Effect Job Demand Control-Support and Protection Motivation on Compliance in Filling Inpatient Care Medical Record Files

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Keywords	*Abstract*
	An important indicator to determine the quality of service in a hospital is about the completeness of the hospital's medical record files. There are many problems arise due to incomplete medical record files and do not recorded neatly and regularly. The incident is due to lack of medical team awareness in recording all information or actions that would be given to the patient. The aim of this study is to analyse the effect of Job Demand-Control-Support and Protection Motivation on compliance in filling out Medical Record files at RSU ESHMUN Medan 2023. This study uses quantitative research method which is analytical in nature. The total sampling of this study is 115 active nurses at RSU ESHMUN Medan. The result of the study informs that there are very strong and significant effect among Job Demand-Control-Support and Protection Motivation on compliance in filling out Medical Record files at RSU ESHMUN Medan 2023. The variable that has the most influence on Obedience with filling in inpatient medical record files at RSU ESHMUN in 2023 is the Protection Motivation variable. It is recommended to RSU ESHMUN Medan to improve the administration pattern in order to all of nurses have the same job demands and receive the same support.

Introduction

Medical records are also useful for proving legal, disciplinary and ethical issues. Medical records are the main written evidence, making them useful in resolving legal, disciplinary and ethical issues, in the event of malpractice claims from patients due to errors in diagnosis or mistakes in the provision of health services. A complete medical record can help doctors or other health workers as evidence of the services provided (1). Medical records have become important legal documents, and medical records are not only for current patient care and nursing plans but also as legal documents to protect patients and hospitals from litigation (2). One of the main causes of incomplete medical records of inpatients is the need for adequate facilities and infrastructure for medical records and the unavailability of SOPs governing the completeness of medical records (3). Incomplete filling of medical records is one of the problems because medical records are medical records that can provide complete and detailed information about what things are given to patients, be it related to the patient's condition, administration of drugs, administration of infusions, examinations carried out and so on. This incompleteness will certainly have a broad impact, internally and external.

In general, the completeness of medical records aims to make it easier for officers to access patient information as a communication tool for medical staff related to health services that focus on medical records, nursing records, and laboratory results that are recorded in an integrated manner and records in medical records function to improve the quality of decision-making, especially for medical staff(4). To obtain the compliance in filling out medical record files at Eshmun, a study of Job Demand-Control-Support and Protection Motivation techniques was conducted as a follow-up to an analysis of these factors. Karasek introduced one of the many influential models in occupational health psychology, "Jobs Demand-Control". This model analyzes the relationship between job demand (the amount of labor expected of an employee) and job control (how much autonomy an employee has in making decisions). Both of these factors have significant effects on many other domains, including workers' emotional and

physical well-being. The Job Demand, Control, Support (JDCS) model is one of the most important models that identify three sets of components in a framework that influence an individual's level of well-being: job demand, job control and support. Job demand refers to the requirements placed on nurses and is strongly associated with time pressure, role vagueness and role struggle(5,6).

Job demands are physical, social, and organizational demands that affect employees' psychological health(7,8). Employees' physically wear out due to the cumulative effects of the task and the working conditions. As a side effect, it will cause mental exhaustion. Meanwhile, Job Support refers to a sense of ease, care, value, and assistance from outside sources in one's professional life. Job Support eligibility may depend on the quantity, variation, proximity to one another, and regularity of a person's social network. Many recipients of Job Support services report feeling liked, valued, and included in their communities. By analyzing and integrating themes from psychology, sociology, and other related domains, protection motivation is a behavioral theory with the goal of creating solutions to lessen risks to individuals. The medical field was the first to adopt the concept of protection motivation(9). "Protection Motivation" is the intent of an individual to defend against the dangers that arise when accepting threatening orders or duties. The Protection Motivation Theory models suggests that there are two types of risk assessment constructs (as perceived severity and perceived vulnerability) and adapting assessment constructs (the response efficacy and self-efficacy), where these concepts lead to objective intentions, and these objective intentions lead to behavior(10).

From the basis of the initial data collection conducted by researchers at ESHMUN General Hospital from March 8 to March 15, 2023 with physicians and nurses, it was determined that a number of factors contribute to the problem of completing out medical record files. They are unaware of the importance of filling out medical record files as a tool for decision-making and to protect themselves from being linked to legal cases; high workload is caused by an imbalance between the number of patients, nurses, and doctors; and nurses' and doctors' tasks in completing work in a limited amount of time. These factors have a substantial impact on RSU ESHMUN Medan's adherence to the applicable SOPs regarding the completeness of inpatient medical record files. The preceding description provides a solid foundation for analyzing Job Demand-Control Support and Protection Motivation in accordance with the completion of medical record files at RSU ESHMUN Medan. The purpose of research is to determine the impact of Job Demand-Control Support and Protection Motivation on the completion of medical record files at RSU ESHMUN Medan.

Methods

This kind of research is quantitative along with analytical. The research design includes the simultaneous capture and measurements of cross-sectional independent and dependent variables. The location designated for research by the researcher is RSU ESHMUN Medan. 115 caregivers were sampled from a population consisting of all inpatient room caregivers at RSU ESHMUN Health Center in Medan. The method of sampling used is nonprobability, from an all sample technique, which is a sampling technique that uses the entire population as a research sample, therefore, all inpatient room nurses at RSU ESHMUN Medan comprise the sample for this study. The researcher is the main instrument in this study. However, the researcher has an additional instrument that will be used to obtain the required data, namely in the form of a questionnaire filled in by the inpatient nurses of RSU ESHMUN Medan. The main data was obtained through a questionnaire given to 115 respondents. While supporting data was obtained by examining and verifying the integrity of patient medical record files taken 2x24 hours after the patient's return to the inpatient facility, the data was not statistically significant. Univariate, bivariate, and multivariate analyses were used to analyze data. Univariate, Bivariate and Multivariate analysis was used as a method of data analysis.

Result

The results of statistical analysis using the Pearson test show that the correlation coefficient of Job Demand is -0,138. Because the value is close to -1, the relationship between Job Demand and the completeness of medical record files can be interpreted as having a strong influence. Meanwhile, the Job Control coefficient above shows a coefficient value of -0,138. Because the deal is close to -1, the relationship between Job Control and the completeness of medical record files has a strong influence. And the Job Support correlation coefficient above shows 0.405. Because the value is close to +1, the Job Support relationship with the completeness of medical record files has a strong influence. So it can be concluded the Job Demand Control-Support relationship on the entirety of medical record files has a strong effect.

Table 1. The Influence of Job Demand, Control, and Support on Compliance in Completing Medical Record Files for Inpatient Care

Job_Demand	Compliance Medical Record Files				Total		Remarks
	Non-compliant		Compliant				
	f	%	F	%	f	%	
Low Job Demand	0	0.0	15	100	15	100	r = - 0,138
High Job Demand	13	13	87	87	100	100	
Low Job Control	0	0	15	100	15	100	r = - 0,138
High Job Control	13	13	87	87	100	100	
Low Social Support	3	100	0	0	3	100	
Middle Social Support	3	20	12	80	15	100	r = 0,405
High Social Support	7	7,2	90	92,8	97	100	

The results of the Protection Motivation output above show a correlation coefficient value of 0.628. Because the deal is close to +1, the relationship between Protection Motivation and the completeness of medical record files can be interpreted as having a strong influence.

Table 2. The Influence of Protection Motivation on Inpatients Care Medical Record File Compliance

Protection Motivation	Compliance Medical Record Files				Total		Remarks
	Non-compliant		Compliant				
	f	%	F	%	f	%	
Low Motivation	12	50	12	50	24	100	r = 0,628
High Motivation	1	1,1	90	98,9	91	100	

A multivariate study was applied to ascertain the correlation between the dependent and independent variables, and to determine which independent variable had the strongest association with the dependent variable. A multivariate examination is carried out to identify the optimal model. This study's multivariate yielded the following results

Table 3. Multivariate Analysis

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5.241	4	1.310	22.914	<,001[b]
	Residual	6.290	110	.057		
	Total	11.530	114			

a. Dependent Variable: Compliance_Medical_Record_File

b. Protection_Motivation, Job_Demand, Job_Control, and Job_Support are the predictors.

The significance value is .001 <0.05, indicating that the variables that are independent in this study, namely Job Demand Control-Support and Protection Motivation, influence the dependent variable, namely compliance in completing inpatient care medical record files at RSU ESHMUN in 2021. The table below explains how much the independent variable influences the dependent variable in this study.

Tabel 4. R Square (R²) Result

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.874[a]	.755	.740	.59121

a. Protection_Motivation, Job_Demand, Job_Control, and Job_Support are the predictors

T The R square value for this study is 0.755, or 75.5%, as shown in the table above. This value indicates that

the independent variable can influence the dependent variable by 75.5% the remaining 24.5% may be accounted for by variables not included in this research. In this research, the level of association between the independent variable and the dependent variable is classified as strong. In addition, the table below shows which variable has the greatest effect on the dependent variable in this study.

Tabel 5. The coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.880	.207		4.248	<.001
Job_Demand	-.055	.172	-.058	-.841	.752
Job_Control	-.055	.172	.058	-.317	.752
Job_Support	.074	.053	.218	2.918	.004
Protection_Motivation	.290	.058	.558	7.516	<,001

a. Dependent Variable: Compliance_Medical_Record_File

According to the table above, the value of significance for the coefficient of the independent variable is 0.752 for the Job Demand variable, 0.752 for the Job Control variable, 0.04 for the Job Support variable, and <0.001 for the Protection Motivation variable. The variable with the greatest influence on the dependent variable in this study is Protection Motivation, with a significance level of P = <0.001<0.05.

Discussion

The findings demonstrated that Jobs Demand Control-Support's adherence to the completion of this inpatient medical record file has a significant impact. Table 5 reveals that the significance values for the variables Job Demand, Job Control, and Job Support are 0.752, 0.752, and 0.004, respectively. The variable with the greatest influence on the dependent variable, namely compliance with filing out medical record files, is the Job Support variable, which has a significance level of P = 0.04 0.05, according to the output results. Researchers presume that the majority of respondents have a high level of Job Support; therefore, respondents with a high level of Job Support have a high level of work compliance. Following the social support theory (Job Support) is the extent to which employees feel they can rely on the assistance of their colleagues to complete the job. Employees with high social support are characterized by the presence of colleagues who assist them in completing their work(11,12).

The findings indicated that Protection motivation has a substantial effect on compliance with the completion of this inpatient medical record file. The significance value for the Protection motivation variable is <0.001 as shown in Table 5. The significance value of the Protection Motivation variable is P = <0.001 < 0.005, and researchers also hypothesize that having a high level of motivation can increase a person's compliance in completing their work. According to previous research conducted by Ramazata[8], the most influential factor in compliance with filing out medical record files has a significance level of P = 0.000, as stated in his study. Protection Motivation is an assumption that describes Siponen(13), motivational behavior toward self-protection. It is frequently used to measure employee compliance with regulations or policies and has a significant impact on individual compliance.

Conclusions

According to the findings of the studies that were conducted, the study concludes that Job Demand-Control-Support and Protection Motivation have a very strong and significant effect on compliance in completing out Medical Record files at RSU ESHMUN Medan 2023."Protection Motivation is the variable that has the greatest influence on Obedience with completing out inpatient medical record files"at RSU ESHMUN in 2023. It is suggested that RSU ESHMUN Medan enhance its administration pattern so that all nurses have identical job requirements and receive equal support.

Acknowledgements

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