

**The Effect of Knowledge, Attitudes and Commitment of Doctors on the Completeness of Inpatient Medical Resume Completion at Krakatau Medika Hospital Cilegon Banten**

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**Abstract**

This study aims to analyze the effect of knowledge, attitude and commitment of doctors on the completeness of inpatient medical resume filling at Krakatau Medika Hospital, Cilegon Banten. This research is an associative quantitative study with a population of 47 medical specialists. Selection of the sample using non-probability sampling technique. The data collection technique was carried out using a questionnaire and measured using a Likert scale. The data were analyzed using multiple linear regression models with the help of SPSS version 24.00. The results of the multiple linear regression test show that the knowledge, attitude and commitment of doctors has partially proven to have a significant effect on the completeness of inpatient medical resume filling. The amount of influence given is knowledge of 0.314, attitude of 0.182 and doctor's commitment of 0.808. Knowledge, attitude and commitment of doctors together have proven to influence the completeness of medical resumes, which is equal to 69.8%. This study provides positive information that increases the knowledge, attitude and commitment of doctors can increase the completeness of filling out inpatient medical resumes.

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**Keywords:** Doctor's Knowledge, Doctor's Attitude, Doctor's Commitment and Completion of Medical Resume.

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## **INTRODUCTION**

Hospitals have a responsibility to improve the quality of health services to patients. The quality of health services can be achieved by assessing several aspects, one of which is the quality of the completeness of medical resume files (Swari et al., 2019). A medical resume is called complete if the medical record contains all the information about the patient (RI Ministry of Health, 2006).

(Huffman, 1999) explains that the purpose of a medical resume is to accurately and completely record the patient's life and health history, including past and present illnesses, and their treatment, with an emphasis on events that affected the patient during the treatment period. (Huffman, 1999) adds that medical resumes provide benefits that are used in a number of ways as follows: Patient Service

Management, Quality Reviews, Reimbursement, Legal Issues, Education, Research, Public Health, Planning and Marketing.

Seeing the benefits of a medical resume that can be used by several aspects, the completeness of a medical resume is very important. The impact of the problem of filling out incomplete inpatient hospital files will disrupt the quality of health services at the hospital. Incomplete health information in inpatient hospital files will make it difficult to identify the condition or history of the patient's previous illness and is at risk for medication errors (Swari et al., 2019).

There are many factors that result in incomplete medical resume filling, one of which is the doctor's knowledge factor (Wijayanti et al., 2023). Knowledge of a doctor in filling out a medical resume must be considered. The main problems and obstacles in implementing medical resumes are that doctors and dentists do not understand the meaning of medical records, are not fully aware of the benefits and uses of medical records, the nature of medical records, the purpose of organizing medical records and the contents of medical records both in health care facilities and in individual practice. , as a result medical records are incomplete, unclear and not timely.

To pay attention to the completeness of filling out a medical resume, support is also needed by a positive doctor's attitude, meaning that doctors must show a positive attitude both in communication and in acting so that filling in a medical resume can be filled in completely and correctly. For this reason, it is hoped that the attitude of doctors in filling out medical resumes can provide information that is clear and easily understood by other health workers. (Ahmad, 2020) states that attitude has a positive and significant effect on adherence to writing a diagnosis on a patient's medical resume.

Furthermore, the doctor's commitment is also very much needed in completing a medical resume (Sawondari et al., 2021). This high commitment allows doctors to survive by giving all their energy, potential and thoughts to improve the quality of health services and progress of hospitals. Commitment also makes the doctor have a sense of belonging and feel part of the hospital, so that all existing workloads are reduced.

Krakatau Medika Hospital Cilegon Banten is one of the state-owned hospitals that joins and is integrated into the IHC Group which is managed by PT Pertamina Bina Medika. Based on the Decree of the Minister of Health of the Republic of Indonesia Number: 702/MENKES/SK/VIII/2019, Krakatau Medika Cilegon Banten Hospital is designated as a private general hospital with the main classification equivalent to class B.

2021 Medical Support Department Unit, the average completion of returning patients' medical resumes reached 79 %. This achievement is still far from the target set by Krakatau Medika Cilegon Banten Hospital , namely 100% in accordance with the Regulation of the Minister of Health of the Republic of Indonesia Number: 129/Menkes/Sk/II/2008 Concerning Minimum Hospital Service Standards .

From the results of interviews with the Head of the Medical Record Unit, it is known that several indicators that are often overlooked in filling out include: list of medications during treatment, indicators of secondary diagnoses, indicators of actions/procedures, indicators of further care instructions containing activities, aids, medical devices, diets etc. The signature of the doctor in charge of the service,

this indicator is often overlooked because the doctor treating the patient is not available or is not on duty at the hospital (Habib et al., 2018).

The head of the inpatient room also explained that there was a medical resume that was not filled in at all. This happens because there are patients who are allowed to go home on Saturdays or Sundays which coincide with the doctor's holidays. Although filling can be done the next day, it is not in accordance with the established standard that medical resumes must be filled in <24 hours after the patient returns home . The purpose of this research was to analyze the influence of the knowledge, attitude and commitment of doctors on the completeness of filling out inpatient medical resumes at Krakatau Medika Hospital , Cilegon, Banten.

## RESEARCH METHODS

The research method used is quantitative with causality studies. Causal studies can be used to evaluate the effects of specific changes to existing standards, processes, and so on. The population in this study were all doctors in charge of inpatient services (DPJP) who worked at Krakatau Medika Hospital, Cilegon Banten, totaling 47 people . The sample method used is nonprobability sampling. Then the sample selection technique uses saturated sampling technique which is a sampling technique if all members of the population are samples (Sugiyono, 2016), then the sample size used in this study is 47 respondents.

Meanwhile, the sample in this study must meet the following criteria:

1. Doctor in charge of Pe services (DPJP) which treats inpatients at Krakatau Medika Hospital, Cilegon, Banten
2. Not on leave
3. Willing to become research subjects.

The main data in this study uses primary data, which is obtained from the results of interviews (Interviews) and distribution of questionnaires (questionnaires) through online surveys carried out for ease of collection using the Google form . Then secondary data is data that comes from journals, books, and internet sites or other sources used in searching for theoretical references, journals, and supporting data that researchers need

The data analysis method used in this study is a multiple linear regression model with SPSS version 24 .00. Prior to conducting multiple linear regression testing, validity and reliability tests, descriptive statistical tests , the three box method and the classical assumption test were carried out.

The relationship between the independent variables and the dependent variable can be described through the following linear regression equation:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon \quad (1)$$

Where:

Y = Completeness of Filling in Medical Resume

$\alpha$  = Constant

$\beta$  = Regression coefficient

X 1 = Doctor's Knowledge

X 2 = Doctor's Attitude

X 3 = Doctor's Commitment

$\varepsilon$  = error (error rate)

## RESULT AND DISCUSSION

### A. Respondent Profile

Respondents' responses regarding the profile of respondents based on gender showed that 59.57% were male and 47.50% were female. Based on age, it is known that doctors who are less than 30 years old are 12.77%. Respondents aged 30 to 40 years were 25.53% and respondents aged 40 were 61.70%. Based on length of work, it shows that the majority of respondents have worked for more than 5 years (51.1%), followed by respondents who have worked between 3 years and 5 years (29.8%) and the remaining 19.1% have worked for less than 3 years. at Krakatau Medika Hospital, Cilegon, Banten. Regarding the status of doctors, it can be explained that 62% of doctors at Krakatau Medika Hospital, Cilegon Banten, have the status of part-time doctors and the remaining 38% have the status of part-time doctors at Krakatau Medika Hospital, Cilegon Banten.

Based on the type of doctor, it is known that Dentists, Skin and Venereology Specialists, ENT Specialists, Neuro Specialists, Obstetricians and Internal Medicine Specialists each comprise 6%, followed by Pulmonary Specialists, Urology Specialists, Orthopedic Surgeons, Medical Rehabilitation Specialists, Ophthalmologists and Pediatrician 4% each. Then for Occupational Specialists, Thorax Surgeons, Neurosurgeons and Mental Health Specialists it is 2% each. Meanwhile, as many as 9% of Cardiologists and the remaining 11% are in the type of Anesthesiologist.

Furthermore, 68.09% of doctors had attended training or socialization regarding the completeness of medical resume filling and 15 respondents 31.91% answered that they had never attended training or socialization regarding the completeness of medical resume filling.

### B. Descriptive Statistics Test

The results of descriptive statistics on Doctor's Knowledge have a minimum value of 2.70 and a maximum of 4.00 resulting in a mean value of 3.3489 and a standard deviation of 0.31059. The doctor's attitude obtained an average minimum value of 2.00 and a maximum of 4.00 resulting in a mean value of 2.9532 and a standard deviation of 0.59995. The doctor's commitment obtained a minimum average value of 2.00 and a maximum of 3.75 resulting in a mean value of 2.6885 and a standard deviation of 0.43205. For the completeness of medical resume filling, the minimum average value is 2.33 and the maximum is 3.89 resulting in a mean value of 2.9506 and a standard deviation of 0.43300.

### C. Three Box Method Analysis

Descriptive statistical analysis in this study was carried out through the three box method analysis, to determine the condition of each of the following research instruments a quality range was formed which was divided into three quality interval ranges with the following calculations (Sugiyono, 2017):

$$\text{Index value: } \{(F1 \times 1) + (F2 \times 2) + (F3 \times 3) + (F4 \times 4)\} / 4$$

Information:

F1 = Frequency of respondents who answered 1

F2 = Frequency of respondents who answered 2

F3 = Frequency of respondents who answered 3

F4 = Frequency of respondents who answered 4

$$\text{Upper range} = \frac{47 \times 4}{4} = 47$$

$$\text{Lower range} = \frac{47 \times 1}{4} = 11,75$$

The resulting index numbers show a lower range score of 11.75 and an upper range of 47. From these results the upper range minus the lower range:  $47 - 11.75 = 35.25$ . By using the three box method, the value of 35.25 is divided into 3 parts, resulting in a range of 11.75 for each part which will be used as a list of index interpretations which can be seen in table 1 below.

**Table 1. Three Box Method Quality Intervals**

No.	Index	Category	Code
1.	11.75 – 23.50	Low	R
2.	>23.50 – 35.25	Currently	S
3.	>35.25 – 47	Tall	Q

Source: Results Processed by Researchers (2022)

The three box method test for each variable can be explained in table 2 below:

**Table 2. Respondent Response Matrix Krakatau Medika Hospital, Cilegon, Banten**

No	Variable	Respondent Response Position			Behavior
		Low	Currently	Tall	
1	Doctor Knowledge			39,18	Completion of a complete medical resume
2	Doctor attitude		34,64		Doctors know the components of a medical resume
3	Doctor Commitment		31.58		obey
4	Medical Resume Completion		34,68		Committed

Source: SPSS Data Processing 24 (2022)

Descriptive analysis using the three box method shows that the doctor's knowledge is high, while the doctor's attitude, doctor's commitment and completeness filling out resumes inpatient treatment shows moderate value.

#### D. Multiple Linear Regression Test Results

Multiple linear regression test is presented in Table 3 below:

**Table 3. Multiple Regression Test Results**

Independent Variable	Unstandardized Coefficients Beta
Constant	-6,136
Doctor Knowledge	0.314

Doctor attitude	0.182
Doctor Commitment	0.808

Source: Results of Processed Data SPSS 24 (2022)

Based on the test output above, the regression equation can be made as follows:

$$KP = -6.136 + 0.314PD + 0.182SD + 0.808KD + e$$

The results of the regression equation can be explained as follows:

1. Constant Value (a) = -6.136; states that if there is a doctor's knowledge, the doctor's attitude and doctor's commitment does not exist or has a value of 0, then the completeness of medical resume filling will decrease by 6.136.
2. Physician Knowledge (PD) = 0.314; meaning that if there is an increase in doctor's knowledge by one unit, then the completeness of medical resume filling will increase by 0.314 or 31.4%.
3. Doctor's Attitude (SD) = 0.182; meaning that if there is an increase in the attitude of doctors by one unit, then the completeness of medical resume filling will increase by 0.182 or 18.2%.
4. Physician Commitment (KD) = 0.808, meaning that if there is an increase in the physician commitment variable by one unit, then the completeness of medical resume filling will increase by 0.808 or 80.8%.

#### E. Hypothesis test

1. Simultaneous Hypothesis (Test F)

The F test produces a calculated F value of 36.399 and a significant value of 0.000 which is less than 0.05. This means that the variables of doctor's knowledge, doctor's attitude, and doctor's commitment simultaneously (together) have a significant effect on the completeness of medical resume filling .

2. Partial Hypothesis (Test t)

A summary of the results of the t test can be seen in Table 4 below.

**Table 4. Partial Hypothesis Test Results (t test)**

Path	T statistics	Sig.	Conclusion
Doctor's knowledge → Completeness of medical resume filling	3,090	0.004	H2 Accepted
Doctor attitude → Complete medical resume filling	2,714	0.010	H3 Accepted
Doctor Commitment → Complete medical resume filling	6,658	0.000	H4 Accepted

Source: Results of Processed Data SPSS 24 (2022)

Based on the table above, the doctor's knowledge of the completeness of filling out a medical resume produces a t-count value of 3.090 and a significant value of 0.004 <0.05. The results prove that the doctor's knowledge has a significant effect on the completeness of medical resume filling.

The doctor's attitude towards the completeness of filling out a medical resume produces a t value of 2.714 and a significant value of 0.010 <0.05. The

results prove that the doctor's attitude has a significant effect on the completeness of medical resume filling.

The doctor's commitment to the completeness of filling out a medical resume results in a t-value of 6.658 and a significant value of  $0.000 < 0.05$ . The results prove that the doctor's commitment has a significant effect on the completeness of medical resume filling.

### 3. Determination Coefficient Test

The test results for the coefficient of determination obtained an Adjusted R-Square value of 0.698. This means that the doctor's knowledge, doctor's attitude, and doctor's commitment together have an influence of 69.8% on the completeness of medical resume filling. While the remaining 30.2% is influenced by other variables outside the research model, for example work culture, compliance, leadership style and others.

## F. Results Discussion Study

The first hypothesis proves that the doctor's knowledge, doctor's attitude, and doctor's commitment simultaneously (together) have a significant effect on the completeness of filling out a medical resume by 69.8% and the remaining 30.2%, the completeness of filling out a medical resume is influenced by other variables outside the study. these are like discipline, organizational culture and leadership style. The results support research (Ahmed, Elaziz, & Mohamed, 2020) proving that knowledge and attitudes influence the completeness of filling out a medical resume.

The results of the three box method variable completeness of inpatient medical resume filling show specialist doctors at Krakatau Medika Hospital Cilegon Banten have filled in a medical resume that is quite complete with achievements 3 4, 6 8. Some doctors answered disagreeing with the statement regarding allowing writing errors in the outpatient medical record stay because it is not under his authority. This illustrates that not all doctors at Krakatau Medika Hospital, Cilegon, Banten, understand that what is not allowed in filling out a medical resume is allowing the author 's mistakes in the inpatient medical record because it is not their authority, which is a bad thing in filling out a medical resume. Not all doctors understand the importance of the information contained in filling out a medical resume so that if an error occurs it must be corrected immediately. This may be due to the fact that not all doctors have attended training related to the completeness of filling out medical resumes, so there are still specialist doctors who do not know that allowing writing errors in the inpatient medical record because they are not under their authority is something that is not allowed. The current condition at Krakatau Medika Hospital for inpatient care still uses Manual medical records and does not use Electrical Medical Records (RME). In Hospital Accreditation Complete inpatient medical resume filling has a target of 100%

The second hypothesis proves that doctor's knowledge affects the completeness of medical resume filling at Krakatau Medika Hospital, Cilegon, Banten. The results of this study are in accordance with the theory that in the process of ensuring complete and useful medical records, extensive knowledge is needed not only about the contents of medical records, but also the purpose, ownership, value, use, and responsibility of medical records (Huffman, 1999). This is in line with research conducted by (Kencana et al., 2019) that the



knowledge possessed by officers at the hospital can affect compliance in filling out medical record files. The same results were also shown by (Kumalasari et al., 2018); shows that there is a relationship between the knowledge of doctors and the completeness of filling out medical record files for BPJS patients in hospitals.

The results of the three box method of doctors' knowledge show that knowledge is in the high category, which is equal to 34.64. This shows that doctors already know a lot about medical resumes both in terms of medical resume regulations, the purpose of medical resumes, the benefits of medical resumes and even the components of medical resumes and the risks of incompleteness. However, there are still some medical specialists who do not know the purpose of filling out a medical resume. This may be due to the fact that not all doctors have attended training related to the completeness of filling out medical resumes and there is also no regular monitoring and evaluation from the management of Krakatau Medika Cilegon Hospital so that there are still specialist doctors who do not know the purpose of filling out medical resumes.

The third hypothesis proves that the doctor's attitude influences the completeness of medical resume filling at Krakatau Medika Hospital, Cilegon, Banten. The results of this study are also in accordance with the theory according to Mochi et al (1992) that the attitude of doctors is responsiveness to guide various aspects of competence such as collaboration with other professionals, prioritization in health care and clinical decisions that are aligned with the patient's interests and avoid negative possibilities that will occur in patient. The results of the study (Nasution, 2016) prove that doctor's commitment has a positive and significant effect on the completeness of medical resume filling. The same results are also shown by (Jahanbakhsh et al., 2017); (Silvatory, 2018) and (Shiferaw & Mehari, 2019) that there is a direct relationship between attitudes towards the completeness of filling out a medical resume.

The results of the three box method show that the attitude of doctors at Krakatau Medika Hospital, Cilegon, Banten, is quite good in filling out medical resumes because there are still responses from respondents who disagree with the statements submitted regarding filling in diagnoses on medical resumes and the quality of medical resumes. The highest positive attitude possessed by doctors is the attitude of doctors who will maintain the quality of the patient's medical resume by filling it in completely, but there is still the attitude of doctors who fill out diagnoses on medical resumes via telephone. This shows that there are still doctors who do not understand the SOP regarding medical resume filling because there are several doctors who have never attended training on the completeness of medical resume filling. The management of Krakatau Medika Hospital, Cilegon, Banten, has not yet implemented a reward system in completing medical resumes.

The fourth hypothesis proves that doctor's commitment affects the completeness of medical resume filling at Krakatau Medika Hospital, Cilegon, Banten. The results of the study also show that commitment has an influence on the completeness of medical resume filling in accordance with Robbins & Judge's theory (2018), that commitment is a condition in which an individual sided with the organization and its goals and desire to maintain membership in the organization.



The results of the three box method of doctors' commitment show that doctors at Krakatau Medika Hospital, Cilegon, Banten are quite committed in filling out inpatient medical resumes with an index of 31.58. However, there are still responses from respondents who answered no to the measurement of commitment, when viewed from the readiness to be contacted in filling out medical resumes outside the practice schedule. This is reinforced because many doctors have the status of part-time doctors. So they feel that they will be disturbed if they are contacted to fill out a medical resume outside the practice schedule.

Results The test showed that the knowledge, attitude and commitment of doctors partially proved to have a significant effect on the completeness of inpatient medical resume filling at Krakatau Medika Hospital, Cilegon Banten. The magnitude of the influence exerted by each variable partially on the completeness of medical resume filling is knowledge 0.314, attitude 0.182 and doctor's commitment 0.808. Doctor's knowledge, attitude and commitment have a joint effect on the completeness of inpatient medical resume filling at Krakatau Medika Hospital Cilegon Banten, namely 6.9.8 %.

## **CONCLUSION**

Doctor's Attitude and Doctor's Commitment proved to have a significant effect on Completeness of Medical Resume Filling. Meanwhile, doctor's knowledge, doctor's attitude, and doctor's commitment simultaneously have a significant effect on the completeness of medical resume filling.

The results of this study can have positive implications for the management of Krakatau Medika Hospital Cilegon Banten in developing a strategy to encourage specialist doctors in particular to improve the completeness of filling out inpatient medical resumes through doctor knowledge, doctor attitudes and commitment of doctors who are getting better and better quality at Krakatau Medika Hospital Cilegon Banten. Hospital management can support and create an Electronic Medical Record (RME) system which can be a solution to several problems regarding the completeness of filling out medical resumes at Krakatau Medical Hospital, Cilegon, Banten .

To increase the knowledge of doctors, hospital management needs to improve socialization and training activities on a regular basis regarding the aspects contained in medical resume sheets which aims to increase the completeness of medical resume filling in a complete , clear, right and on time .

To improve the attitude of doctors, hospital management needs to implement a reward system related to the completeness of medical resume filling. Rewards can be given to specialist doctors if they fill out a complete medical resume .

In terms of increasing the commitment of doctors, hospital management should consider upgrading the status of part-time doctors to full-time doctors so that doctors have more time to fill out medical resumes.

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