

The Effect of Medical Record Officers' Workload on Service Effectiveness at RSUD Dr. Hasri Ainun Habibie

Riska Ahmad¹, Sintiawati Isa², Moh.Ichsan A. Antu³

^{1,2,3}Prodi D-III Rekam Medis Dan Informasi Kesehatan, Stikes Bakti Nusantara Gorontalo

*Corresponding author: riskaahmad1991@gmail.com

Article Info

Article history:

Received 26 May, 2026

Revised 08 July, 2026

Accepted 25 July, 2026

Keywords:

Workload; Service

Effectiveness; Medical

Record Officers; Hospital

ABSTRACT

This study aimed to determine the effect of workload on the service effectiveness of medical record officers at RSUD dr. Hasri Ainun Habibie. A quantitative study with a cross-sectional design was conducted involving all 21 medical record officers using total sampling. Data were collected using a questionnaire, with validity assessed using Pearson Product Moment correlation and reliability assessed using Cronbach's Alpha. The data were analyzed using simple linear regression with SPSS. The instruments demonstrated high reliability, with Cronbach's Alpha values of 0.893 for workload and 0.872 for service effectiveness. The regression model was statistically significant ($F = 4.633$; $p = 0.044$), and the partial test showed that workload had a positive and significant effect on service effectiveness ($t = 2.152$; $p = 0.044$). The regression equation was $Y = 47.148 + 0.275X$. The coefficient of determination (R^2) was 0.196, indicating that workload explained 19.6% of the variation in service effectiveness, while 80.4% was attributable to factors outside the model. The positive direction of the association was interpreted cautiously in relation to the respondents' relatively long work experience. Overall, workload was significantly associated with service effectiveness, although its explanatory contribution was limited.

INTRODUCTION

Hospitals provide comprehensive individual health services, including inpatient, outpatient, and emergency care. The quality of hospital services is supported not only by clinical care but also by the management of medical records, because medical records provide information needed for service continuity, evaluation, and decision-making. Indonesian health regulations define medical records as documents containing patient identity, examinations, treatment, procedures, and other services provided to patients.

Medical record officers therefore have an important role in ensuring that registration, document management, distribution, retrieval, assembly, and completion of medical records are performed accurately and efficiently. The workload of these officers is influenced by the volume and complexity of tasks, available staffing, qualifications, and time demands. Excessive workload may contribute to fatigue, reduced concentration, administrative errors, and delays in service.

Initial observations at RSUD dr. Hasri Ainun Habibie indicated an imbalance between patient visits and available medical record personnel during certain shifts. The study document reports that seven officers handled morning and night shifts, while the total number of medical record officers was 26 at the time of the initial observation. Officers were also responsible for registration, emergency-department services, filing, document distribution and retrieval, and document assembly. These conditions raised the need to empirically examine whether workload was associated with service effectiveness.

This study therefore aimed to determine the effect of medical record officers' workload on service effectiveness at RSUD dr. Hasri Ainun Habibie.

METHODS

This study used a quantitative explanatory approach with a cross-sectional design. It was conducted in the medical record unit of RSUD dr. Hasri Ainun Habibie, Gorontalo. The population consisted of all medical record officers, and all 21 officers were included as respondents through total sampling.

Data were collected using a structured questionnaire. Workload was measured through physical workload, mental workload, and time pressure indicators. Service effectiveness was assessed through service speed, service accuracy, document completeness, and patient satisfaction. Both variables were measured using a five-point Likert scale. The questionnaire was subjected to validity testing using Pearson Product Moment correlation and reliability testing using Cronbach's Alpha.

Data processing included editing, coding, data entry, and cleaning. Descriptive analysis was used to describe respondent characteristics, while simple linear regression was used to examine the effect of workload (X) on service effectiveness (Y). Statistical testing used a 5% significance level with SPSS.

RESULTS

Table 1 Respondent Characteristics

Characteristic	n	%
Female	21	100.0
Male	0	0.0
S1/Bachelor's degree	15	71.4
D-III	3	14.3
D-IV	1	4.8
High school	2	9.5
Work experience 6–10 years	20	95.2
Work experience 1–5 years	1	4.8

All 21 respondents were women. Most respondents had a bachelor's degree (15; 71.4%), followed by D-III graduates (3; 14.3%), high-school graduates (2; 9.5%), and D-IV graduates (1; 4.8%). Twenty respondents (95.2%) had 6–10 years of work experience, while one respondent (4.8%) had 1–5 years of experience. The study document reports an average work experience of approximately 7–9 years.

Instrument Validity and Reliability

For the workload variable, 13 of 15 questionnaire items met the validity criterion, while two items (X.P5 and X.P7) did not. For service effectiveness, 14 of 15 items were valid and one item (Y.P1) was not. The reported reliability coefficients were 0.893 for workload and 0.872 for service effectiveness, indicating high internal consistency of the instruments.

Table 2. Regression Analysis

Statistic	Value	Interpretation
R	0.443	Correlation coefficient
R ²	0.196	19.6% explained variance
F	4.633	p = 0.044
t	2.152	p = 0.044
Regression coefficient (B)	0.275	Positive direction
Constant	47.148	Regression constant

The ANOVA result showed $F = 4.633$ with $p = 0.044$, indicating that the regression model was statistically significant at the 5% level. The partial test produced $t = 2.152$ with $p = 0.044$. The regression equation was $Y = 47.148 + 0.275X$, meaning that the estimated service-effectiveness score increased by 0.275 points for each one-unit increase in the workload score within this model.

The R^2 value of 0.196 indicates that workload accounted for 19.6% of the variation in service effectiveness. The remaining 80.4% was attributable to factors outside the model.

DISCUSSION

The analysis found a positive and statistically significant effect of workload on service effectiveness among medical record officers. This result differs from the common expectation that increasing workload necessarily reduces performance. The study document interprets the positive direction cautiously, noting that most respondents had relatively long work experience and may have been able to manage job demands effectively.

The respondent profile provides contextual support for this interpretation. Most respondents had 6–10 years of work experience, and 71.4% had a bachelor's degree. Such characteristics may support familiarity with work procedures, service flows, and problem-solving demands. However, the cross-sectional design did not directly test work experience, coping strategies, or other potential moderators. Therefore, the explanation that experience may contribute to the positive direction should be regarded as an interpretation rather than a causal conclusion.

The relatively small R^2 value is also important. Although the regression was statistically significant, workload

explained only 19.6% of the observed variation in service effectiveness. The research document identifies other potentially relevant factors, including staff competence, work motivation, leadership, facilities and infrastructure, hospital information systems, work environment, and organizational support. These factors were not included in the regression model and therefore cannot be quantified from the present analysis.

The findings suggest that workload management should not be considered in isolation. Hospital management may need to evaluate the distribution of workload across shifts and consider staffing adequacy while also paying attention to competence development, motivation, leadership, information systems, and organizational support. Further research with larger samples and additional variables could clarify the mechanisms underlying the observed positive association.

CONCLUSION

Among the 21 medical record officers at RSUD dr. Hasri Ainun Habibie included in this study, workload had a positive and statistically significant effect on service effectiveness ($F = 4.633$; $p = 0.044$; $t = 2.152$; $p = 0.044$). The estimated regression equation was $Y = 47.148 + 0.275X$. However, workload explained only 19.6% of the variation in service effectiveness, while 80.4% was associated with factors outside the model. The positive direction should be interpreted cautiously because the study did not directly test potential explanatory factors such as work experience or coping strategies.

For hospital management, the study recommends evaluating and balancing workload distribution, particularly during shifts with limited staffing, while also considering other organizational factors that may affect service effectiveness. Medical record officers are encouraged to maintain effective work-management strategies and balance job demands with individual capacity. Future studies should consider moderator or mediator variables such as work experience, competence, and coping strategies, and should include larger samples and multiple study sites.

BIBLIOGRAPHY

- Andreya, I. (2021). Analisis Beban Kerja Tenaga Rekam Medis menggunakan Metode ABK-Kes di Rumah Sakit Islam Assyifa Sukabumi. *Cerdika: Jurnal Ilmiah Indonesia*, 1(8), 988–996.
- Health Workforce Department, World Health Organization. (2019). Gender equity in the health workforce: Analysis of 104 countries. World Health Organization.
- Hatta, G. (2021). Medical record management and health information (as cited in the study manuscript).
- Ikhtiar, R. W., Hasanah, U., Ikhwan, Putra, R. P., Susilo, B. B., Halid, M., et al. (2024). Survey karakteristik demografi petugas rekam medis di Puskesmas wilayah Kota Mataram. *Jurnal Wiyata*, 11(1), 1–12.
- Kementerian Kesehatan Republik Indonesia. (2022). Peraturan Menteri Kesehatan Republik Indonesia Nomor 24 Tahun 2022 tentang Rekam Medis.
- Kementerian Kesehatan Republik Indonesia. (2024). Profil Kesehatan Indonesia Tahun 2023. Kementerian Kesehatan RI.
-