

ABSTRAK

Latar Belakang : Kinerja para karyawan individual adalah faktor yang mempengaruhi keberhasilan suatu organisasi. Berdasarkan studi pendahuluan pada bulan Januari 2018 ada beberapa petugas perekam medis yang kurang disiplin dalam melaksanakan tata tertib terkait uraian tugas yang berlaku di instalasi rekam medis RS Harapan Magelang. Hal itu menyebabkan tugas-tugas tidak terlaksana dengan baik seperti keterlambatan penyajian berkas rekam medis di bagian filing, penumpukan tugas di bagian assembling, ketidaktepatan kode diagnosis dan tindakan di bagian koding dan indeksing, sampai penyajian data laporan serta pengiriman laporan yang masih terlambat di bagian pelaporan. Akibatnya kualitas pelayanan tidak maksimal dan menghambat bagian lain dalam melaksanakan pelayanan.

Tujuan : Menghitung persentase karakteristik individu, menghitung pesentase persepsi kinerja petugas rekam medis, dan menganalisis gambaran karakteristik individu berdasarkan persepsi kinerja petugas rekam medis di RS Harapan Kota Magelang.

Metode : Jenis penelitian kuantitatif deskriptif dengan rancangan cross sectional. Pengumpulan data menggunakan kuesioner. Populasi pada penelitian ini adalah petugas rekam medis yang sekaligus menjadi sampel yaitu 11 petugas rekam medis. Analisis data menggunakan analisis univariat antar variabel.

Hasil : Tingkat kinerja petugas rekam medis di RS Harapan Magelang dalam kategori baik ditunjukkan sebesar 54,5%. Karakteristik individu petugas rekam medis di RS Harapan Magelang menunjukkan rata-rata memiliki umur 21-30 tahun (81,8%), jenis kelamin perempuan (63,6%), masa kerja < 5 tahun (72,7%), pendidikan D3 RM (63,6%).

Kesimpulan : Gambaran karakteristik individu berdasarkan persepsi kinerja petugas rekam medis yaitu yang berkinerja baik di kategori umur 21-30 tahun sebesar 45,5%; jenis kelamin laki-laki dan perempuan sebesar 27,3%; masa kerja < 5 tahun sebesar 45,5%, tingkat pendidikan D3 Rekam Medis sebesar 36,4%.

Kata kunci : karakteristik individu; kinerja; petugas rekam medis

ABSTRACT

Background : *The performance of individual employees are factors that influence the success of an organization. Based on preliminary studies in January 2018, there are some medical recorder officer who lack discipline related to the job description in implementing the rules in force in the installation of medical records Harapan Hospital Magelang. It causes the tasks are not performing well as delays in the presentation of medical record file at the filing, stacking tasks in assembling parts, inaccurate diagnosis codes and action on the Coding and Indexing, up to the presentation of report data and report delivery was late in the reporting section. As a result, service quality was not optimal and inhibit the other part in implementing the service.*

Objective : *Calculate the percentage of individual characteristics, percentage of perception of performance, and analyze the description of individual characteristics based on perception of performance medical recorder officers at Harapan Hospital Magelang*

Methods : *This type of research is quantitative descriptive with cross sectional. Collecting data using questionnaires. The population in this study is a medical record officer as well as a sample that is 11 medical recorded officers. Data analysis using univariate analysis with frequency distribution among variabels.*

Results : *The performance level of medical recorder officers at Harapan Hospital Magelang in both categories indicated by 54.5%. The individual characteristics of medical recorder officers at Harapan Hospital Magelang show has an average age of 21-30 years (81.8%), gender female (63.6%), length of work < 5 year (72.7%), educational level D3 RM (63.6%).*

Conclusion : *The individual characteristics based on the perception of performance medical recorder officers that performs well in the age category of 21-30 years of 45.5%; the sex of male and female 27.3%; lenght of work <5 years of 45.5%, education level D3 RM 36.4%.*

Keywords : *individual characteristics; performance; medical recorder officers*