

**FAKTOR-FAKTOR YANG MEMPENGARUHI  
PERFORMANCE OF MEDICAL RECORD OFFICERS:  
LITERATURE REVIEW**

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**INTISARI**

**Latar Belakang:** Petugas rekam medis di rumah sakit harus mempertahankan mutu pelayanannya salah satunya dalam hal kualitas kinerja (*performance*). Kinerja (*performance*) merupakan hasil pekerjaan yang dicapai seseorang berdasarkan persyaratan-persyaratan pekerjaan (*job requirement*). Kinerja (*performance*) pada petugas rekam medis sangat mempengaruhi pelayanan di rumah sakit, penelitian tentang *performance* sudah banyak dilakukan, tetapi faktor-faktor apa saja yang mempengaruhi *performance* tersebut dan yang paling dominan mempengaruhi menjadi penting untuk diketahui sehingga perlu dilakukan *literature review* terlebih dahulu untuk menggali data *literature* sebanyak mungkin terkait faktor-faktor yang dominan mempengaruhi.

**Tujuan:** Mengetahui faktor-faktor yang mempengaruhi *performance of medical record officers* dari berbagai jurnal dan perbandingan faktor-faktor yang mempengaruhi *performance of medical record officers*.

**Metode:** *Literature Review*.

**Hasil:** Dari hasil analisa kelima jurnal yang telah dilakukan review, terkait faktor yang mempengaruhi kinerja petugas rekam medis yaitu SDM, pengetahuan, komunikasi, kepuasan kepada pekerjaan, kepuasan kepada kompensasi, kepuasan kepada pemimpin, kepuasan kepada hubungan rekan kerjaan, dan kepuasan kepada promosi, budaya kerja, kepemimpinan, pendidikan masa kerja, kinerja, motivasi, kompetensi, kemampuan kerja. Faktor yang dominan yaitu faktor kepemimpinan, dan kompensasi.

**Kesimpulan:** Berdasarkan 5 jurnal yang telah di *review* faktor yang dominan mempengaruhi kinerja yaitu faktor kepemimpinan dan kompensasi.

**Kata Kunci:** *Performance OR Kinerja petugas rekam medis AND Medical record.*

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**FACTORS AFFECTING THE  
PERFORMANCE OF MEDICAL RECORD OFFICERS:  
LITERATURE REVIEW**

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**ABSTRACT**

**Background:** Medical record officers in hospitals must maintain the quality of their services, one of which is in terms of performance quality. Performance is the result of work achieved by someone based on job requirements. The performance of medical record officers greatly affects hospital services, research on performance has been widely carried out, but what factors affect the performance and the most dominant influence is important to know so it is necessary to do a literature review first to explore literature data as much as possible related to the dominant influencing factors.

**Objective:** Knowing the factors that affect the performance of medical record officers from various journals and a comparison of the factors that affect the performance of medical record officers.

**Method:** Literature Review

**Result:** From the results of the analysis of the five journals that have been reviewed, related factors that affect the performance of medical record officers, namely HR, knowledge, communication, job satisfaction, satisfaction with compensation, satisfaction with leaders, satisfaction with co-workers relationships, and satisfaction with promotions, work culture, leadership, tenure education, performance, motivation, competence, work ability. The dominant factors are leadership factors, and compensation.

**Conclusion:** Based on 5 journals that have been reviewed, the dominant factors affecting performance are leadership and compensation factors.

**Keywords:** Performance OR Kinerja petugas rekam medis AND Medical record

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