



The Relationship Between Medical Records Employee Performance And Patient Satisfaction

Andrias Feri Sumadi^{1*}, Ery Rustiyanto², Agung Dwi Saputro³, Dewi Cahyaningrum⁴
¹⁻⁴ Politeknik Kesehatan Bhakti Setya Indonesia

Email korespondensi: fery.sumadi@gmail.com

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ABSTRACT

Background: The best patient care in healthcare facilities is essential to achieve patient satisfaction. Objective: To determine the relationship between medical records staff performance and patient satisfaction in the Outpatient Admissions Area (TPPRJ) in an effort to improve the quality of healthcare services at Nur Hidayah Hospital, Bantul. Method: This study used a quantitative, observational cross-sectional approach, involving 93 patient respondents using a simple random sampling technique. Data were collected through observation and questionnaires using five dimensions of medical records staff performance: reliability, responsiveness, assurance, tangibles, empathy, and patient satisfaction. Results: The study shows the percentage of scores for each assessment dimension. The highest percentage was for patients who were satisfied with the staff's performance (64 respondents (68.8%)), followed by patients who were very satisfied with the staff's performance (23 respondents (24.7%)), then the category of patients who were only quite satisfied with the staff's performance (6 respondents (6.5%)), and the lowest was for those who were dissatisfied and very dissatisfied with the staff's performance (0 respondents (0%)). Based on the results of the analysis using the chi square test conducted on patient satisfaction with employee performance, the p-value obtained was 0.001 ($p < 0.05$), so H_0 in the study was rejected and H_1 was accepted, which means there is a relationship between patient satisfaction and the performance of TPPRJ employees at Nur Hidayah Hospital, Bantul. Conclusion: Improving the quality of service must be done comprehensively covering all aspects of service, facilities, and communication.

INTRODUCTION

Hospitals function as institutions that provide comprehensive health services, including inpatient, outpatient, and emergency care, as stipulated in Regulation of the Minister of Health of the Republic of Indonesia No. 24 of 2022 concerning Medical Records. Hospitals are an integral part of a three-system health organization with the function of providing comprehensive, curative, and preventive health services to the community (WHO). In efforts to improve service quality, a supporting factor is medical records. A Medical Record and Health Information Officer (MRI) is someone who has completed medical records and health information education in accordance with statutory regulations.

Medical records are files containing notes and documents about a patient, including identity, examinations, treatment, and other medical procedures. Objective: To determine the influence of motivation on the performance of medical records personnel, including incentives, working conditions, physical activity, work performance, and responsibility (Yusuf et al., 2021).

Medical records officer performance (PMIK) is a major factor in determining the quality of healthcare services. Complaints received by Nur Hidayah Hospital indicate that improvements in the reliability and responsiveness of medical records officers can help increase patient satisfaction. Another aspect of medical records service quality that needs to be considered is the dimensions used: tangibles, reliability, responsiveness, assurance, and empathy. Tangibles can be seen in the physical appearance of the workspace and employees. Reliability can be seen in meeting standards for each indicator of medical records service. Responsiveness can be seen in the feedback provided during monitoring and evaluation of medical records services. Assurance can be seen in communication and collaboration, both internally and externally within the team. Empathy can be seen in employees' ability to understand customer needs, both internal (i.e., other employees) and external (i.e., patients) (Temesvari et al., 2021). Research by (Dhinta Feritsya Chita, Wasis Budiarto, 2022) found that service quality significantly influences the performance of healthcare workers at the Islamic Hospital (RSI) Surabaya, and the fifth hypothesis was accepted. This means that service quality can improve healthcare worker performance.

A preliminary study conducted by researchers at Nur Hidayah Hospital, Bantul, Yogyakarta, found patient complaints regarding unsatisfactory service at the outpatient registration area (TPPRJ). Thirty-four complaints were filed between January and November 2024, regarding the service provided to outpatient registration staff.

The performance of medical records staff (PMIK) is a key factor in determining the quality of healthcare services. Complaints received indicate that improvements in the reliability and responsiveness of medical records staff can help increase patient satisfaction. Medical records management in hospitals supports orderly administration, which aims to improve the quality of healthcare services through education and training programs for staff (Irfan Bashori & Cahyadi, 2024).

The Indonesian healthcare system, which involves healthcare facilities (fasyankes), requires regular monitoring by relevant parties. Therefore, the government plays a role in improving this, as part of its responsibility to provide adequate healthcare and public service facilities for the entire community.

The goal of health development in Indonesia is to achieve the highest level of

public health, thereby creating a high-quality, healthy, and productive Indonesian population. To achieve this goal, both public health efforts and individual health efforts, particularly in healthcare, must be implemented. Efforts to achieve optimal hospital service quality can be conducted internally by hospitals or externally by certification or accreditation bodies.

RESEARCH METHODS

This study is a quantitative study using an observational approach. The research design used was a cross-sectional study, an observational study in which data is collected at a specific point in time from a population or sample. This study was conducted at Nur Hidayah Hospital, Bantul, from May to June 2025. The population in this study were patients at the TPPRJ (Public Health Center) at Nur Hidayah Hospital, Bantul. The sample in this study used the Simple Random Sampling technique with the Slovin formula, which is used to determine the sample size from a population with a certain margin of error. The Slovin formula is: $n = N / (1 + N * e^2)$, where: n = sample size, N = population size, e = desired margin of error (usually 0.05). The data collection techniques for this study were observation and questionnaires to determine the relationship between service quality and patient satisfaction. The research instruments used were a series of questions assessed using a Likert scale. Data processing tools used Excel and SPSS applications, and writing instruments to record the research results. Data analysis in this study was bivariate. Bivariate analysis was conducted to prove the hypothesis of a relationship between employee performance and the quality of healthcare services obtained by analyzing the level of service quality and patient satisfaction. This study used chi-square testing for data analysis, using a p-value compared with a margin of error of 5% or 0.05. If the p-value is ≤ 0.05 , H_0 is rejected, indicating a significant relationship between the independent and dependent variables. If the p-value is > 0.05 , H_0 is accepted, indicating no significant relationship between the independent and dependent variables. The inclusion criteria for this study were: Patients registering for outpatient care at Nur Hidayah Hospital, Bantul, between May and June 2025; Patients who were willing to participate in the study. The exclusion criteria were: Patients unable to provide clear information due to medical or other reasons; and Patients who had not provided consent to participate in the study.

RESEARCH RESULTS

1. Univariate Analysis

Univariate analysis describes the results related to the frequency distribution of the characteristics of the 93 respondents studied, and each variable, both independent and dependent. The results of the analysis are as follows:

a. Age Group

Table 1: Distribution of Patient Respondents by Age Group at the TPPRJ, Nur Hidayah Hospital, Bantul

Age Group	Frequency	Percentage (%)
10-18 Years	6	6,5
19-59 Years	80	86
60 Years +	7	7,5
Total	93	100

Table 1 the smallest age group was 10-18 years with 6 respondents (6.5%).

b. Education

Table 2. Distribution of Patient Respondents by Education at the TPPRJ Nur Hidayah Hospital, Bantul

Education	Frequenci	Percentage (%)
Junior High School	18	19,4
Senior High School/Vocational High School	53	57
University	22	23,7
Total	93	100

Source: Primary Data, 2025

Table 2 shows that the highest distribution of respondents based on education was high school/vocational high school, with 52 (57%), while the lowest was junior high school, with 18 (19.4%).

c. Occupation

The distribution of respondents based on occupation from this study is described in Table 3. Table 3. Distribution of Patient Respondents Based on Occupation at the TPPRJ Nur Hidayah Hospital

Occupation	Frequenci	Percentage (%)
Government Workers	10	10,8
Private Workers	33	35,5
Self-Employed	9	9,7
Informal Sector Workers	19	20,4
Unemployed	22	23,7
Total	93	100

Table 3 shows that the distribution of respondents by occupation was predominantly private sector workers, totaling 33 (35.5%), while the lowest was self-employed, totaling 9 (9.7%).

d. Employee Performance

The distribution of respondents by employee performance from this study is described in Table 4.

Table 4. Distribution of Respondents by Employee Performance at the TPPRJ Nur Hidayah Hospital Bantul

Employee Performance	Frequenci	Percentage (%)
Very dissatisfied	0	0
Dissatisfied	0	0
Quite satisfied	32	34,4
Satisfied	43	46,2
Very satisfied	18	19,4
Total	93	100

Table 4 shows that the distribution of respondents based on Employee Performance was highest in the satisfied category (43 respondents (46.2%), very satisfied (18 respondents (19.4%), quite satisfied (32 respondents (34.4%), dissatisfied (0 respondents (0%), and very dissatisfied (0%).

Employee performance data in this study was obtained using a five-dimensional assessment of medical records employee performance: Reliability, Responsiveness, Assurance, Physical Evidence, and Empathy.

1) Reliability

The distribution of respondents based on reliability from this study is described in Table 5.

Table 5. Distribution of Respondents Based on Reliability at the TPPRJ, Nur Hidayah Hospital, Bantul

Reliability	Frequenci	Percentage (%)
Very dissatisfied	0	0
Dissatisfied	0	0
Quite satisfied	70	75,3
Satisfied	23	24,7
Very satisfied	0	0
Total	93	100

Table 5 shows the distribution of respondents based on reliability, with the highest category being quite satisfied (70 respondents) (75.3%), satisfied (23 respondents) (24.7%), very satisfied (0 respondents) (0%), dissatisfied (0 respondents) (0%), and very dissatisfied (0 respondents).

2) Responsiveness

The distribution of respondents based on responsiveness from this study is described in Table 6.

Table 6. Distribution of Respondents Based on Responsiveness at the TPPRJ Nur Hidayah Hospital, Bantul

Responsiveness	Frequenci	Percentage (%)
Very dissatisfied	0	0
Dissatisfied	0	0
Quite satisfied	74	79,6
Satisfied	19	20,4
Very satisfied	0	0
Total	93	100

Table 6 shows the distribution of respondents based on responsiveness, with the highest category being quite satisfied (74 respondents (79.6%), satisfied (19 respondents (20.4%), very satisfied (0 respondents (0%), dissatisfied (0%), and very dissatisfied (0%).

3) Guarantee

The distribution of respondents based on guarantee from this study is described in Table 7.

Table 7. Distribution of Respondents Based on Guarantee at the TPPRJ, Nur Hidayah Hospital, Bantul

Guarantee	Frequenci	Percentage (%)
Very dissatisfied	0	0
Dissatisfied	0	0
Quite satisfied	76	81,7
Satisfied	17	18,3
Very satisfied	0	0
Total	93	100

Table 7 shows the distribution of respondents based on guarantees, with the highest category being quite satisfied (76 respondents (81.7%), satisfied (17 respondents (18.3%), very satisfied (0 respondents), dissatisfied (0 respondents), and very dissatisfied (0 respondents).

4) Physical Evidence

Table 8. Distribution of Respondents Based on Physical Evidence at the TPPRJ Nur Hidayah Hospital, Bantul

Physical Evidence	Frequenci	Percentage (%)
Very dissatisfied	0	0
Dissatisfied	0	0
Quite satisfied	23	24,7
Satisfied	60	64,5
Very satisfied	10	10,8
Total	93	100

Table 8 shows the distribution of respondents based on physical evidence, with the highest category being satisfied (60 respondents (64.5%), somewhat satisfied (23 respondents (24.7%), very satisfied (10 respondents (10.8%), dissatisfied (0 respondents (0%), and very dissatisfied (0%).

5) Empathy

The distribution of respondents based on empathy from this study is described in Table 9.

Table 9. Distribution of Respondents Based on Empathy at the TPRRJ Nur Hidayah Hospital, Bantul

Empathy	Frekuensi	Percentage (%)
Very dissatisfied	0	0
Dissatisfied	0	0
Quite satisfied	69	74,2
Satisfied	24	25,8
Very satisfied	0	0
Total	93	100

Table 9 shows the distribution of respondents based on empathy, with the highest category being quite satisfied (69 respondents (74.2%), satisfied (24 respondents (25.8%), very satisfied (0 respondents (0%), dissatisfied (0%), and very dissatisfied (0%).

e. Patient Satisfaction

The distribution of respondents based on patient satisfaction from this study is outlined in Table 10.

Table 10. Distribution of Respondents Based on Patient Satisfaction at the TPRRJ Nur Hidayah Hospital, Bantul

Patient Satisfaction	Frekuensi	Percentage (%)
Very dissatisfied	0	0
Dissatisfied	0	0
Quite satisfied	32	34,4
Satisfied	45	48,4
Very satisfied	16	17,2
Total	93	100

Table 10 shows that the distribution of respondents based on patient satisfaction was highest, with 45 respondents (48.4%) being satisfied, 32 respondents (34.4%) being somewhat satisfied, 16 respondents (17.2%), 0 respondents (0%) being dissatisfied, and 0 respondents (0%) being very dissatisfied.

2. Bivariate Analysis

Bivariate analysis was conducted to determine the relationship between the dependent variable, Employee Performance, and the independent variable, Patient Satisfaction. The relationship between Patient Satisfaction and Employee Performance at the TPRRJ, Nur

Hidayah Hospital, Bantul was examined.

To determine the relationship between Patient Satisfaction and Employee Performance at the TPPRJ, Nur Hidayah Hospital, Bantul, cross-tabulations were used in the chi-square test. The results of the relationship analysis are shown in Table 11.

Table 11. Relationship between Patient Satisfaction and Employee Performance at the TPPRJ Nur Hidayah Hospital, Bantul

Description		Employee Performance					Total	<i>p</i> value
		Very Dissatisfied	Dissatisfied	Some what Satisfied	Satisfied	Very Satisfied		
Patient Satisfaction	Very dissatisfied	0	0	0	0	0	0	0.005
	Dissatisfied	0	0	0	0	0	0	
	Quite satisfied	0	0	16	14	2	32	
	Satisfied	0	0	13	21	9	43	
	Very satisfied	0	0	3	10	5	18	
Total		0	0	32	45	16	93	

Source: Primary Data, 2025

Table 11 shows the percentage relationship between patient satisfaction and employee performance, with the highest percentage being 45 respondents (48.4%) who were satisfied with the staff's performance. The percentage of patients who were very satisfied with the staff's performance was 16 respondents (17.2%), followed by 32 respondents (34.4%) who were only somewhat satisfied with the staff's performance, and the lowest percentage was 0 respondents (0%) who were dissatisfied and very dissatisfied with the staff's performance.

Table 12. Chi-square Analysis Results

<i>Analisis Statistik</i>	<i>Value</i>	<i>df</i>	<i>Asymptotic significance</i>
<i>Pearson Chi-square</i>	8,209*	4	,084
<i>Likelihood Ratio</i>	8,846	4	,065
<i>Linear-by-Linear Association</i>	7,843	1	,005
<i>N of Valid Cases</i>	93		

Based on the results of the chi-square analysis of Patient Satisfaction and Employee Performance, the p-value obtained was 0.005 ($p < 0.05$). Therefore, H_0 in the study was rejected and H_1 was accepted, indicating a relationship between Patient Satisfaction and Employee Performance at the TPPRJ Nur Hidayah Hospital, Bantul. Based on the Chi-Square and Likelihood Ratio tests, there was no significant relationship between employee performance and patient satisfaction ($p\text{-value} > 0.05$). Therefore, H_0 in the study was accepted and H_1 was rejected, indicating no relationship between Patient Satisfaction and Employee Performance at the TPPRJ Nur Hidayah Hospital, Bantul.

However, the Linear-by-Linear Association results showed a significant and linear relationship between the two variables (p -value < 0.05). This means that although the overall relationship was not significant according to the Chi-Square test, there is a clear trend between employee performance and patient satisfaction, particularly in the linear relationship.

DISCUSSION

1. Understanding the Quality of Healthcare Service Performance at Nur Hidayah Hospital, Bantul

The quality of healthcare service performance at Nur Hidayah Hospital, Bantul, demonstrates a friendly and courteous attitude towards patients. The registration staff are prompt and responsive, providing clear and easy-to-understand information. Furthermore, staff are meticulous in recording patient data and are able to handle administrative issues effectively, thus categorizing the service as good. This is evidenced by the percentage scores for each assessment dimension. The highest percentage of patients was satisfied with the staff's performance (45 respondents (48.4%)), followed by 16 patients (17.2%), and then 32 patients (34.4%) were only moderately satisfied with the staff's performance. The lowest percentage was dissatisfied and very dissatisfied with the staff's performance (0 respondents). These percentages indicate that the average level of patient satisfaction with the performance of healthcare staff at Nur Hidayah Hospital is at the satisfactory level, indicating a good quality of healthcare staff performance at Nur Hidayah Hospital.

According to the five dimensions of medical records performance assessment: reliability, responsiveness, assurance, physical evidence, and empathy. The results of the research conducted show the results of the assessment for each dimension.

Furthermore, the quality of health service performance, as registration officers, is able to provide prompt and responsive service, provide clear and easily understood information, provide adequate attention to each patient, and do not discriminate based on membership type (BPJS/General), and maintain normal/reasonable waiting times for incoming patients.

According to (Sinambela, 2022), performance is the result of work measured by quality and quantity within a specific period according to assigned responsibilities. Employee performance is influenced by competence, motivation, and a supportive work environment. This research aligns with that conducted by (Dewi Sinta, 2021), which found that work facilities and infrastructure simultaneously or jointly influence the performance of the medical records team at Puri Husada Tembilahan Hospital.

This research aligns with (Soemantri & Ginanjar, 2022) that competence is an indicator that supports optimal performance and provides maximum contribution. Based on the explanation, competency is the most important element in improving employee performance.

2. Investigating Outpatient Satisfaction at Nur Hidayah Hospital, Bantul

Outpatient satisfaction at Nur Hidayah Hospital, Bantul, indicated that patients were satisfied with the speed of registration services, the friendliness of the staff, felt comfortable interacting with staff, received clear information about registration procedures, staff were accurate in recording patient identity data, and felt that the registration wait time was not too long. The relationship between patients and Healthcare Facilities (SPK) is an equal one, a partnership

of mutual endeavor, with each having its own rights and obligations. Because treatment is an endeavor, SPK cannot promise a cure but rather strives to ensure the patient's recovery, in accordance with service standards. (Karunia et al., 2022)

According to research by (Rosida, 2021), arranging hospital services so that patients do not have to wait in line is crucial by adjusting service capacity. Therefore, managing the balance between service capacity and the estimated number of patients waiting for doctor services. Determining how long a patient should wait is crucial and a primary concern for hospitals seeking to improve customer satisfaction and optimize service capacity.

This research aligns with research conducted by (Jelita, 2021) that found that staff friendliness, consistent greetings, courteous and polite service, and effective communication or attention and moral support were the most satisfying factors for patients.

3. To Determine the Relationship between Employee Performance and Patient Satisfaction in Improving the Quality of Healthcare Services at Nur Hidayah Hospital, Bantul

Based on the results of the Pearson Chi-Square and Likelihood Ratio tests, there was no significant overall relationship between employee performance and patient satisfaction. This means that, in general, employee performance does not affect patient satisfaction at a statistically significant level. However, the Linear-by-Linear Association results indicated a significant linear relationship. This means that despite the lack of an overall significant relationship, a linear relationship still exists between the two variables, indicating that improving employee performance has the potential to improve patient satisfaction.

Patient satisfaction with healthcare services, specifically the performance of the TPRJ employees at Nur Hidayah Hospital, Bantul, is categorized as satisfactory, thus influencing the overall assessment of patient satisfaction. The quality of healthcare services, such as improving the quality of human resources in a healthcare facility, will impact the quality of healthcare services. This is because healthcare workers or employees operate the service system and interact directly with patients, requiring qualified human resources.

According to Venakontesa (2023), an analysis of the relationship between knowledge and motivation revealed that 8 out of 17 (10%) respondents reported excellent performance and very satisfied satisfaction, while 58 out of 63 (78.8%) respondents reported good performance and satisfied satisfaction. In addition to employee performance, other support is needed, such as support and a good service or administration system. This is necessary to ensure staff and employees can work together and provide the best possible service, supported by supporting facilities and a strong service administration system.

This research aligns with that of Indah Wulandari & Mohammad Natsir Bukittinggi (2024), who reported good nurse performance but expressed dissatisfaction, while nurse performance was good and expressed satisfaction. Therefore, this study concludes that there is a relationship between inpatient nurse performance and inpatient patient satisfaction at RSI Ibnu Sina Bukittinggi.

CONCLUSIONS AND SUGGESTIONS

This study reveals the relationship between medical records staff performance and patient satisfaction in the outpatient nursing unit at Nur Hidayah Hospital, Bantul. The results indicate that the hospital's healthcare performance is in the good category, with the majority of patients satisfied with the performance of healthcare workers. Although the Chi-Square and Likelihood Ratio tests did not show a significant relationship, the Linear-by-Linear Association results indicate a clear relationship. The average patient satisfaction is in the satisfied category, reflecting that the quality of service and staff performance are quite good. Therefore, it is recommended to conduct a more in-depth analysis of this linear relationship using other statistical models, such as linear regression, to more clearly see the effect of employee performance on patient satisfaction. The researcher then suggested exploring other variables that may influence patient satisfaction related to healthcare services. Healthcare facilities are also advised to continue improving service quality through the development of human resources, supporting facilities, and administration.

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