ANALISIS KINERJA PEGAWAI DIBAGIAN REKAM MEDIS RUMAH SAKIT UMUM HAJI MEDAN

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ABSTRACT

PERFORMANCE ANALISIS OF EMPLOYEES MEDICAL RECORD IN

GENERAL HOSPITAL HAJI MEDAN

Management of medical record s in hospitals is to support the achievement of orderly administration in order to achieve the hospitals goals, namely improving the quality of health services that are affective and efficient in hopitals. Therefore, in the organization of medical records in every hospital. The sick must be admitted to the new general issued by the ministry of health and management. Medical records technically created by the hospital. The purpose of this research is to see. Employe performance in the medical records secition of the General Hospita Haji Medan. This research method used with indepth interviews, observation, documentation and data triangulations. Interview informants consist of medical record officers, doctors and nurses. From the research results, several files the medical records is not completely files in by the doctor, this causes the medical record file to the medical record unit.

Keywords : Performance, Medical Records

CHAPTER I

INTRODUCTION

1.1 Background of Study

The hospital is a health service facility that is absolutely needed by the community in an effort to improve the health of both individuals and society as a whole. To meet these needs, hospitals are required to provide adequate and satisfactory services. Therefore, hospitals must be able to improve the quality of their services, including improving the quality of medical record documentation.

Hospital of Haji Medan is a public hospital owned by the Central Government and is a type B hospital located in the Medan area of North Sumatra. This hospital provides services in the health sector which are supported by doctor and sub-specialist services, as well as indicated by adequate medical facilities. Service activities carried out are in the form of outpatient services (general poly, internal medicine specialist, obstetrician, skin and genital specialist, surgery specialist, ENT specialist, eye specialist, neurologist, dental and oral specialist), inpatient services, and other medical support services.

Hospitals are very closely related to the medical records department. Medical records are used as written information about patient health nurses, data management and are also used for medical research and for statistical activities of health services. Medical record is a sub system of the overall hospital information system which has a very important role in improving the quality and service of the hospital itself. Organizing medical records that starts from the time the patient registers at the hospital, gets health services until he leaves the hospital. Organizing medical records is one form of activity

carried out in order to achieve fast, accurate and precise services so that the information produced is more effective and efficient, so good and quality management is needed.

According to Law No.135/2002 in No.377/Menkes/SK/III/2007, that medical records are files containing notes and documents about patient identity, examination, treatment, actions and other services to patients in health service facilities. Medical records are confidential because they involve personal data of a person with a disease, history of illness and other diagnoses. Given the importance of the content and role of medical records, every hospital and health care institution should store, compile and treat patient data properly and maintain its security from damage and misuse by certain unauthorized parties, and also provide the medical record file every time. times needed.

In Law No. 269 of 2008 in medical records that must be loaded for inpatients and nurses one day at least is the patient's identity, date and time, the results of the history, including at least complaints and disease history, results of physical examinations and medical support, diagnosis, management plan, treatment and approval of action if necessary, records of clinical observations and treatment results, summary of discharge, name and signature of the doctor, dentist or certain health personnel who provide health services. Medical records must be written in full and clearly electronically.

According to Law No. 29 of 2004, the completeness of making medical records is the cornerstone of medical quality so that doctors are obliged to make medical records in carrying out medical practice. After providing medical practice services to patients, doctors immediately complete medical records by filling out or writing down all medical practice services that have been carried out. Each record in the medical record must be affixed with the name, time and signature of the officer who provided the service or action. If a doctor is proven to have intentionally failed to make a medical record, he or she will be subjected to a fairly severe legal sanction, namely a fine of Rp. 50,000,000

or one year imprisonment. The implementation of medical practice is shown to protect patients and doctors as well as improve the quality of service to ensure that the rights of patients are protected.

The purpose of managing medical records in hospitals is to support the achievement of orderly administration in order to achieve hospital goals, namely improving the quality of effective and efficient health services in hospitals. Therefore, in managing medical records, every hospital must refer to the general guidelines issued by the Ministry of Health and the management of medical records that are technically made by the hospital concerned.

Medical record file management is one of the procedures in the management of activities in the Medical Record Unit. Management activities are carried out including coding of patient disease diagnoses and indexing, namely making indices. Factors that support the management of medical record files in it are the completeness of filling out medical record files and returning medical record files of patients who have finished getting health services from inpatient units. The completeness of the medical record and the return of the medical record to the medical record unit is the beginning of the management of the patient's medical record file.

The completeness of medical records and the timeliness of their return are still a problem not only in developing countries, but even in developed countries, this situation is still often encountered. The incomplete filling of the medical record file and the inaccuracy of the time in returning the medical record file to the medical record unit have an inaccurate impact on the service process to patients, because there are things that should be information but are not recorded. This resulted in the analysis for medical actions that should have been carried out could not be carried out, because they were not supported by complete and timely data.

Improving the quality of health services carried out by hospitals will have an impact on increasing hospital performance. Many factors can affect the performance of the hospital, one of which is the quality of the performance of the employees of the medical record department. The medical record department can support the hospital's performance, especially in the field of medical record administration. The orderly and quality administration of medical records shows that the performance of the employees of the medical record department is very good. Therefore, the results of the employee's performance in the medical record department determine the quality of medical record services.

From the observations made at General Hospital of Haji Medan in the medical record section of inpatients, the problem found was the accumulation of medical record files, this was due to the fact that the medical record file had not been filled out completely by the doctor in charge and this could cause delays in return of medical record files to the medical record unit, which is 1x24 hours after the patient returns. Given the importance of filling out medical record files and returning medical record files to the medical record unit, it is very necessary to support doctors and medical record employees. They must be well aware of the importance of medical record files because it involves patient identification data which must be kept confidential.

Based on this explanation, the results of the work assessment which was done, have not been able to provide the actual performance description in the medical records of General Hospital of Haji Medan. Therefore, the researcher are interested in conducting a research undertitle **"Analysis of Employees' Performance in Medical Record Unit in General Hospital of Haji Medan"**.

1.2 The Formulation of Problems

Based on the background, the formulation of problems in this study are:

1. How is the knowledge of Medical Record employees in General Hospital of Haji Medan in managing Medical Record files?

2. What are the obstacle factors for returning Medical Record files?

1.3. The Aim of Study

The purpose of this study is to determine how the performance of employees in managing medical records at General Hospital of Haji Medan and to find out the obstacle factors on employees' performance.

1.4. The Significance of Study

In addition to the objectives that have been described, this research is expected to provide the following significances:

1. Theoretical Significances

From the results of this study, it can broaden the horizons of research and can be one of the inputs for the hospital to improve the quality of employees' performance, especially in Medical Records.

2. Practical Significances

This research can be useful as knowledge and information of employees' performance.

CHAPTER II

LITERATURE REVIEW

2.1 Definition of Analysis

Analysis has various definitions. For example, in the Dictionary of Contemporary Indonesian by Peter Salim and Yenni Salim (2002:122), it describes the meaning of analysis as follows:

"Analysis is a problem-solving process that begins with hypotheses, conjectures, and so on) until it is proven true through some certainty (observations, experiments, and so on)".

The Indonesian Dictionary of the Ministry of National Education (2012:75) explains that the analysis is:

"An investigation of an event to find out the actual situation".

From the understanding of the analysis above, it can be concluded that analysis is an investigation of an event or problem through several experiments and tests so that the truth of the circumstances or events being investigated can be known.

2.2 Performance

2.2.1 Definition of Performance

Performance is a popular term in management, where the term performance is defined in terms of work results, work performance and performance. In the Indonesian Dictionary, the meaning of performance is stated as:

1. Something accomplished

2. Achievements shown

3. Workability

Lately, performance has become a term or concept that is often used by people in various discussions and discussions, especially in the context of encouraging organizational success or human resources. Moreover, organizations are currently faced with high competitive challenges; the era of global market competition, advances in information technology, as well as increasingly critical demands of customers or service users.

In fact, performance will always be an actual issue in the organization because whatever the organization, performance is a key question to the effectiveness or success of the organization. A successful and effective organization is an organization with individuals in it who have good performance. An effective or successful organization will be supported by qualified human resources. Many organizations are successful or effective because they are supported by the performance of human resources. On the other hand, many organizations fail because of human resource performance factors. Thus, there is a match between organizational success or organizational performance with individual performance or human resources.

So far, there are often differences in understanding of the concept of performance. On the one hand, there is an understanding of the concept of performance that focuses more on the organizational context, but on the other hand there is one that focuses more on the context of individuals or human resources. In fact, confusion of understanding often occurs (Sudarmanto, 2009:135.

Performance or work performance is defined as an expression of ability based on knowledge, attitudes, skills and motivation in producing something. Performance is a

translation of performance which means work performance, work implementation, work achievement, for work or work performance (Dedi Rianto Rahardi, 2010:140)

Yaslis Ilyas (2002:121) suggests that performance is the appearance of the work of personnel both quantity and quality in an organization. Performance can be the appearance of individuals or work groups of personnel. The appearance of the work is not limited to personnel holding functional and structural positions, but also to the entire line of personnel within the organization.

2.2.2 Performance Assessment

Gomes (2003:135) says that performance assessment has a purpose to reward previous performance (to reward past performance) and to motivate for performance improvement in the future (to motivate future performance improvement), as well as information obtained. This performance assessment can be used for the purposes of providing salaries, salary increases, promotions, training and placement of certain tasks.

Assessing employees' performance can be done by measuring qualitatively and quantitatively the work of employees, namely by examining the achievements and contributions of employees at work. Furthermore, to find out whether employees carry out their duties in accordance with the demands of the job and whether their performance increases or decreases, the organization must conduct a performance assessment which can be done regularly. Performance assessment activity is a process where the company evaluates or assesses the ability and work skills of employees in carrying out a job assigned to them (Rahardi, 2010:132). Hasibuan (2006:116) explains that performance assessment is an evaluation of behavior, work performance and potential development that has been carried out. Thus, performance assessment is a tool for evaluating employees' behavior and contributions to work and the organization.

2.2.3 The Aim of Performance Assessment

Marihot (2002:128) suggests that performance assessment has two main objectives, namely:

1. Personnel Ability Assessment

It is a fundamental objective in the framework of individual personnel assessment, which can be used as information for assessing the effectiveness of human resource management.

2. Personnel Development

As information for decision making for personnel development such as: promotions, transfers, rotations, terminations, and compensation adjustments.

Specifically, the performance assessment aims, among others, to:

a. Identify human resources that need to be trained.

b. Determine the criteria for the level of compensation.

c. Improving the quality of work execution.

d. Materials for planning future HR program management.

e. Obtaining feedback on personnel performance.

2.2.4 The Concept of Performance Assessment

There are four things that need to be considered in performance assessment activities (Marihot, 2002:130), namely:

1. Meet the Assessment and Development Benefits

The benefit of the assessment means that performance is aimed at the work that has been and is being carried out by personnel. The benefits of development carried out on the development of the quality of work in the future through:

a. Providing feedback on work results.

b. Allow personnel to find out their own strengths and weaknesses.

c. Provide opportunities to improve skills.

d. Direct them for future achievements.

2. Measure/assess based on work-related behavior.

A performance assessment activity should be based on the behavior of personnel related to the job and the expected outcomes of the work process. Performance assessment is not related to the personality characteristics of personnel, thus, performance assessment must be able to distinguish between the two clearly and correctly, so that it can provide an accurate assessment and reduce the effect of personal bias from the rater.

3. a Legal Document

As it is known that performance assessment will produce data that can be used to make various decisions. The management decisions can be in the form of compensation, training and education funding, enforcement of work discipline, transfers, rotations, placements, and management other HR. Performance assessment must use parameters that are closely related to performance and work behavior itself.

4. It is a formal and non-formal process (all levels of the organization)

Performance assessment is an activity that is not carried out temporarily, but is carried out continuously by superior personnel. A leader must be careful in assessing the results of implementation. Assessments must be made in writing and formally, with data

sources coming from observations made by personnel. Non-formal process by providing feedback to personnel, so that they know their strengths and weaknesses.

5. Performance Assessment as Performance Improvement

Performance assessment is not just an assessment that is looking at what aspects of employees are lacking and more, but more broadly, helping employees to achieve the expected performance of the organization. For this reason, several activities that are an integral part of performance assessment must be carried out, in this case are:

1. Determination of specific, measurable, easy-to-use and time-limited performance targets.

2. Direction and support by superiors.

3. Assess for work/performance.

2.2.5 Factors that Influence Performance Assessment

Mangkunegara (2006:155) suggests that the factors that influence performance are the ability factor and the motivation factor.

1. Ability Factor (Ability)

Employees who have adequate knowledge for their positions and are skilled in doing their daily work, it is easier for them to achieve the expected performance. Psychologically, an employee's abilities consist of potential abilities (IQ) and reality abilities (knowledge and skills). This means that employees who have an IQ above the average (110-120) with adequate education for their position and skilled in doing their jobs. Therefore, employees need to be placed in jobs that match their expertise.

2. Motivation Factors (Motivation)

Motivation is formed from the attitude of an employee in dealing with work situations. Motivation is a directed condition to achieve work and organizational goals. In this case, there is a positive relationship between achievement motive and performance achievement.

Achievement motive is an encouragement in employees to carry out an activity or task as well as possible in order to be able to achieve high performance. The new dimension that determines one's performance is opportunity. Even though someone is willing and has the motivation and ability, there may be obstacles that hinder a person's performance, namely the opportunities that exist, maybe in the form of an unfavorable work environment, supporting equipment, supplies of materials, unsupportive co-workers, unclear procedures and so on.

2.3 Medical Records

2.3.1 Definition of Medical Records

Medical record is written or recorded information regarding identity, history taking, physical examination, laboratory, diagnosis and all medical services and actions provided to patients, and treatment for inpatients, outpatients and those receiving emergency services (Minister of Health:2006).

In the Regulation of the Minister of Health No. 269/Menkes/PER/III/2008 Article 1 Paragraph 1, medical records are files containing notes and documents regarding patient identity, examination, treatment, actions and other services that have been provided to patients.

According to Hanafiah and Amir (2008), medical records are a collection of information about the identity, results of history taking, examination and records of all

activities of health services on patients from time to time. These notes are in the form of writing or pictures, and recently they can also be in the form of electronic recordings, such as computers, microfilm, and sound recordings.

In a simple definition, medical records are only notes and documents that contain the condition of the patient's condition, but if studied more deeply medical records have a more complex meaning, not just ordinary records, because the depth of the record has reflected all information regarding a patient that will be used as the basis for in determining further action in service efforts and other medical actions given to a patient who comes to the hospital (Minister of Health:2006).

2.3.2 The Aim and Advantage of Medical Records

Medical record files aim to support the achievement of administrative order in an effort to improve the quality of health services in hospitals. To achieve this goal, doctors and nurses are required to fill out or record medical records in hospitals regarding the results of medical activities that have been carried out, for this reason, in the implementation of filling and recording medical record documents, they must be filled in completely so that they can produce accurate and continuous information. Alaydrus (2011:144) and the Indonesian Medical Council (2006:110) explain the advantages of medical records as follows:

1. Patient Treatment

Medical records are useful as a basis and guide for planning and analyzing diseases as well as planning treatment, nursing and medical actions that must be given to patients.

2. Service Quality Improvement

Creating clear and complete medical records for the implementation of medical practice will improve the quality of services to protect medical personnel and to achieve optimal public health.

3. Education and Research

Medical records are information on the chronological development of diseases, medical services, treatment and medical actions, useful for material information for the development of teaching and research in the medical and dental professions.

4. Financing

Medical record files can be used as instructions and materials for determining financing in health services at health facilities. These records can be used as evidence of financing to patients.

5. Health Statistics

Medical records can be used as material for health statistics, especially to study the development of public health and to determine the number of sufferers of certain diseases.

6. Proof of Legal, Discipline and Ethical Issues

Medical records are the main written evidence, so they are useful in solving legal, disciplinary and ethical issues.

2.3.3 The Content of Medical Records

According to the Indonesian Medical Council (2006), the contents of medical records are divided into 2, namely:

1. Note, which is a description of the patient's identity, patient examination, diagnosis, treatment, action and other services, which was done by doctors and dentists or other health workers in accordance with their competence.

2. Documents are completeness of the notes, including X-rays, laboratory results and other information in accordance with their scientific competence.

According to the Minister of Health regulation No. 269/MenKes/Per/III/2008, the contents of medical records in general for inpatients at least contain the following:

1) Patient ID

2) Date and time

3) The results of anamensis, including at least complaints and a history of disease

4) Results of physical examination and medical support

5) Diagnosis

6) Management plan

7) Treatment or action

8) Approval of action when needed

9) Records of clinical observations and treatment outcomes

10) Summary of discharge

11) Name and signature of a doctor, dentist, or certain health worker who provides health services

12) Other services performed by certain health workers

13) For dental cases patients are equipped with a clinical odontogram

2.3.4 The Management of Medical Record Files

The management of medical record files according to Sri Siswati (2013:156)

that is:

1) Assembling

After the patient has finished receiving services either in an inpatient, outpatient, or emergency department, the status of the medical record is returned to the medical records department with expedition books, handover of signatures or initials is carried out. The status of medical records is arranged and reorganized according to the order of the books.

2) Coding

Coding is the assignment of codes by using letters or numbers or a combination of letters and numbers that represent data components.

3) Indexing

Indexing is tabulating according to the code that has been made into indexes.

4) Hospital Reporting

Reporting is an organizational tool that aims to be able to produce reports precisely, quickly and accurately. Reports are distinguished between in-hospital and out-of-hospital.

5) Correspondence and Analysis

Correspondence is defined as correspondence related to medical records, while analysis is defined as analyzing the completeness of the patient's status that has been filled out by a doctor or nurse.

2.3.5 The Basic Law of Medical Records

Medical records as written evidence of handling patients in hospitals have a legal basis as a step to create legal certainty. The legal basis for medical records are:

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1. Law 29 of 2004 concerning Medical Practice article 46 paragraph (1) which states that every doctor or dentist in carrying out medical practice is obliged to make medical records.

2. The Regulation of Ministry of Health No. 269/MenKes/Per/III/2008 regarding medical records.

3. Article 79 of the Medical Practice Law expressly stipulates that any doctor or dentist who intentionally does not make medical records may be sentenced to a maximum of 1 year imprisonment or a maximum fine of Rp. 50,000,000 (fifty million rupiah).

4. Indonesian Medical Code of Ethics (KODEKI).

5. Indonesian Dentistry Code of Ethics (KODEKGI).

2.3.6 Research Framework

The purpose of managing medical records in hospitals is to support the achievement of orderly administration in order to achieve hospital goals, namely improving the quality of effective and efficient health services in hospitals. Therefore, in managing medical records, every hospital must refer to knowledge.

Knowledge is information that a person has for a particular field. Employees' knowledge also determines the success or failure of the implementation of the tasks assigned to him, knowledge refers to information and learning outcomes. Employees who have sufficient knowledge will increase the efficiency of the company. However, for employees who do not have sufficient knowledge, they will work intermittently. Knowledge reflects the cognitive ability of an employee in the form of the ability to recognize, understand, realize and live a job. Therefore, an employee's knowledge can be developed through education, both formal and non-formal as well as experience. Education equips a person with the basics of knowledge, theory, logic, general

knowledge, analytical knowledge as well as character and personality development. Robins and Judge (2009:24).

One of the problems that occur in General Hospital of Haji Medan is the incomplete filling of inpatient medical record files and the inaccuracy of returning medical record files to the medical record unit which hampers the service process and quality of the General Hospital of Haji Medan. Therefore, the researcher makes a framework of thought in order to see how the performance of medical record employees in managing medical record files at the General Hospital of Haji Medan.
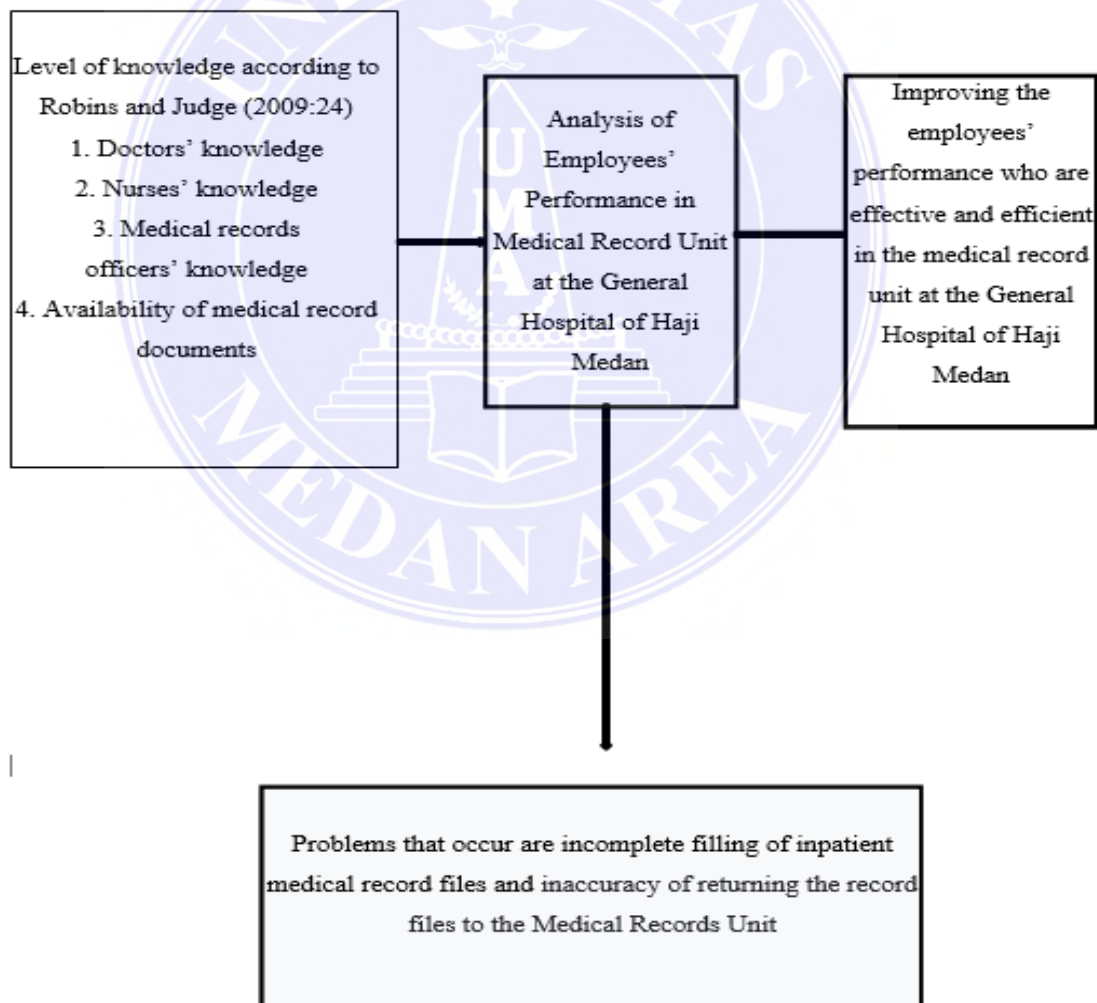
Figure 1. Schematic of Researcher Thinking Framework

2.3.7. Similar Research

Similar research is used to avoid repeating studies and the same things in this study, as follows:

This kind of research is similar to the research conducted by SAFITRI NURUL in the Journal of Public Health, Volume 2 No. 1-November 2016 entitled Analysis of Completeness of Medical Record File Filling at General Hospital of Haji Medan in 2016. The conclusions in the journal research above are:

1. The understanding and knowledge of doctors/medical record officers who are still lacking about ALFRED, namely: Administration, Legal, Financial, Research, Education, Documentation, which causes the completeness of medical records for inpatients to be inconsistent with the regulation of Ministry of Health Number 269/Menkes/Per/III/ 2008 regarding medical records.

2. Out of the 10 medical record file items with the highest percentage of incomplete medical records for inpatients in 2016 were 46.6% incomplete discharge summary, 37.9% incomplete treatment/action, and 36,2% incomplete anmanage.

3. There is no guidance and supervision from the hospital regarding medical records.

Another similar study conducted by SILFANI ELSA WANDA in the journal of Public Health, Vol. 2 No-1 November 2013 entitled Factor Analysis of Inaccuracy in Returning Inpatient Medical Record Files at OMNI Medical Center Hospital. The conclusions in the journal are:

1. Factors that affect the level of inaccuracy in the return of medical record files, among others, in the input area there are HR variables. With factors that are still limited to qualified medical record human resources which can be an inhibiting factor in the management of inpatient medical record files, including the management of medical

record files that return more than 2x24 hours, this can lead to less than optimal performance in the medical record unit.

2. Facilities and Infrastructures, the standard of supporting facilities provided by the hospital in returning inpatient medical record files provided by the hospital in taking inpatient medical record files by medical record officers.

CHAPTER III

RESEARCH METHOD

3.1 Research Location

This research was conducted at the General Hospital of Haji Medan on Jalan Haji Hospital No. 47, Kenangan Baru, Percut Sei Tuan, Deli Serdang Regency, North Sumatra.

3.2 Research Approach

The research uses a qualitative descriptive approach, namely research methods that require in-depth understanding. According to Sugiyono (2016:5) qualitative methods are research methods based on the philosophy of postpositivism, used to examine the condition of natural objects (as opposed to experiments) where research is a key instrument, data sampling is carried out purposively and snowball, data collection techniques data with data triangulation (combined), data analysis is inductive/qualitative and qualitative research results emphasize meaning rather than generalization.

3.3 Research Time

No.	Activities	Oct & Nov 2019				December 2019				Mar & Apr 2020				May & Jun 2020				Jul & August 2020				Sept 2020	
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
1	Proposal preparation	■	■	■	■																		
2	Proposal seminar						■																
3	Proposal revision							■	■														
4	Research data collection									■	■												
5	Thesis preparation													■	■								
6	Thesis result seminar																		■				
7	Thesis revision																				■		
8	Thesis defense presentation																						

3.4 Research Informants

According to Afrizal (2016:139) research informants are those who provide information either about themselves or other people or an event or thing to the researcher.

1. Key informants are those who know and have various basic information needed in this research. The key informants in this study were Mr. Drs. Rinsyah Sumandri Harapan, the Head of Medical Records at the General Hospital of Haji Medan.

2. The main informants are those who are directly involved in the social interactions studied. The main informant in this study was Mrs. Dra. Rahmawati Pasaribu, the Medical Record Secretary at the General Hospital of Haji Medan.

3. Additional informants are those who can provide information even though they are not directly involved in the social interactions studied. As for the additional informants in this study, Mrs. Siti Lubis and Mrs. Nurliaty as people who seek treatment at the General Hospital of Haji Medan.

3.5 Data Collection Techniques

To obtain data from the field, the study used several data collection methods according to the type of research, while the data collection was as follows:

A. Observation

According to Husni Uman (2011: 52) observation is a systematic observation and recording of the symptoms studied. Observation and recording activities are carried out directly on the object of research in a non-participatory manner, meaning that the researcher does not participate in the work process and records matters relating to research problems.

B. Interview

According to Arikunto (2006: 155), the interview is a dialogue conducted by the interviewer to obtain information from the interviewee. Interview is a data collection technique by means of question and answer and face to face between interviewers and informants in order to obtain data, information, views, and opinions from respondents in order to obtain relevant information.

C. Documentation

According to Arikunto (2006: 158), documentation is looking for data on matters related to research in the form of notes. Transcripts, books, newspapers, magazines, minutes, meetings, agendas, and so on. While Sugiyono (2012: 240) documentation is an ordinary document in the form of writing, pictures, or the works of someone. Documents in the form of writing include diaries, life histories, stories, biographies, regulations, and policies.

D. Data Triangulation

According to Sugiyono (2014:241), data triangulation in this credibility is defined as checking data from various sources in various ways, and at various times.

3.6 Data Analysis Method

Sugiyono (2012: 244) states that data analysis is the process of systematically searching and compiling data obtained from interviews, field notes, and documents by organizing data into categories, breaking down into units, synthesizing, compiling into patterns, choosing which one important and what will be studied, and make conclusions so that they are easily understood by themselves and others.

The data analysis used in this study is a qualitative analysis according to Miles and Hubermen (2012: 255), namely:

a. Data collection

Data collection is an attempt to collect data in various ways such as: observation, interviews, documentation and so on.

b. Data reduction

Data reduction is defined as a process of focusing on simplification, abstracting and transforming rough data that emerges from written notes in the field during research to select which information is considered the center of field research.

c. Data Presentation

Presentation of data is as a collection of structured information that provides the possibility of drawing conclusions or taking action. This data collection helps the writer understand the events that occurred and leads to further analysis and action based on the understanding. The basic reason for doing this at this stage is to simplify complex information into a form that is simplified and easy to understand.

d. Data Conclusion

After the data is presented, data conclusions or verification are carried out. In decision-making or verification, it helps temporary conclusions from being unclear to become more detailed by means of verification in the sense of reviewing records with the intention that the data obtained are invalid to obtain answers to the problems raised in the study.

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the results of research that has been done, it is concluded that:

1. Based on the interview above, the training to improve knowledge and skills carried out by medical records has been done well. However, doctors still often forget to fill in the completeness of the medical record file, this is due to the large number of patients being treated and busy activities outside the hospital.

2. Based on the interview above, the behavior in completing the medical record document is not in accordance with the good knowledge possessed by nurses. Completeness of medical record documents is often delayed filling. This of course relates to the unrelated attitude of the nurse concerned. So it relates to the quality of medical records. The quality of the medical record is not good, if the medical record document is incomplete.

3. Based on the interview above, it can be concluded that the need for program effectiveness by the hospital to improve the quality of hospital services itself in the field of electronics. Looking at the development of the times from year to year, this aims to facilitate health services.

4. The medical record unit in a health care facility is a busy unit and requires high performance from its officers. Based on the interviews above, it can be concluded that the availability and storage carried out by the medical record unit has been well. This is because the medical record documents provided by the hospital have been implemented properly.

5.2 Suggestion

From the results of research and discussion about Analysis of Employees' Performance in the Medical Record Unit, the researcher can provide the following suggestions:

1. The medical record unit should improve the quality of understanding, knowledge, and skills in order to improve the performance of doctors who are effective and efficient

2. The medical record unit should improve the quality of understanding, knowledge, and skills in order to improve the performance of nurses who are effective and efficient.

3. The hospital must make an update regarding the data collection of medical record documents in the electronic field

4. The medical record unit must be more responsible for patient documents to improve the quality of medical and hospital record services