

CORRELATION BETWEEN RESPECT, RESPONSIBILITY, INTERPERSONAL RELATIONSHIP, SUPERVISION, AND COMPENSATION TO THE PERFORMANCE OF OFFICIAL RECORDER AT STATE HOSPITALS BUKITTINGGI WEST-SUMATRA INDONESIA

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Objective: Primary survey was conducted on November 10, 2012 at The State Hospitals Bukittinggi, with randomly selected of 100 hospital medical records. There were incomplete contents of 61.66% and 48.33% of late files. This issue is very disturbing process for management of recording medical data, therefore, disrupting functions of medical recorders. **Method:** This study applied cross-sectional study to determine the correlation between respect, responsibility, interpersonal relations, supervision and compensation for the performance of official recorders at The State Hospitals Bukittinggi West-Sumatra Indonesia. Questionnaires from the subjects were proceed and computed by applying chi-square test. **Results:** The results showed that there were significant correlation between the performance of official award recorders ($p = 0.003$ and $OR = 9.208$), responsibilities ($p = 0.012$ and $OR = 6.094$), interpersonal ($p = 0.0025$ and $OR = 5.417$), performance of official ($p = 0.012$ and $OR = 6.094$), and compensation of official recorders ($p = 0.025$ and $OR = 5.417$) to recorders performance. **Conclusion:** In this research, we observed that there was a significant correlation between respect, responsibility, interpersonal relations, supervision and compensation to the performance of official recorders. A greater attention should be considered in order to produce a good performance of the medical recorder.

Keywords: respect, responsibility, interpersonal relationships, supervision, compensation, performance

INTRODUCTION

Human resources are needed to support hospital efforts as one of the health care facility. Delivery Health service in hospital are specific and have a very complex organization. Development of science and medical technology are too fast and difficult to be followed by health workers in the framework of the provision of quality services, making more complex problem in the hospital.¹ Based on guidelines for Management of Hospital Medical Records in Indonesia issued by Directorate of Medical Services¹ one parameter to determine for the quality of health care in hospitals is the data or information from the medical record that should be good and complete. Good quality medical record indicator is the completeness of the contents, accurate, timely. Objective of hospitals medical management record is supporting the achievement of orderly administration. This effort was carried out to achieve the implementation of effective and efficient health services to improve health quality services at the hospital. This effort

has to be supported by trained professional medical recorder.

Increase competition of health care facilities, it is still lot of health problem, including performance and low productivity. The performance of health workers is a service issue that must be maintained and improved because they can shed light on the factors that influence the performance of the officer. The performance of both officers will be able to give satisfaction to the patient or the user.¹

Bukittinggi is located in a strategic central position of Sumatra, located between Padang and Pekanbaru. The development is inseparable from the Bukittinggi change this city's role as a trade center in the Minangkabau highlands. There are 5 hospitals at Bukittinggi, 2 of them are private hospitals and the other 3 are state hospitals, i.e. Achmad Mochtar Bukittinggi, Bukittinggi National Stroke Hospital, and Army Hospital (TK IV) Bukittinggi. Two of the state hospitals are classified as class B medical services and referral center for the community in the city and the surrounding counties and even neighboring provinces. Therefore, the hospital is expected to improve the quality of health services to the community. According to information from the medical record in charge of a Government's

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Hospital Bukittinggi said "the management of medical records and medical data processing is often constrained due to incomplete medical record filing and did not timely file returns records from room service".

The results of a preliminary survey conducted at the Government's Hospital as Bukittinggi by taking random records each 100 hospital medical record file, note the percentage of charging medical record file on the form is not filled out completely by 61.66%, the return beam medical records are not timely at 48.33%. Incompleteness of the charge and delay the return of medical records is very disturbing process medical records and medical data processing, thereby disrupting the smooth functions to be performed by medical records personnel. However, to overcome this medical record officer can make an effort to pick up the ball went the officer in charge of the issue, such as go and ask the doctor in charge of filling the diagnose or resume and pick up a patient's medical record file back that the room is still in treatment. In this program can be seen the extent of the responsibility, interpersonal relationships and motivations that are owned by each officer in carrying out their work.

Study by Anggraini² entitled Relations Officer Medical Record motivation (intrinsic and extrinsic) Performing Medical Record Officer at Hospital Dr. Djasamen Saragih Siantar 2007 showed a statistically significant correlation between the variables opportunities for advancement and job satisfaction with performance ($p < 0.05$). On the other hand, achievement, recognition of others, and responsibilities were not significantly associated to performance ($p > 0.05$). There is a significant relationship between the variables of security and safety, working conditions and work procedures with performance ($p < 0.05$), whereas the variable compensation, quality of technical supervision and interpersonal relationships are not significantly related to performance ($p > 0.05$). Wahyudi³ in his research entitled Factors Influencing Work Motivation Against Medical Record Officer Regional General Hospital Semarang in 2011 reported that there was a significant correlation between perceptions of achievement, recognition perception, perception of salaries and incentives, perceptions of work conditions, perceptions of policy and administrative supervision of the medical records and the perception of the medical records clerk job motivation ($p < 0.05$). In addition, by applying multivariate analysis results in that the perception of accomplishment, recognition of perception, the perception of salaries and incentives, perceptions of work conditions, perceptions of policy and administrative records does not affect the perception of supervision together against medical records clerk job motivation ($p > 0.05$).

MATERIALS AND METHOD

This study applied a cross-sectional study design to determine the correlation of respect, responsibility, interpersonal relations, supervision, and compensation to the performance of official recorders. Data were obtained using questionnaire and analyzed by applying chi-square test. Results were considered significant at $p < 0.05$.

Data collection was carried out by conducting interviews to obtain performance data of Medical Recorders at State Hospital Bukitinggi.

RESULTS

Performance

Performance indicators of the official recorders at state hospitals Bukitinggi were listed in Table 1.

Table 1
Performance Indicator Data of Official Recorders at State Hospital Bukitinggi

No	Category	f	%
1. Completeness of medical records	incomplete	69	71.1
	complete	28	28.9
2. Inform consent completeness	incomplete	31	36.1
	complete	55	63.9
3. Delivery time	< 10 minutes	101	100
	> 10 minutes	0	0
	< 15 minutes	97	100
	> 15 minutes	0	0
4. Performance	fairly good	21	52.5
	good	19	47.5
5. Award	less awarded	23	57.5
	awarded	17	42.5
6. Responsibility	low	17	42.5
	high	23	57.5
7. Interpersonal Relationship	unfavorable	21	52.5
	favorable	19	47.5
8. Supervision	not available	17	42.5
	available	23	57.5
9. State Compensation	less	21	52.5
	enough	19	47.5

Correlation

Correlation between aspects observed in this study towards the performance of recorder workers at State Hospitals at Bukittinggi can be seen in Table 2.

Table 2
Correlation between Aspects Observed and Performance of Recorder Workers at State Hospitals Bukittinggi West-Sumatra Indonesia

Aspect observed	Performance				Total		p	OR (95% CI)
	Poor		Good		N	%		
	n	%	n	%				
Award								
Small	17	81	6	31.6	23	57.5	0.003	9.208 (2.146-39.521)
Bigger	4	19	13	68.4	17	42.5		
Responsibility								
Low	13	61.9	4	21.1	17	42.5	0.012	6.094 (1.486-24.996)
High	8	38.1	15	78.9	23	57.5		
Interpersonal Relationships								
Unfavorable	15	71.4	6	31.6	21	52.5	0.025	5.417 (1.399-2.969)
Favorable	6	28.6	13	68.4	19	47.5		
Supervision								
Not available	13	61.9	4	21.1	17	42.5	0.012	6.094 (1.486-24.996)
Available	8	38.1	15	78.9	23	57.5		
Compensation								
Little	15	71.4	6	31.6	21	52.5	0.025	5.417 (1.399-20.969)
Bigger	6	28.6	13	68.4	19	47.5		

DISCUSSION

Correlation analysis between rewards of staff to performance recorders can be seen in Table 2. Statistical test results showed that the value of $p = 0.003$ indicates that there is a significant correlation between the performance of the award-records officer. OR = 9.208 means little respect for the officers have the opportunity to work for less than 9.208 times better performance compared to the size of the award against the officers in their work. The award is something given to individuals or groups if they perform a certain prominence in the field, the award is usually given in the form of medals, trophies, plaques or ribbons and certificates of commendation.

Nawawi⁸ mentioned in the theory developed by Maslow's hierarchy at the strongest rate of general type is an award motivates needs. This need is related to the desire to have a positive impression and receive attention, recognition and appreciation from others. In organizations, recognition of awards reflected motivation, increase responsibility, high status, and respect for the contribution to the organization. The study is in line with the results of research conducted by Defri⁶ 2011 with titles factors related to the performance of health workers at the Lapai Health Center at Padang city, they found that there was significant correlation between rewards to performance of health workers ($p < 0.05$). No awards received by officers resulted in low work motivation and declining health worker performance.

The award can improve work performance and motivation of personnel recorders. Therefore, the attention of the organization or hospital for

compensation or reward rules in a rational and fair indispensable was an important part that should be noticed. Award is not only in the form of money or remuneration from the hospital, but also how to peers such as doctors, nurses/midwives and other medical personnel involved in the charging records appreciates procedures or policies that are already in the medical record by following the rules. By this approach, recording all activities at hospital will be better executed. When the officer looked at the medical records of the award is inadequate, motivation and job performance records officer job satisfaction tends to decrease so that the overall performance of the plant resulted in the medical record was not optimal. It can be seen from the achievement of minimum service standards Medical Record that has not reached the target.

Correlation analysis between medical recorder responsibilities to performance of officer can be seen in the same table (Table 2). Records officer stating lack of responsibility and poor performance that is equal to 13 (61.9%) medical records clerk, medical records clerk while stating high responsibility and performance is less both in the amount of 8 (19%) medical records clerk. Statistical test results showed that the value of $p = 0.012$ means that there is a significant relationship between responsibilities to the performance of official records. From the analysis of the results obtained values mean lower OR = 6.094 officer responsibilities at work have less opportunity to 6.094 times better performance compared with the high responsibility of the officer in the works. Responsibility is the state ought to bear all things. The responsibility is man's consciousness of behavior or actions were intentional or prohibited⁹

Employees are not doing well because they feel satisfied, but motivated by a sense of wider responsibility to make decisions in carrying out his duties. Employee motivation can be carried out by giving responsibilities and opportunities for them to take decisions in completing the work. Confidence and opportunity provided will passionately motivate employee to improve their capability¹⁰

Similar study was conducted by Anggraini² found that responsibility was not significantly related to performance ($p < 0.05$). On the other hand, job satisfaction, working conditions and opportunities for advancement were found significantly linked to the performance of official recorders. Even though, completeness of filling medical records were obligated to the physician, executive officer recorders remain responsible for filling the medical records completely. Frequently, they should seek a way how medical records can be fully complete within the stipulated time as a way to remind doctors to complete the filling of medical record file, or by other ways that are positive. Therefore the man in charge is a man who can express themselves well that his actions were in accordance with the common sense, because both by someone good is not necessarily the opinion of others. In other words, the responsibility is man's consciousness of behavior or actions were intentional or unintentional. Responsibility also means doing his duty as a manifestation of consciousness.

Correlation analysis between performance interpersonal relations officer can be seen that records medical records clerk who claimed to lack of good interpersonal relationships and poor performance that is equal to 15 (71.4%) medical records clerk, while stating good health and interpersonal relationships underperforming well that is equal to 6 (28.6%) medical records clerk.

Statistical test results showed that the value of $p = 0.025$ means that there is a significant association between interpersonal relationship with the performance of official records. From the analysis of the results obtained by the value of $OR = 5.417$ means lack of good interpersonal relationships among workers in work had 5.417 times the odds for poor performance compared to the good interpersonal relationships between officers in the works. Interpersonal relationships are the ability to recognize the nature, behavior, personal. Human relations are related to the interaction between the officer and the officer with the officer with the patient/community. Forms of human relations, among others, can be appreciated, respecting confidentiality, listening to complaints, responsiveness, and attention. Good human relations will give a big share in effective counseling¹⁴ Similar study was also conducted by Anggraini² with results no significant relationship

between interpersonal relationship with performance ($p < 0.05$).

Good interpersonal relationships in an organization will help simplify and speed up the completion of a job. Moreover, the system implementation and management of medical records at the hospital will always relate between each activity starting from the reception of patients, health care through medical records processing and reporting. Interpersonal relationships with colleagues should not be carried out in the medical record room but also with medical personnel and all parts of recorders, such as doctors and nurses/midwives. It was expected that good interpersonal relationships should occurred for all activities covered by medical record system and should be run well so that performance can be improved related. Finally, naturally the Medical Record Service Standards can reach their intended target.

Analysis of the correlation between the performance of the officer supervising medical record can be seen in Table 2, that records officers who stated no supervision, and poor performance that is equal to 13 (61.9%) of health workers, while health officials said there was poor supervision and performance at 8 (38.1%) medical records clerk. Statistical test results showed that the value of $p = 0.012$ means that there is a significant correlation between the performance of the officer supervising the medical record. From the analysis of the results obtained by the value of $OR = 6.094$ means the absence of supervision activities carried out tops have less opportunity to 6.094 times better performance compared with the activities of personnel supervision by superiors. Supervision is overseeing the inspection work, find fault with that in supervision and finding fault with the aim to be fixed. With a similar view, the employees feel fear if found errors in performing their duties. They work well with less fear of being blamed. Traditional supervision behavior is known as *SNOOPER* vision, namely the task of sleuthing to find guilty¹²

The study is in line with the results of research conducted by Defri⁶ found no significant correlation between the performance of health supervision in which the value of $p = 0.024$. While research Anggraini² it was found that supervision was not significantly related to performance ($p < 0.05$).

Supervision is an activity carried out by the leadership oversight to all healthcare workers. However, based on the results of field studies have found that maximal activity supervision or oversight activities of employers against workers and the medical records of the leaders responsible for the medical care and medical support. This will impact on the performance of the officer's own medical records as well as the other officers involved in filling the medical record file as a

doctor. This is proven by the achievement of targets Minimum Service Standards Medical Record.

Correlation analysis between compensation to performance of official recorders can be seen that recorders stating little compensation and poor performance equal to 15 (71.4%), stating the amount of compensation and performance less well in the amount of 6 (28.6%). Statistical test showed that there was a significant correlation between the compensation to performance of official recorders within $p = 0.025$. For that criteria, we obtained that the value of OR = 5.417, that indicates little compensation to workers had 5.417 times poor performance compared to the amount of good compensation.

Compensation is all the income in the form of money, goods direct or indirect actions received by employees in exchange for services rendered to the company. Total compensation is the remuneration received by the employee as with fringe benefits of the implementation and organized in the form of money or other form, such as health benefits, allowances, meal allowances, leave and other.¹⁴

This study was supported by similar research of Dito (2010) at PT. Slamet Lenggeng Purbalingga. He found that compensation has also positive and significant impact on performance ($p = 0.030$). With a small compensation to the employee found a low performance. While research Anggraini² found that compensation was not significantly related to performance ($p < 0.05$). Compensation to the medical records clerk is an activity to encourage morale and increase work productivity workers. However, based on the results of the field study found that the compensation provided by a small head so that medical records clerk job motivation tends to decline and will impact on the performance of official recorders.

CONCLUSION

There is a significant correlation between respect, responsibility, interpersonal relations, supervision and compensation to the performance of official recorders at the State Government Hospitals at Bukittinggi, West-Sumatra, Indonesia.

From 4 indicators in Medical Record Minimum Service Standards have 2 indicators that have not reached the target.

RECOMENDATION

It is expected that the medical recorder officer to further improve its performance and to be able to run any responsibility by completing all the activities that have been granted in accordance to the duties and each functions.

To file of an incomplete medical record filling cabinets can be supplied with each rack affixed the names of doctors in charge of patients, and

incomplete files contents were arranged on the shelves according to the name of the treating physician. Thus, just by looking, the doctor can know that there is still the responsibility of the medical record file must be completed filling

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