

ABSTRACT

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Study Program : D-III Medical Record and Health Information
Title : *Review of Performance of Medical Record Unit Officers in Hospitals Pantai Indah Kapuk*

Performance is a description of the level of achievement of the implementation of an activity or program or policy in realizing the goals, objectives, mission, and vision of a work unit or organization contained in the formulation of a strategic scheme. Staff performance is influenced by skills, skills, experience, sincerity and work environment. The purpose of this study was to determine the performance description of medical record unit officers at Pantai Indah Kapuk Hospital. This research method is descriptive with a sample of 16 people. Data collection techniques by means of observation, interviews, and censuses. The results of the study were 79,6% that matched the performance of the officers, while 20,4% were not suitable. This figure illustrates that the performance of medical record officers at Pantai Indah Kapuk Hospital still needs to be improved again so that the quality of services increases. With the presence of officers who have inappropriate performance, the author suggests that the head of medical records in RSPIK always supervise and provide guidance, both the work process and the work of subordinates and if necessary be given a warning letter for officers who have inappropriate performance.

Literature : 14 (2003-2017)

Keywords : *Performance, Officer Performance, Service Quality*