation of officers in filling out medical record documents is a factor that causes incomplete filling of outpatient medical record documents at RSMM. This suboptimal motivation of officers is based on

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the level of staff's assessment of the importance of the rewards provided by the hospital which has a relatively low score. The advice given to the hospital is to take a personal approach to communicate the hospital's ability to provide rewards and supervise the workings and performance results of officers filling out medical record documents.

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