

FACTORS ASSOCIATED WITH JOB SATISFACTION OF HEALTH WORKERS USING *E-MEDICAL RECORD* AT THE HEALTH CENTER SANDY BEACH

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ABSTRACT

User satisfaction in using electronic medical records is one measure of the success rate of implementing or using an information system. The purpose of the study was to determine the factors associated with job satisfaction of health workers using RME at the Padang Pasir Health Center. This type of research is quantitative research which is an analytic survey using a cross sectional approach. The research was conducted from May to July 2024 at the Padang Pasir Health Center. The population and sample in this study were health workers who used RME, totaling 67 people. The sampling technique in this study was the total sampling technique. The instrument used in this study was a questionnaire. Data analysis in this study used the Chi-square test. The results of statistical tests of the relationship between the use of RME and job satisfaction of health workers obtained a p-value of 0.110 ($p > 0.05$). The results of the statistical test of the relationship between workload and health worker satisfaction obtained a p-value of 0.000 ($p < 0.05$). This means that there is no relationship between the use of electronic medical records and the job satisfaction of health workers at the Padang Pasir Health Center, and there is a relationship between workload and job satisfaction of health workers at the Padang Pasir Health Center. It is hoped that the health center will continue to maintain and improve the use of RME even though no significant relationship was found between the use of RME and job satisfaction of health workers. Efforts to improve job satisfaction can be focused on managing workload, considering that there is a significant relationship between workload and job satisfaction.

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1. INTRODUCTION

Puskesmas is a Health Service Facility (Faskes). Health Service Facility is a place used to organize health service efforts, both promotive, preventive, curative and rehabilitative carried out by the government, local government or the community. Electronic medical records are medical records made using an electronic system intended for medical record organizers. Satisfaction is the level of a person's feelings after comparing the performance (results) he feels with his expectations. So, the level of

satisfaction can be said to be a function of the difference between perceived performance and expectations.

User satisfaction in using electronic medical records is one of the benchmarks for the success rate of implementing or using an information system, this satisfaction is an assessment regarding whether the performance of an information system is good or bad, and whether the information system used is suitable or not with the objectives of its users.

The results of the study (2023) show that there are several factors that affect the work satisfaction of health workers, including the use of electronic medical records, and workload factors. In terms of the use of RME, it is seen whether the use of RME is in the good or bad category. Meanwhile, the workload factor is seen as low or high workload for health workers in using RME.

Based on the results of a survey of researchers at Puskesmas Padang Pasir in May, several problems were found, there are problems and obstacles in the implementation of electronic medical records at puskesmas padang pasir such as officers who have difficulty understanding the features in electronic medical records. There are Web Service constraints on BPJS services, where these obstacles result in delayed officer work because they cannot make referrals and check the activeness of bpjs participants. In addition, the wifi network is often not optimal because it uses a network from Kominfo that can be accessed by many people so that wifi becomes slower. Another problem found is that if there is a power outage, the officer carries out the service manually first after the electricity is on, then the officer registers the patient into the E-puskesmas application.

Based on the background of the above problems, the researcher has conducted research at the Padang Pasir Health Center with the title of the thesis "Factors Related to Job Satisfaction of Health Workers Using Electronic Medical Records at the Padang Pasir Health Center in 2024".

2. METHODS

The research was conducted at the Padang Pasir Health Center. This research was conducted in May - July 2024. This type of research is quantitative research in the nature of an analytical survey with a cross sectional approach, which discusses the factors associated with job satisfaction of health workers using electronic medical records at the Padang Pasir Health Center in 2024. Data collection by means of observation, interviews, and data collection instruments using questionnaires. The population in this study were all health workers who used electronic medical records at the Padang Pasir Health Center with the sampling technique, namely the total sampling technique.

In this study there are independent variables (variables that influence) and dependent (influenced). To analyze the independent variable (X), namely the use of electronic medical records and workload on the dependent variable, namely job satisfaction of health workers (Y), in this study univariate analysis and bivariate analysis were used, with the Chi-square test stating whether or not there was a relationship between the variable (X) use of electronic medical records and the variable (Y) job satisfaction of health workers.

3. RESULTS AND DISCUSSION

3.1. Univariate Analysis

3.1.1. Use of Electronic Medical Records

Table 1. Frequency Distribution of Electronic Medical Record Usage At Padang Pasir Health Center

No.	Use of Electronic Medical Records	Frequency (f)	Percentage (%)
1.	Less Good	12	17,9
2.	Good	55	82,1
Total		67	100,0

Based on table 1 of 67 respondents there were 12 respondents who were not good at using electronic medical records (17.9%). the use of electronic medical records is generally well received by users, as indicated by the majority of respondents who rated the use in the good category (82.1%). These results indicate that electronic medical records have successfully improved professionalism standards and management performance in health facilities, provided easier, faster, and more convenient services for patients, and assisted doctors in implementing good medical practice standards. Thus, electronic medical records are proven to be effective in improving the quality of health care and internal coordination in these health facilities.

3.1.2. Workload

Table 2. Frequency Distribution of Electronic Medical Record Usage At Padang Pasir Health Center

No.	Workload	Frequency (f)	Percentage (%)
1.	Low	56	83,6
2.	High	11	16,4
Total		67	100,0

Based on table 2. of 67 respondents who had a low workload were 56 respondents (83.6%). the importance of workload analysis in the management of health workers, especially in health centers and hospitals. Research at the Padang Pasir Health Center in 2024 showed that the majority of health workers experienced low workload (83.6%), while only a small proportion experienced high workload (16.4%). The results of this study indicate that the distribution of workload at the health center is still in a category that can be managed well. Health workers are an important component in efforts to improve public health status, so proper workload management is very important to ensure the welfare of health workers and optimal quality of health services.

3.1.3. Job Satisfaction of Health Workers

Table 3. Frequency Distribution of Job Satisfaction of Health Workers At Padang Pasir Health Center

No.	Job Satisfaction of Health Workers	Frequency (f)	Percentage (%)
1.	Not Satisfied	18	26,9
2.	Satisfied	49	73,1
Total		67	100,0

Based on table 3. of 67 respondents who were dissatisfied in using electronic medical records as many as 18 respondents (26.9%). electronic medical records have a significant positive impact on the work of health workers. The use of RME facilitates data processing, saves labor, improves the quality of information, and provides a sense of security for officers. The convenience and efficiency generated by RME contribute greatly to job satisfaction. And to maintain and improve the level of job satisfaction, continuous evaluation of the use of RME and other aspects of the work environment must be carried out. Thus, any problems or obstacles that arise can be addressed immediately, and best practices can be implemented to improve job satisfaction.

3.2. Bivariate Analysis

3.2.1. Relationship between the use of electronic medical records and job satisfaction of health workers at the Padang Pasir Health Center in 2024

Table 4. Relationship between the use of RME and job satisfaction of workers Health at Padang Pasir Health Center

Use of Electronic Medical Records	Job Satisfaction of Health Workers				Total		P-value
	Not Satisfied		Satisfied		f	%	
	f	%	f	%			
Not so good	1	8,3	11	91,7	12	100,0	0,110
Good	17	30,9	38	69,1	55	100,0	
Total	18	26,9	49	73,1	67	100	

Based on table 4. of 67 respondents, the use of RME was not good as many as 12 respondents, and 1 respondent who was not satisfied. Based on the results of the Chi-square statistical test, the p-value was 0.110 ($p > 0.05$). This means that there is no relationship between the use of electronic medical records and the job satisfaction of health workers at the Padang Pasir Health Center.

While electronic medical records are generally designed to improve the efficiency and quality of health services, their implementation and use may not have been effective enough in influencing the overall job satisfaction factors of health workers. One of the main reasons is that the implementation of RME is often accompanied by technical and administrative challenges, such as the need for retraining, adaptation to the new system, as well as the time required to transition from manual to electronic systems. This can add to the workload and cause additional stress for health workers. Therefore, efforts to improve health workers' job satisfaction should consider a broader range of aspects than just the implementation of health information technology.

3.2.2. Relationship between workload and job satisfaction of health workers at the Padang Pasir Health Center in 2024

Table 5. Relationship between the use of RME and job satisfaction of workers Health at Padang Pasir Health Center

Workload	Job Satisfaction of Health Workers				Total		P-value
	Not Satisfied		Satisfied		f	%	
	f	%	f	%			
Low	8	14,3	48	85,7	56	100,0	0,000
High	10	90,1	1	9,1	11	100,0	
Total	18	26,9	49	73,1	67	100	

Based on table 5. of 67 respondents who have low workload but are not satisfied, there are 8 people (11.94%). Based on the Chi-square statistical test results, the p-value is 0.000 ($p < 0.05$). This means that there is a relationship between workload and job satisfaction of health workers at the Padang Pasir Health Center.

That lighter workloads tend to increase the job satisfaction of health workers, as seen from the majority of respondents with low workloads who were satisfied. This suggests that effective workload management can be key in improving job satisfaction in health facilities. With an evenly distributed and controlled workload, health workers can focus more on patient care without being burdened by excessive administrative tasks.

4. CONCLUSIONS

Based on this study, it can be concluded that health workers are not satisfied even though the use of electronic medical records is good, this can be due to technical and administrative challenges, such as the need for retraining, adaptation to new systems, and the time needed to transition from manual to electronic systems. Therefore, efforts to improve job satisfaction of health workers should consider a broader range of aspects than just the implementation of health information technology.

Judging from the workload factor, it tends to increase the job satisfaction of health workers, as seen from the majority of respondents with low workload who are satisfied. This suggests that effective workload management can be key in improving job satisfaction in health facilities. With an evenly distributed and controlled workload, health workers can focus more on patient care without having to feel burdened by excessive administrative tasks. It is recommended for respondents to be able to understand the use of electronic medical records and be able to use electronic medical records more quickly, and still maintain a good workload.

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