

ABSTRACT

Incompleteness and inaccuracy, in filing medical records brings bad impact on the health service to the patient, because the time for the registration process to medical action taken become longer. Besides, the analysis of previous medical history and medical action that had been done can not be done correctly either, due to incomplete data on the patient's medical record. Referring to the problems found in the study site, the formulation of the research problem is "How to improve the performance of physicians in the filling the outpatient's medical record?"

Deep observations in the study and review of the results of previous studies have led researchers to examine the effect of satisfaction with the job, satisfaction with the salary, satisfaction with the superior, satisfaction with the coworkers, and satisfaction with the promotion opportunities variables on the performance of physicians in filling the outpatient's medical records.

Statistical tests of the empirical data, we obtained five conclusions, namely: the satisfaction with the job proved to have a significant effect on performance of physicians in filling the outpatient's medical records, satisfaction with the salary shown to have a significant effect on the performance of physicians in filling the outpatient's medical records, satisfaction with the superior proved to have a significant effect on the performance of physicians in filling the outpatient's medical records, satisfaction with the coworkers proved to have a significant effect on the performance of physicians in filling the outpatient's medical records, and satisfaction with the promotion opportunities proved to have a significant effect on the performance of physicians in filling the outpatient's medical records.

Keywords: satisfaction with the job, satisfaction with the salary, satisfaction with the superior, satisfaction with coworkers, satisfaction with promotion opportunities, performance