Analysis Of The Effect Of Job Demand Control-Support And Protection Motivation Towards Obedience With Filling In Medical Records At Batubara Hospital In 2021

Bayu Ramazata[1], Ermi Girsang[2], Yolanda Eliza Putri Lubis[3*]

[1,2,3] Master of Public Health Study Program, Faculty of Dentistry and Health Sciences
University Prima Indonesia Medan, North Sumatera, Indonesia
*Corresponding Author:
Email : yolandaelizaputrilubis@unprimdn.ac.id

Abstract.
A medical record is part of the archive that describes all activities by an agency within a certain period. Hospitals must have medical records as a service standard in the health sector that is useful for improving quality in providing optimal service to patients. The problem that often arises in filling out medical records is that in the process of filling it is incomplete, and the doctor's writing is less specific about the diagnosis. This situation has an impact on internal and external hospitals because the results of data processing are the basis for making hospital internal reports and hospital external reports. This study aims to analyze the effect of job demand control-support and protection motivation on Obedience with filling in inpatient medical record files at Batubara Hospital in 2021. This type of research is analytical quantitative research. The sample size in this study was 105 people. Data analysis used Univariate, Bivariate, and Multivariate. The results showed Job Demand Control-Support inpatient nurses at Batubara Hospital in 2021 were good as many as 94 respondents and 11 respondents were not good, Protection Motivation at Batubara Hospital in 2021 was good as many as 95 and 10 were not good, Obedience in filling out files inpatient medical records at the Batubara Hospital in 2021, which complied with as many as 94 respondents and 11 respondents who did not obey, Job Demand Control-Support affects Obedience with filling out medical record files for hospitalization at Batubara Hospital in 2021, Protection Motivation affects Obedience in filling out files Medical records for hospitalization at Batubara Hospital in 2021. The variable that has the most influence on Obedience with filling in inpatient medical record files at Batubara Hospital in 2021 is the Protection Motivation variable.

Keywords: *Job Demand Control-Support, Protection Motivation, Willingness, and Obedience.*

I.   INTRODUCTION

The hospital is one of the institutions that provide health services. According to the Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals, hospitals are health service institutions that provide complete individual health services that provide inpatient, outpatient, and emergency services. Plenary health services are health services that include health promotion, disease prevention, disease healing, and recovery (Wirajaya, 2019).A medical record is part of the archive that describes all activities by an agency within a certain period. Hospitals must have medical records as a service standard in the health sector that is useful for improving quality in providing optimal service to patients. According to Permenkes 269 of 2008 Medical Record is a file containing records and documents about patient identity, examination, treatment, actions, and other services that have been provided to patients (Lihawa, 2018).The quality of health services in health care facilities can be described, one of which is based on the quality of medical record management (Ayudiarini, 2016). The quality of the medical record administration can be assessed and corrected by looking at the completeness of the medical record document which is filled in completely by health personnel within 24 hours after completing the patient's health service. Medical records are said to be of high quality if they meet the criteria for completeness of content, accuracy, timeliness, and obedience to legal aspects (Bakker, et al 2015).

Based on the results of a preliminary study at the Batubara Hospital in 2019 by the hospital's internal supervisory unit, it was found that the completeness of medical records was 60% and this did not meet the standard procedure policy of the Batubara Hospital, namely that every medical record file must be made and completed entirely after the patient receives health services. While the standard for completeness of medical record files set by the Ministry of Health is 85%.Based on this description, the researcher considers that Job demand-control is a concept that can be used to discuss the condition of inpatient nurses. Perceptions of the

working conditions experienced by inpatient nurses have a separate psychological impact on each nurse which causes nurses to have the intention to protect themselves from the dangers that arise after receiving recommendations that arouse fear of sanctions that cause nurses to be negligent in completing the file. medical records. Based on this description, researchers are interested in researching on "Analysis of the Effect of Job Demand Control-Support And Protection Motivation on Obedience with Filling Inpatient Medical Record Files at Batubara Hospital in 2021".

II.   LITERATURE REVIEW

2.1. Job Demand Control-Support

The idea of job demand-control was first put forward by Karasek in 1979. This theory is one of the most influential models in the realm of occupational health psychology. This model explains two crucial aspects of the psychosocial work environment, namely job demand (such as workload demands) and job control (such as flexibility in making decisions). These two aspects also influence in many ways, including mental health and physical health at work (Ayudiarini, 2016).The concept of Karasek's theory is related to work stress, as well as aspects of job demand and job control that affect the existence of strain in work. Strains are described in the concept of job demand, while the ability of workers to reduce demands in work is explained in the concept of job control (Bakker, *et al*, 2015).

According to Love et al (in Van, 2015), job demands are defined as job demands that trigger psychological fatigue (psychological stressors), for example working non-stop for long working hours, too much workload, and limited time given to work. complete the work, and there is a conflict in the demands of the work to be completed.Job demands are physical, social, and organizational elements in work activities that affect the psychological health of employees. The demands of the task and work environment in addition to causing physical fatigue for employees, will also trigger psychological fatigue from employees or referred to as psychological stressors, the emergence of personal conflicts related to job demands are also considered variables of job demand (Linley, 2016).

2.2. Job Support

Job support is a feeling of comfort, being cared for, valued, or receiving help from other people or groups at work. A person will receive job support depending on the amount, composition, proximity, and frequency of a person's contact with his social network. People who receive job support believe that they are loved, valued, and part of a social network (Sarafino, 2006).According to Karasek in Hussain (2011), 2 dimensions determine the strength and weakness of support at work, namely Supervisor (support received by employees from their superiors and Work colleagues (support received by employees from their co-workers).

2.3. Protection Motivation Theory (PMT)

PMT is a behavioral theory whose function is to develop interventions to reduce threats to individuals by researching and integrating concepts from psychological, sociological, and other related fields. PMT was initially applied to the health sector (Hernikawati, 2017). Protection motivation theory is a person's intention to protect himself from harm that arises after receiving a recommendation that arouses fear. This means that PMT involves all threats that arise to the individual. PMT can also be said as a theory of behavior change. This stems from several types of stimuli such as fear that communicates the threat and the suggested response to the threat.

Therefore we can examine this from the individual's view of the existing threat without paying attention to the specific behavior change mechanism (Johnston, 2018).The protection motivation theory model proposes that there are two threat assessment constructs (perceived severity and perceived vulnerability) and a coping assessment construct (response efficiency and self-efficacy) in which these constructs lead to goal intentions (eg protection motivation theory), and goal intentions. it leads to behavior. This perception of severity (PS) assesses how serious a person is (Wong, 2016).

2.4. Medical Records

A medical record is part of the archive that describes all activities by an agency within a certain period. Hospitals must have medical records as a service standard in the health sector that is useful for improving quality in providing optimal service to patients (Gita, 2019).According to Trisnowahyuni (2017),

medical records are useful in treating patients as a basis and guidance for planning and analyzing diseases and planning treatment, care, or medical actions that must be given to patients. Benefits in the field of education and research medical records are information on the chronological development of diseases, medical services, treatment, and medical actions so that they are useful as information material for the development of teaching and research in the health profession.

2.5. Hospital

The hospital is an organization carried out by professional medical personnel who are well organized from medical infrastructure, continuous nursing care, diagnosis, and treatment of diseases suffered by patients (Supartiningsih, 2017). The hospital is a health service facility that carries out health efforts efficiently and effectively by integrating healing and recovery efforts with improvement and prevention efforts as well as carrying out referral efforts (Bramantoro, 2017).The task of the hospital is to carry out health service efforts efficiently and effectively by prioritizing healing and recovery which is carried out in a harmonious and integrated manner with improvement and prevention as well as the implementation of referral efforts.According to the Regulation of the Minister of Health of the Republic of Indonesia (2019) based on class, public hospitals are categorized into 4 classes starting from A, B, C, and D, where what, distinguishes the four classes are buildings and infrastructure, service capabilities, human resources, and equipment.

2.6. Inpatient Care

Inpatient care is a service for patients who enter a hospital using a bed for observation, diagnosis, therapy, medical rehabilitation, and other medical support (Kemenkes RI, 2017). The inpatient room is a ward that is occupied by several patients at once, but some hospitals also provide class categories for inpatient rooms. The higher the class, the inpatient room will have facilities and services that exceed the standard of ordinary class facilities and services.

III.   METHODS

This type of research is a quantitative research that is analytic. According to Sugiyono (2018), analytics is a method that functions to describe or provide an overview of an object under study through data or samples that have been collected as they are withouuanalyzingis to make conclusions that apply to the public. The research design is cross-sectional collection and measurement of independent and dependent variables are carried out at the same time. The study was conducted from September to October 2021 at the Batubara Hospital.

The population in this study were all inpatient ward nurses at Batubara Hospital who were interviewed by researchers at the time of the study. Based on secondary data, it was found that the number of nurses at Batubara Hospital was 105 nurses at Batubara Hospital. The sampling technique used is non-probability with a total sampling approach, namely the technique of determining the sample by making the entire population the research sample, so that the sample used in this study amounted to 105 nurses at Batubara Hospital. Secondary data was obtained from searching documents, records, and reports from the Batubara Hospital in 2021 at the Batubara Hospital.

3.1. Method of Collecting Data

The method of data collection is done through primary and secondary data. Primary data was obtained through direct interviews with respondents, guided by a questionnaire that had been prepared from observational data and measurements of research variables regarding Job Demand Control-Support on Obedience with Filling Inpatient Medical Record Files.The research variables used are independent variables and dependent variables. The independent variable was assessed from Job Demand Control-Support and Protection Motivation, while the dependent variable was assessed from the Obedience of Inpatient Medical Record File Filling.

3.2. Data Analysis Method

3.2.1. Univariate Analysis

Univariate analysis is used to determine the description of the independent and dependent variables. In this study, univariate analysis can provide Job Demand Control-Support and Protection Motivation to Obedience with Inpatient Medical Record Files.

3.2.2. Bivariate Analysis

Bivariate analysis is an analysis used to determine the relationship between the independent variable and the dependent variable by using statistical tests. The statistical test used is the Pearson test. The result of the Pearson test is a probability value (p-value). This study uses a significance level (α) of 0.05 (95% confidence level) so that if the results of the Pearson test obtained a p-value of 0.05, there is a significant relationship between the two variables. However, if the p-value> 0.05, it can be said that there is no significant relationship between the two variables.The statistical technique used in the correlation analysis in this study uses the Pearson Product Moment correlation, which is one of the techniques developed by Karl Pearson to calculate the correlation coefficient. The use of the Pearson Product Moment test or correlation analysis is to find the relationship between the independent variable (X) and the dependent variable (Y) and the data are in the form of intervals and ratios. The formula put forward is:

$$r_{xy} = \frac{(\sum xy)}{\sqrt{(\sum x^2 y^2)}}$$

Information:
r = Correlation coefficient r
X = Value in variable distribution X
Y = Value in variable distribution Y

Pearson Product Moment correlation is denoted by r, provided that the value of r is not more than the price (-1 r +1). If r = -1 means a perfect negative correlation, r = 0 means there is no correlation, and r = 1 means the correlation is perfectly positive (strong). Or in other words, the correlation coefficient moves between 0.000 to +1,000 or between 0.000 to -1,000, depending on the direction of the correlation, nil, positive, or negative. Coefficients with a positive sign indicate a positive correlation direction. The coefficient with a negative sign indicates a negative correlation direction. While the coefficient with a value of 0.000 indicates that there is no correlation between X and Y. Meanwhile, the price of r will be consulted with the interpretation table of the r-value as follows:

Tables 1. Value interpretation r

Interval	Relationship Level Coefficient
0,00 – 0,199	Very low
0,20 – 0,339	Low
0,40 – 0,559	Enough
0,60 – 0,779	High
0,80 – 1,000	Very High

3.2.3. Multivariate Analysis

Multivariate analysis was performed to obtain the best model. the stages of the multivariate analysis process are as follows; 1) Entering candidate variables in the process of multiple logistic regression multivariate analysis by selecting the independent variable that has a p-value <0.25; 2) Analyze all independent variables included in the modeling by removing the independent variable which has a p-value of 0.05 so that the initial model is obtained with the determinant variable having a p-value of <0.05; and 3) The results of the multivariate test with a p-value of <0.05 is the final model of the determinants related to Obedience with filling in inpatient medical record files. The assumed model of multiple logistic regression for the probability of Obedience in filling inpatient medical record files using the formula:

$$P = \cfrac{1}{1+e^{-(\alpha+\beta_1 X_1 + \beta_2 X_2 + \dots + \beta_n X_n)}}$$

Information:

α : Constant

$\beta_{1,2}$: Regression Coefficient

$X_{1,2}...X_n$: Independent Variable

e : Natural number (2,7182818)

IV. ANALYZE AND RESULT

4.1. Profile of Batu Bara Hospital

Batu Bara Regional General Hospital, otherwise known as Batu Bara Hospital, is a general hospital located in Limapuluh, Batu Bara, North Sumatra Province. Precisely located on Jl. Datuk Dome of Coal, Kuwala Gunung, Kec. Fifty, Batu Bara Regency.

4.2. Research Result

4.2.1. Characteristics of Respondents

Table 2 below describes the characteristics of respondents based on the age of the respondents, from the results of the study it is known that for the age of respondents 21-35 years as many as 63 respondents with a percentage of 63%, for ages > 36 years as many as 42 respondents with a percentage of 40% of the total respondents as many as 105 respondents.

Tables 2. Characteristics of respondents based on Respondent Age

Age	Frequency	Percentage (%)
21 – 35 years	63	60
> 36 years	42	40
Total	105	100

Through the results of the research, it is known that for the male sex as many as 46 respondents with a percentage of 43.8%, and for the female sex 59 respondents with a percentage of 56.2% of the total respondents as many respondents (Table 3).

Tables 3. Characteristics of respondents based on the Gender of Respondents

Last Education	Frequency	Percentage (%)
Man	46	43,8
Woman	59	56,2
Total	105	100

Characteristics of respondents based on the last education of the respondents, from the results of the study it is known that for respondents with the latest education D3 as many as 35 respondents with a percentage of 33.3%, for respondents with the latest education S1 as many as 70 respondents with a percentage of 66.7% of the total respondents as many as 105 respondents (Table 4).

Tables 4. Characteristics of respondents based on Respondent's Last Education

Last Education	Frequency	Percentage (%)
Diploma	35	33,3
Bachelor	70	66,7
Total	105	100

The results showed that for respondents with a length of work of 1-3 years as many as 59 respondents with a percentage of 56.2and %, and respondents with a length of work more than 4 years as many as 46 respondents with a percentage of 43.8% of the total respondents as many as 105 respondents (Table 5).

Tables 5. Characteristics of respondents based on the length of work of respondents

Length of work	Frequency	Percentage (%)
1 – 3 years	59	56,2
More than 4 years	46	43,8
Total	105	100

4.2.2. Univariate Analysis

1. Percentage of Respondents Based on Job Demand Control-Support

The following is the result of the percentage of respondents based on Job Demand Control-Support which can be seen in table 6.

Tables 6. Percentage of Respondents Based on Job Demand Control-Support

Job Demand Control-Support	Frequency	Percentage (%)
Good	94	89,5
Bad	11	10,5
Total	105	100

Table 6 explains the percentage of respondents based on Job Demand Control-Support respondents at Batu Bara Hospital, from the results of the study it is known that for respondents with good Job Demand Control-Support as many as 94 respondents with a percentage of (89.5%), then for respondents based on Job Demand Control-Support is not good as many as 11 respondents with a percentage of (10.5%) of the total respondents as many as 105 respondents.

2. Percentage of Respondents Based on Protection Motivation

The following are the results of the percentage of respondents based on Protection Motivation which can be seen in table 7.

Tables 7. Percentage of Respondents Based on Protection Motivation

Protection Motivation	Frequency	Percentage (%)
Good	95	90,5
Bad	10	9,5
Total	105	100

Table 7 explains the percentage of respondents based on the Protection Motivation of respondents at Batu Bara Hospital, from the results of the study it is known that for respondents with good Protection Motivation as many as 95 respondents with a percentage of (90.5%), then for respondents based on Bad Protection Motivation as many as 10 people. respondents with a percentage of (9.5%) of the total respondents as many as 105 respondents.

3. Percentage of Respondents Based on Obedience in Filling Out Inpatient Medical Record Files

The following are the results of the percentage of respondents based on Obedience with filling in inpatient medical record files which can be seen in table 8.

Tables 8. Percentage of Respondents Based on Obedience in Filling Out Inpatient Medical Record Files

Obedience with Filling Inpatient Medical Record Files	Frequency	Percentage (%)
Obey	94	89,5
Not Obey	11	10,5
Total	105	100

Table 8 explains the percentage of respondents based on Obedience with filling in the inpatient medical record files of respondents at Batu Bara Hospital, from the results of the study it is known that for respondents with Obedience in filling out inpatient medical record files, there are 94 respondents with a percentage of (89.5%), then for respondents based on Obedience with filling out non-compliant inpatient medical record files as many as 11 respondents with a percentage of (10.5%) of the total respondents as many as 105 respondents.

4.2.3. Bivariate Analysis

Bivariate analysis is an analysis used to determine the relationship between the independent variable and the dependent variable by using statistical tests. The statistical test used is the Pearson's test.

1. The Effect of Job Demand Control-Support on Obedience with Filling Inpatient Medical Record Files at Batu Bara Hospital in 2021

The following are the results of research on the effect of Job Demand Control-Support on Obedience with filling in inpatient medical record files at Batu Bara Hospital in 2021 which can be seen in Table 9 below.

Table 9. The Influence of Job Demand Control-Support on Obedience in Filling Out
Inpatient Medical Record Files

Job Demand Control Support	Obedience in Filling Out Inpatient Medical Record Files				Total		Information
	Not Obey		Obey				
	n	%	n	%	n	%	
Good	0	0	94	100	94	100	
Bad	11	100	0	0	11	100	P = 0,000

Table 9 explains the effect of Job Demand Control-Support on Obedience with filling in inpatient medical record files at Batu Bara Hospital in 2021, from the results of the study it can be seen that respondents with good Job Demand Control-Support, no respondent complied with filling in inpatient medical record files. who do not obey, while respondents with good Job Demand Control-Support Obedience in filling out inpatient medical record files are compliant as many as 94 respondents with a percentage of (100%), of the total respondents with good Job Demand Control-Support as many as 94 respondents.

The P-value of the Job Demand Control-Support variable is P = 0.000 <0.05, which means that the Job Demand Control-Support variable has a significant influence on Obedience with filling in inpatient medical record files at Batu Bara Hospital in 2021.

2. The Influence of Protection Motivation on Obedience with Filling Out Inpatient Medical Record Files at Batu Bara Hospital in 2021

The following are the results of research on the effect of Protection Motivation on Obedience with filling in inpatient medical record files at the Batu Bara Hospital in 2021 which can be seen in Table 10 below.

Table 10. The Influence of Protection Motivation on Obedience in Filling Out Inpatient
Medical Record Files

Protection Motivation	Obedience with Filling Inpatient Medical Record Files				Total		Keterangan
	Not Obey		Obey				
	n	%	n	%	n	%	
Good	1	1	94	99	95	100	
Bad	10	100	0	0	10	100	P = 0,000

Table 10 explains the effect of Protection Motivation on compliance with filling in inpatient medical record files at Batu Bara Hospital in 2021, from the results of the study, it can be seen that respondents with good Protection Motivation in filling out inpatient medical record files who did not comply were 1 respondent with a percentage of (1 %), while respondents with good Protection Motivation compliance with filling inpatient medical record files were 94 respondents with a percentage of (99%), of the total respondents with good Protection Motivation as many as 95 respondents.The P-value on the Protection Motivation variable is P = 0.000 <0.05, which means that the Protection Motivation variable has a significant influence on compliance with filling in inpatient medical record files at Batu Bara Hospital in 2021.

4.2.4. Multivariate Analysis

Multivariate analysis was conducted to see the relationship between the independent variable and the dependent variable and which independent variable had the greatest relationship with the dependent variable. Multivariate analysis was performed to obtain the best model. The following are the results of the multivariate analysis in this study.

Table 11. Multivariate Test

ANOVAª						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	160,281	2	80,140	321,396	,000ᵇ
	Residual	25,434	102	,249		
	Total	185,714	104			

a. Dependent Variable: OBEDIENCE WITH INPATIENT MEDICAL RECORDS
b. Predictors: (Constant), PROTECTION MOTIVATION, JOB DEMAND CONTROL-SUPPORT

Table 11 explains the results of the multivariate analysis in this study, from the table it can be seen that a significance value of 0.000 <0.05 which states that the independent variables in this study are job demand control-support and protection motivation together or simultaneously influence the variables. dependent, namely compliance with filling in inpatient medical record files at Batu Bara Hospital in 2021. To see how much the independent variable affects the dependent variable in this study can be seen in Table 12 below.

Table 12. *R Square* (R^2) results

Model Summary

Model	R	R Square	Adjusted R Square	Std. The error in the Estimate
1	,929^a	,863	,860	,499

a. Predictors: (Constant), PROTECTION MOTIVATION, JOB DEMAND CONTROL-SUPPORT

From table 12 it can be seen that the value of R square in this study is 0.863 or 86.3%, which means that in this study the independent variable is able to influence the dependent variable, which is 86.3%, the remaining 13.7% may be in other variables that are not into the variables of this study. For the level of relationship of the independent variable to the dependent variable in this study, it is included in the very strong category. Furthermore, to see which variables most influence the dependent variable in this study, can be seen in Table 13 below.

Table 13. Coefficients

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,045	,311		3,357	,001
	JOB DEMAND CONTROL-SUPPORT	,018	,006	,128	3,185	,002
	PROTECTION MOTIVATION	,249	,012	,869	21,615	,000

a. Dependent Variable: OBEDIENCE WITH INPATIENT MEDICAL RECORDS

From table 13 it can be seen that the significance value for the coefficients of the independent variable is 0.002 for the job demand control-support variable and 0.000 for the protection motivation variable, from these results it can be seen that the variable that has the most influence on the dependent variable in this study is the protection motivation variable.

V.   CONCLUSION

From the results of the research that has been done, the conclusions that can be drawn in this study are:

1. Job Demand Control-Support for inpatient nurses at Batubara Hospital in 2021, which were good as many as 94 respondents and 11 respondents who were not good.
2. Protection Motivation at the Batubara Hospital in 2021 which is good as many as 95 and 10 that are not good.
3. Compliance with filling in inpatient medical record files at the Batubara Hospital in 2021, which complied with as many as 94 respondents and 11 respondents who did not comply.
4. Job Demand Control-Support affects compliance with filling out medical record files for inpatient treatment at Batubara Hospital in 2021.
5. Protection Motivation affects compliance with filling out medical record files for inpatient treatment at the Batubara Hospital in 2021.
6. The variable that has the most influence on compliance with filling in inpatient medical record files at the Batubara Hospital in 2021 is the Protection Motivation variable.

REFERENCES

[1] Ayudiarini, Natassia. (2016). Pengaruh Iklim Organisasi dan Pengembangan Karir terhadap Kepuasan Kerja. *Jurnal Psikologi Gunadarma*

[2] Bakker, A. B., Demeuroti,E., & Eumewa, M. C. (2015). Job Resources Buffer the Impact of Job Demand on Burnout. *Journal of Occupational Health Psychology*, vol. 10(2), pp. 170-180.

[3] Bramantoro Taufan. (2017). Pengantar Klasifikasi dan Akreditasi Pelayanan Kesehatan. Surabaya: UNAIR (AUP).

[4] Gita, K. Grace. R. (2019). Analysis of Medical Record Filling Completeness at Inpatient Care Facilitiy of X Hospital. *Jurnal Manajemen Kesehatan Yayasan RS. Dr. Soetomo*, Vol. 5(1), pp. 27 - 37

[5] Hernikawati, Dewi. (2017). Dampak Penggunaan Broadband Terhadap Perilaku Keamanan Informasi (Sebuah Proposal Desain Penelitian). *Jurnal Studi Komunikasi dan Media*, Vol. 20(1), pp. 77-87.

[6] Hussain, N., Khalid, K. (2016). Impact of Karasek Job Demand Control Model on The Job Satisfaction of The Employees of Nadra. *Interdisciplinary Journal of Contemporary Research in Bussiness*, Vol. 3 (5).

[7] Johnston, A., Siponen, M., & Warkentin, M. (2018). An Enhanced Fear Appeal Rhetorical Framework: Leveraging Threats to The Human Asset Through Sanctioning Rhetoric. Mis Quarterly, pp. 113-134.

[8] Komah, Setya Enti. (2017). Farmasi Rumah Sakit. Yogyakarta: Penerbit Deepublish.

[9] Lihawa, C., Noemijati, and H.A. Rasyid. (2018). Pengaruh Motivasi Kerja terhadap Kinerja Dokter dalam Kelengkapan Pengisian Rekam Medis dengan di ModerasiKarakteristik Individu (Studi di Rumah Sakit Islam Unisma Malang). *Jurnal Aplikasi Manajemen*, Vol. 14(2).

[10] Linley, P.A & Joseph S. (2014). Positive Psychology in Practice. New Jersey: John Wiley & Sons. Inc.

[11] Peraturan Menteri Kesehatan Republik Indonesia. (2008). Peraturan Menteri Kesehatan Republik Indonesia Nomor 269/Menkes/Per/Iii/2008 Tentang Rekam Medis. Jakarta: Menteri Kesehatan Republik Indonesia.

[12] Peraturan Menteri Kesehatan Republik Indonesia. (2017). Peraturan Menteri Kesehatan Republik Indonesia Nomor 11 Tahun 2017 Tentang Keselamatan Pasien. Jakarta: Kementerian Kesehatan RI.

[13] Peraturan Menteri Kesehatan. (2020). Peraturan Menteri Kesehatan No. 3 Tahun 2020 Tentang Klasifikasi dan Perizinan Rumah Sakit. Jakarta: Departemen Kesehatan RI.

[14] Sarafino, E.P. (2006). Health Psychology Biopsychosocial Interactions (5th ed). USA: John Willey & Sons Inc.

[15] Sugiyono. (2018). Metode Penelitian Kuantitatif. Bandung: Alfabeta.

[16] Supartiningsih, S. (2017). Kualitas Pelayanan Kepuasan Pasien Rumah Sakit: Kasus Pada Pasien Rawat Jalan. *Jurnal Medicoeticolegal dan Manajemen Rumah Sakit*. Vol. 6(1), pp.9-15.

[17] Trisnowahyuni, A. H. R. and E. I. D. (2017). Rekam Medis Odontogram Sebagai Alat Identifikasi dan Kepentingan Pembuktian Di Pengadilan, Vol. 3(1), pp. 117–131.

[18] Undang-Undang Republik Indonesia. (2009). Undang-Undang Republik Indonesia Nomor 44 Tahun 2009 Tentang Rumah Sakit. Jakarta: Dewan Perwakilan Rakyat Republik Indonesia.

[19] Van Yperen, N.W., Hagedoorn, M. (2015). Do High Job Demands Increase Intrinsic Motivation or Fatigue or Both? The Role of Job Control and Job Social Support. *Academy of Management Journal*, Vol. 46(3), pp. 339-348.

[20] Wirajaya, M.K.M. (2019). Faktor Faktor yang Mempengaruhi Ketidaklengkapan Rekam Medis Pasien pada Rumah Sakit di Indonesia. *Jurnal Manajemen Informasi Kesehatan Indonesia*, Vol. 7 (2).

[21] Wong, T., Gaston, A., Dejesus, S., and Prapavessis, H. (2016). The Utility of a Protection Motivation Theory Framework for Understanding Sedentary Behavior. Health Psychology and Behavioral Medicine, pp. 29-48.