

## Influence of Predisposing Factors, Encouraging Factors and Supporting Factors on Medical Record Recording at Mitra Medika Hospital Medan in 2022

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### ABSTRACT

Law of the Republic of Indonesia Number: 29 of 2004 concerning Medical Practice, which includes the obligation of doctors and dentists to make medical records. The results of the evaluation of the completeness of medical records at Mitra Medika General Hospital Medan were still found to be incomplete medical record files. This study aims to determine the influence of predisposing factors (knowledge), driving factors (encouraging from other officers) and supporting factors (facilities and facilities) on the behavior of doctors in recording medical records. The data obtained were analyzed with several statistical tests using a computer program, namely using univariate analysis, namely to see the description and characteristics of each independent variable (free) and bivariate analysis, namely to test and analyze each effect with the completeness of recording medical records at RSUD Mitra Medika Medan using the Chi-Square test. The results of this study indicate that the completeness of medical record recording was obtained from 27 people with a good number of 18 people (66.7%), good completeness of complete medical record recording as many as 10 people (37.0%) and good completeness of medical record recording not complete as many as 8 people (29.7%), while the encouragement of other personnel for recording medical records was obtained from 27 people with the number of other staff encouragement both as many as 20 people (74.1%), then other facilities and facilities for recording medical records were obtained from 27 people with good facilities and facilities as many as 22 people (81.4%). Based on the results of this study, it can be concluded that there is an effect of completeness on the recording of medical records at Mitra Medika Hospital in Medan. The results of statistical tests using the chi-square test showed that the p-value was  $0.006 < 0.05$ . The results of the statistical tests using the chi-square test showed that the p-value was  $0.978 > 0.05$ .

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### 1. INTRODUCTION

According to PERMENKES No.24 NUMBER 24 YEAR 2022 concerning Medical Records in Article 1 paragraph (1): Medical Records are documents containing data on patient identity, examination, treatment, actions, and other services that have been provided to patients. And in Law No.29 of 2004 concerning Medical Practice Article 46 paragraph (1) "Every doctor or dentist in carrying out medical practice is obliged to make medical records".

According to (Green in Notoatmodjo, 2011), Predisposing Factors are factors that facilitate the occurrence of one's behavior, namely knowledge. Predisposing factors really affect something. The impact of predisposing factors if not fulfilled then the recording of medical records is not significant. If the predisposing factors are met, then the officer's knowledge is significant. [3]

Meanwhile, Encouraging Factors are factors related to references to attitudes and behavior in general. For example, the behavior of other officers in the hospital can encourage the formation of behavior (Pieter and Lumongga, 2010). The same thing was also stated by a work team from WHO who analyzed that the reason a person behaves in a certain way is because of the main reasons, one of which is the reference of important people. The impact of driving factors in the attitudes and behavior of

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officers if not fulfilled then the recording of medical records is not significant. If the driving factors are met, then the behavior and attitudes of other officers are significant[9].

Furthermore, according to (Widya, et al. 2014) Supporting Factors are facilities and infrastructure that support hospital activities. These facilities and infrastructure are defined as all kinds of facilities needed for smooth implementation of the Hospital. Apart from facilities and infrastructure, there are other supporting factors, namely the socialization of the existence of the Hospital. The impact of supporting factors if not fulfilled, then the recording of medical records does not run optimally. If the supporting factors are met, then the facilities and infrastructure are running optimally.

Recording patient health history data or known as medical record recording is an important thing in the medical world. As long as the patient conducts an examination or undergoes medical treatment by a doctor or a medical institution, the patient's health status will be recorded as patient medical record data. The patient's medical record data can be used as a reference for the patient's next health examination, as well as recorded evidence of the patient's disease diagnosis and medical services obtained by the patient. (LR Ardini, 2010) [4]

Based on preliminary survey data at Mitra Medika Medan General Hospital, the influence of predisposing factors, motivating factors, and supporting factors on medical record recording is not in accordance with applicable regulations because based on preliminary data taken in March it was found that the incomplete filling of medical record recording amounted to 142 patients, and in April it was found that the incomplete filling of medical record recording amounted to 300 patients, also in May it was found that the incomplete filling of medical record recording amounted to 173 patients.

Therefore, the researcher is interested in researching at RSU Mitra Medika Medan with the research title "The Influence of Predisposing Factors, Encouraging Factors, and Supporting Factors on Recording Medical Records at RSU Mitra Medika Medan".

## **2. METHOD**

### **A. Type of Research**

In this study the authors used descriptive quantitative research which aims to review the influence of predisposing factors, motivating factors and supporting factors on medical record recording at Mitra Medika Medan General Hospital. The type of research used is a descriptive analytic survey with a cross sectional design. (Sukardi, 2014).

### **B. Population and Sample**

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions (Sugiyono, 2017). In this study, the population was 27 patient medical record files with 27 different inpatient specialist doctors at RSU Mitra Medika Medan in July-September in 2022. The sample in this study was to take the total population, namely all inpatient specialist doctors who became DPJP as many as 27 people (Sugiyono, 2015).

### **C. Instruments and Data Collection Methods**

Research instruments are measuring instruments used by researchers to collect research data in accordance with the data collection techniques that have been selected (Kristanto, 2018). The instrument used in this research is a list of questionnaires.

The way to collect data carried out by researchers is by means of:

#### **1. Primary Data**

Data collection obtained directly from the research subject using a list of questionnaires, directly on the subject as a source of information sought, namely looking at medical record documents for inpatients at Mitra Medika Medan in 2022.

#### **2. Secondary Data**

Secondary data in this study can be obtained from existing data such as medical record files of inpatients at RSU Mitra Medika Medan.

#### D. Data Processing Technique

The data processing techniques in this study are: a Data Collection Checking data on the filling of medical records b Data Tabulation Make a presentation of the data, in accordance with the research objectives.

#### E. Data Analysis

Data analysis used in this study was univariate and bivariate analysis. Univariate analysis is used to see the description and characteristics of each independent variable, namely: predisposing factors (knowledge), motivating factors (encouragement of other officers) and supporting factors (facilities and facilities) determine the formation of behavior. As for the dependent variable (bound) includes recording medical records at RSU Mitra Medika Medan. Bivariate analysis was conducted to test and analyze each influence between presdiposition factors (completeness of medical record files), push factors (encouragement of other personnel) and supporting factors (facilities and facilities) with the completeness of medical record recording at RSU Mitra Medika Medan using the Chi-Square test.

### 3. RESULTS AND DISCUSSION

#### Frequency Distribution of Respondent Characteristics Based on Completeness of Medical Record Recording at RSU Mitra Medika Medan in 2022

Table 1. Percentage of Completeness Based on Medical Record Recording at RSU Mitra Medika Medan

| No           | Medical Record Recording | F         | Percentage |
|--------------|--------------------------|-----------|------------|
| 1            | Incomplete               | 16        | 59,3       |
| 2            | Complete                 | 11        | 40,7       |
| <b>Total</b> |                          | <b>27</b> | <b>100</b> |

Based on the table above, it can be seen that there are 16 respondents (59.3) recording incomplete medical records and 11 respondents (40.7%) recording complete records.

#### Frequency Distribution of Respondent Characteristics Based on Knowledge at RSU Mitra Medika Medan in 2022

Table 2. Respondent Characteristics Based On Knowledge

| No           | Knowledge | F         | Percentage |
|--------------|-----------|-----------|------------|
| 1            | Good      | 7         | 25,9       |
| 2            | Simply    | 12        | 44,4       |
| 3            | Less      | 8         | 29,6       |
| <b>Total</b> |           | <b>27</b> | <b>100</b> |

Based on the table above, it can be seen that the respondents' knowledge is good as many as 7 respondents (25.9), 12 respondents (44.4%) have sufficient knowledge and 8 respondents (29.6%) have poor knowledge.

#### Frequency Distribution of Respondent Characteristics Based on the Encouragement of Other Personnel at RSU Mitra Medika Medan in 2022

Table 3. Characteristics of Respondents Based on Other Power Encouragement

| No           | Other Officer Encouragement | F         | Percentage |
|--------------|-----------------------------|-----------|------------|
| 1            | Good                        | 12        | 44,4       |
| 2            | Less                        | 15        | 55,6       |
| <b>Total</b> |                             | <b>27</b> | <b>100</b> |

Based on the table above, it can be seen that the encouragement of other officers is in the good category as many as 12 respondents (44.4), and the encouragement of other officers is less there are 15 respondents (55.6%).

### Frequency Distribution of Respondent Characteristics Based on Facilities and Facilities at RSU Mitra Medika Medan in 2022

Table 4. Characteristics of Respondents Based on Facilities and Means

| No           | Availability of Facilities and Infrastructure | F         | Percentage |
|--------------|---|-----------|------------|
| 1            | Good  | 13        | 48,1       |
| 2            | Less  | 14        | 51,9       |
| <b>Total</b> |   | <b>27</b> | <b>100</b> |

Based on the table above, it can be seen that the availability of facilities and infrastructure in the good category is 13 (48.1%) and the availability of facilities and infrastructure is less there are 14 (51.9%).

### Bivariate Analysis

Table 5. Relationship between Knowledge and Medical Record Recording at RSu Mitra Medika Medan in 2022

| No           | Knowledge | Medical Record Recording |             |           |             | Total     | P-Value |
|--------------|-----------|--------------------------|-------------|-----------|-------------|-----------|---------|
|              |           | Incomplete               |             | Complete  |             |           |         |
|              |           | f                        | %           | f         | %           |           |         |
| 1            | Good      | 0                        | 0%          | 7         | 100 %       | 7         | 0,000   |
| 2            | Simply    | 8                        | 66%         | 4         | 33,3%       | 12        |         |
| 3            | Less      | 8                        | 100%        | 0         | 0 %         | 8         |         |
| <b>Total</b> |           | <b>16</b>                | <b>59,3</b> | <b>11</b> | <b>40,7</b> | <b>27</b> |         |

Based on the table above, the results of statistical tests using the chi-square test show that the  $p$ -value is  $0.000 < 0.05$ , which means that there is an influence between knowledge on medical record recording at RSU Mitra Medika Medan.

Table 6. The Relationship between Encouragement of Other Personnel and Recording Medical Records at Mitra Medika General Hospital Medan in 2022

| No           | Other Power Drives | Medical Record Recording |              |           |              | Total     | P-Value |
|--------------|--------------------|--------------------------|--------------|-----------|--------------|-----------|---------|
|              |                    | Incomplete               |              | Complete  |              |           |         |
|              |                    | f                        | %            | f         | %            |           |         |
| 1            | Good               | 4                        | 33,3%        | 8         | 66,7%        | 12        | 0,040   |
| 2            | Less               | 12                       | 80,0%        | 3         | 20,0%        | 15        |         |
| <b>Total</b> |                    | <b>16</b>                | <b>59,3%</b> | <b>11</b> | <b>40,7%</b> | <b>27</b> |         |

Based on the table above, the results of statistical tests using the *chi-square* test show that the  $p$ -value of  $0.040 < 0.05$ , which means that there is an influence between the encouragement of other officers on medical record recording at Mitra Medika Medan General Hospital.

Table 7. Relationship between Facilities and Means of Recording Medical Records at RSU Mitra Medika Medan in 2022

| No    | Availability of Facilities and Infrastructure | Medical Record Recording |       |               |       | Total | P-Value |
|-------|---|--------------------------|-------|---------------|-------|-------|---------|
|       |   | Incomplete<br>f          | %     | Complete<br>f | %     |       |         |
| 1     | Good  | 4                        | 30,8% | 9             | 69,2% | 13    | 0,004   |
| 2     | Less  | 12                       | 85,7% | 2             | 14,3% | 14    |         |
| Total |   | 16                       | 59,3% | 11            | 40,7% | 27    |         |

Based on the table above, the results of statistical tests using the *chi-square* test show that the *p-value* of  $0.004 < 0.05$ , which means that there is an influence between the availability of infrastructure facilities on medical record recording at Mitra Medika Medan General Hospital.

## Discussion

### Relationship Between Knowledge and Medical Record Recording at Mitra Medika Hospital Medan

The results of knowledge can be seen that the respondents' knowledge was good as many as 7 respondents (25.9), 12 respondents (44.4%) were sufficiently complete and there were 8 respondents (29.6%) with poor knowledge. Based on the table above, the results of statistical tests using the *chi-square* test show that the *p-value* of  $0.040 < 0.05$ , which means that there is an influence between the encouragement of other officers on medical record recording at Mitra Medika Medan General Hospital. The results of this study are in line with Devi Pramita Sari's research, with the title "The Relationship Between Nurses' Knowledge of Medical Records and Nursing Documentation with Completeness of Recording Nursing Documentation at the Mta Surakarta Clinic 2019". Obtained the results that there is a relationship of knowledge (*p-value* =  $0.001 < 0.05$ ). Thus it can be concluded that there is a relationship between nurses' knowledge about medical records and nursing documentation with the completeness of recording nursing documentation at the MTA Clinic Surakarta 2019.

Based on the research results from the theory above, according to the findings of researchers with high knowledge, they do not necessarily have the awareness and desire to record medical records. This is influenced by the lack of knowledge and awareness of doctors in recording medical records.

### The Relationship between Other Personnel's Encouragement and Medical Record Recording at Mitra Medika Hospital Medan

The results of knowledge can be seen that the encouragement of other officers in the good category was 12 respondents (44.4), and the encouragement of other officers was less there were 15 respondents (55.6%). Based on the table above, the results of statistical tests using the *chi-square* test show that the *p-value* of  $0.040 < 0.05$ , which means that there is an influence between the encouragement of other officers on the recording of medical records at Mitra Medika Medan General Hospital. This research is in accordance with Renny Afriany's research entitled "Analysis and Design of Medical Record Information Systems at TK.IV Dr. Bratanata Jambi Hospital" obtained the result that there is a relationship between the encouragement of other personnel on the filling of inpatient medical records at TK.IV Dr. Bratanata Jambi Hospital.

Based on the research and theory above, according to the findings of the researchers, in general, the encouragement of other medical record officers is lacking, which is caused by delays and errors in filling in the patient's identity, the better the encouragement of other personnel, the more medical record keeping is carried out.

### The Relationship between Facilities and Means of Recording Medical Records at Mitra Medika Hospital Medan

Based on the table above, it can be seen that the availability of facilities and infrastructure in the good category is 13 (48.1%) and the availability of facilities and infrastructure is less there are 14 (51.9%). Based on the table above, the results of statistical tests using the *chi-square* test show that the *p-value* of  $0.004 < 0.05$ , which means that there is an influence between the availability of infrastructure

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facilities on medical record recording at Mitra Medika Medan General Hospital. The results of Cut Asmaul Husna's research entitled Analysis Services Record In Bhayangkara Hospitals Kediri-East Java showed that there was a significant relationship between facilities and facilities ( $p$ -value = 0.0088 < 0.05). The results of research related to the variables of facilities and facilities for medical record services show that the facilities and facilities are in the less category. This indicates that RS X Kediri has met the standard requirements of the Ministry of Health regarding infrastructure facilities. Research related to infrastructure facilities was also conducted at Bina Kasih Ambarawa Hospital which showed that the development of information systems supports changes in the quality of information and services.

#### 4. CONCLUSION

There is an influence between knowledge on recording medical records at RSU Mitra Medika Medan. The statistical test results using the chi-square test show that the  $p$ -value is 0.000 < 0.05. There is an influence between the encouragement of other personnel on the recording of medical records at RSU Mitra Medika Medan. The statistical test results using the chi-square test showed that the  $p$ -value of 0.014 < 0.05. There is an influence between the availability of facilities and facilities on the recording of medical records at RSU Mitra Medika Medan. The statistical test results using the chi-square test show that the  $p$ -value is 0.004 < 0.05.

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