
The Relationship Between The Work Environment And The Productivity Level Of Medical Record Officers At A Class C Hospital In 2026

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Abstract

The productivity of medical record officers is one of the key factors in supporting the quality of healthcare services, particularly in the era of digital transformation and the implementation of electronic medical records. An unsupportive work environment may affect the comfort and productivity of medical record officers in carrying out their duties. This study aimed to determine the relationship between the work environment and the productivity level of medical record officers in Class C hospitals in 2026. This study employed a quantitative approach using a correlational design with a cross-sectional method. The study sample consisted of 35 medical record officers, including 18 officers from Cakra Husada Hospital Klaten and 17 officers from Nyi Ageng Serang Regional General Hospital, selected using a total sampling technique. Data were collected through questionnaires and analyzed using the Spearman Rank correlation test. The results showed that the work environment was generally categorized as good, while the productivity level of medical record officers ranged from moderate to high. The Spearman Rank correlation test yielded a significance value (p-value) of 0.000 and a correlation coefficient (r) of 0.615, indicating a positive and strong relationship between the work environment and the productivity of medical record officers. It can be concluded that the better the work environment, the higher the productivity of medical record officers in Class C hospitals in 2026.

Keywords: Medical Records, Work Environment, Work Productivity, Hospital

INTRODUCTION

The productivity of medical record officers is an essential factor in supporting the quality of information-based healthcare services. Productivity is not only measured by the number of medical records completed but also includes the accuracy of disease and procedure coding, completeness of documentation, timeliness of data provision, the ability to maintain patient information confidentiality, and efficiency in work processes. Along with the rapid development of health information systems and the implementation of electronic medical records, the demands placed on medical record officers have continued to increase (Yanti & Sifaurohmi, 2024). High productivity contributes to smoother patient services, more accurate reimbursement claim processes, and reliable hospital reporting (Damayanti et al., 2022).

Employee productivity is influenced by various factors, one of which is the work environment (Wijaya & Manurung, 2021). A supportive work environment creates a comfortable workplace, enhances employee motivation, and enables medical record officers to perform their duties more effectively (S. Wahyuningsih, 2018). Conversely, an unfavorable work environment may reduce comfort and negatively affect employee productivity.

A preliminary study conducted through observation and interviews with the Head of the Medical Record Unit at Cakra Husada Hospital, Klaten, revealed that medical record officers had made considerable efforts to perform their duties effectively and efficiently. However, several shortcomings in the physical work environment were identified, including the limited space in the emergency department registration area, inadequate lighting in the medical record unit, insufficient air circulation, and unsafe filing equipment. These conditions may create discomfort during work and potentially reduce employees' concentration and productivity.

Similarly, a preliminary study conducted at RSUD Nyi Ageng Serang indicated that medical record officers consistently strive to provide optimal services. Nevertheless, interviews revealed several physical work environment issues requiring attention, including limited filing room space, inadequate ventilation, and unsafe work equipment. These conditions may decrease employees' comfort and safety while performing their daily responsibilities.

Previous studies have reported a significant relationship between the work environment and the productivity of medical record officers in Class C hospitals (Ulfa, 2019). Likewise, Renaldi Prissa (2023) found that both the work environment and work motivation were associated with the productivity of medical record officers. Furthermore, Sari et al. (2023) demonstrated that both physical and non-physical work environments significantly influence employee productivity. However, studies examining the relationship between the work environment and the productivity of medical record officers simultaneously in two Class C hospitals remain limited.

Therefore, this study was conducted at RSUD Nyi Ageng Serang and Cakra Husada Hospital, Klaten, using a quantitative correlational approach with a cross-sectional design. The objective of this study was to determine the relationship between the work environment and the productivity of medical record officers in Class C hospitals in 2026. The findings are expected to serve as valuable input for hospital management in creating a more supportive work environment, thereby improving the productivity of medical record officers and enhancing the quality of hospital services.

RESEARCH METHODS

Research Design

This study employed a quantitative approach with a correlational design and a *cross-sectional* method. The study was conducted to determine the relationship between the work environment as an independent variable and the work productivity of medical record officers as the dependent variable in Class C hospitals in 2026.

Research Location and Time

The research was conducted at RSUD Nyi Ageng Serang and RS Cakra Husada Klaten. Data collection was carried out in May 2026.

Population and Sample

The population in this study consisted of all medical record officers at RSUD Nyi Ageng Serang and RS Cakra Husada Klaten, totaling 35 people. The sampling technique used was *total sampling*, in which all members of the population were included as research samples. The sample consisted of 17 medical record officers from RSUD Nyi Ageng Serang and 18 medical record officers from RS Cakra Husada Klaten.

Research Procedure

The research began with a preliminary study and the process of obtaining research permits. Subsequently, research instruments were developed in the form of questionnaires measuring the work environment and work productivity of medical record officers. Data collection was conducted by distributing questionnaires to all respondents who met the research criteria. The collected data were then processed through editing, coding, data entry, and data cleaning before analysis.

Data Analysis

Univariate analysis was used to describe the characteristics of each research variable, including gender, age, education level, work environment, and work productivity, presented in the form of frequency distributions and percentages. Furthermore, bivariate analysis was conducted to determine the presence and direction of the relationship between the work

environment and the work productivity of medical record officers using the Spearman Rank correlation test. This test was selected because it is appropriate for measuring the relationship between two variables measured on an ordinal scale. The decision-making criteria were based on the significance value (*p-value*), where a *p-value* < 0.05 indicated a significant relationship between the two variables. The strength of the relationship was determined based on the Spearman Rank correlation coefficient value.

RESULTS AND DISCUSSION

Characteristics of Medical Record Officers at RSUD Nyi Ageng Serang and RS Cakra Husada Klaten

Table 1. Characteristics of Medical Record Officers (PMIK)

General Data	Frequency	Percentage (%)
Gender		
Male	10	28.6%
Female	25	71.4%
Total	35	100%
Age		
< 25 years	4	11.4%
25–35 years	23	66.7%
36–50 years	8	22.9%
Total	35	100%
Education		
Senior High School	6	17.1%
Diploma III (D3)	21	60.0%
Diploma IV (D4)	2	5.7%
Non-RMIK Background	6	17.1%
Total	35	100%
Length of Employment		
< 5 years	6	17.1%
> 5 years	29	82.9%
Total	35	100%

Based on Table 1, it is known that from a total of 35 medical record officers at RSUD Nyi Ageng Serang and RS Cakra Husada Klaten, the majority were female, namely 25 officers or 71.4%. Regarding age, most medical record officers were in the productive age group, namely 25–35 years, with 23 officers or 66.7%. In terms of education, the majority of medical record officers had a Diploma III (D3) educational background in Medical Record and Health Information, totaling 21 officers or 60.0%. Furthermore, based on the length of employment, most medical record officers at RSUD Nyi Ageng Serang and RS Cakra Husada Klaten had worked for more than 5 years, totaling 29 officers or 82.9%. These findings indicate that most medical record officers in both hospitals were dominated by females, were within the productive age range, had a Diploma III educational background, and had relatively long work experience, which could support the implementation of medical record services in hospitals.

Description of the Work Environment of Medical Record Officers

Table 2. Description of Work Environment Conditions

Question	Strongly Agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Total	Percentage (P)	Category
Physical								
L1	6 (17%)	23 (66%)	6 (17%)	0 (0%)	0 (0%)	140	80%	Good
L2	2 (6%)	19 (54%)	12 (12%)	2 (6%)	0 (0%)	126	72%	Moderate

L3	4 (11%)	27 (77%)	4 (11%)	0 (0%)	0 (0%)	140	80%	Good
L4	4 (11%)	24 (69%)	7 (20%)	0 (0%)	0 (0%)	137	78.3%	Good
L5	5 (5%)	23 (66%)	7 (20%)	0 (0%)	0 (0%)	138	78.9%	Good
L6	2 (6%)	26 (74%)	6 (17%)	1 (3%)	0 (0%)	134	76.6%	Good
L7	3 (9%)	22 (63%)	10 (29%)	0 (0%)	0 (0%)	133	76.0%	Good
L8	3 (9%)	19 (54%)	13 (37%)	0 (0%)	0 (0%)	130	74.3%	Moderate
L9	1 (3%)	18 (51%)	16 (46%)	0 (0%)	0 (0%)	125	71.4%	Moderate
L10	2 (6%)	22 (63%)	10 (29%)	1 (3%)	0 (0%)	130	74.3%	Moderate
L11	4 (11%)	24 (69%)	7 (20%)	0 (0%)	0 (0%)	137	78.3%	Good
L12	4 (11%)	20 (57%)	11 (31%)	0 (0%)	0 (0%)	133	76.0%	Good
L13	13 (37%)	19 (54%)	3 (9%)	0 (0%)	0 (0%)	150	85.7%	Good
L14	2 (6%)	30 (86%)	3 (9%)	0 (0%)	0 (0%)	139	79.4%	Good
L15	2 (6%)	27 (77%)	6 (17%)	0 (0%)	0 (0%)	136	77.7%	Good
Average							77.2%	
Non-Physical								
L16	14 (40%)	14 (40%)	7 (20%)	0 (0%)	0 (0%)	L16	84%	Good
L17	8 (23%)	22 (63%)	5 (14%)	0 (0%)	0 (0%)	L17	81.7%	Good
L18	10 (29%)	16 (46%)	9 (26%)	0 (0%)	0 (0%)	L18	80.6%	Good
L19	11 (31%)	13 (37%)	11 (31%)	0 (0%)	0 (0%)	L19	80%	Good
L20	9 (26%)	21 (60%)	5 (14%)	0 (0%)	0 (0%)	L20	82.3%	Good
Average							81.7%	

Based on the assessment results of the work environment presented in Table 2, the physical work environment obtained an average percentage score of 77.2%, which was categorized as good. Most indicators of the physical work environment were categorized as good, while several indicators were still categorized as moderate, namely items L2 (72%), L8 (74.3%), L9 (71.4%), and L10 (74.3%).

The non-physical work environment obtained an average percentage score of 81.7%, which was categorized as good. All indicators of the non-physical work environment (L16–L20) were categorized as good, with percentage scores ranging from 80.0% to 84.0%. Overall, these results indicate that the work environment conditions of medical record officers in Class C hospitals were categorized as good.

Description of Medical Record Officers’ Work Productivity Level

Table 3. Description of Work Productivity Level

Question	Strongly Agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Total	Percentage (p)	Category
Ability								
P1	3 (9%)	24 (69%)	8 (23%)	0 (0%)	0 (0%)	135	77.1%	High
P2	7 (20%)	18 (51%)	10 (29%)	0 (0%)	0 (0%)	137	78.3%	High
P3	3 (9%)	22 (63%)	10 (29%)	0 (0%)	0 (0%)	133	76.0%	High
P4	4 (11%)	23 (66%)	8 (23%)	0 (0%)	0 (0%)	136	77.7%	High
P5	6 (17%)	24 (69%)	5 (14%)	0 (0%)	0 (0%)	141	77.1%	High
Average							77.9%	
Question	Strongly Agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Total	Percentage (p)	Category
Improvement of Work Achievement								
P6	11 (31%)	19 (54%)	5 (14%)	0 (0%)	0 (0%)	146	83.4%	High
P7	4 (11%)	20 (57%)	11 (31%)	0 (0%)	0 (0%)	133	76.0%	High
P8	7 (20%)	22 (63%)	6 (17%)	0 (0%)	0 (0%)	141	80.6%	High
P9	4 (11%)	21 (60%)	10 (29%)	0 (0%)	0 (0%)	134	76.6%	High
P10	4 (11%)	24 (69%)	5 (14%)	2 (6%)	0 (0%)	135	77.1%	High
Average							78.7%	
Question	Strongly Agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Total	Percentage (p)	Category
Work Enthusiasm								
P11	2 (6%)	23 (66%)	10 (29%)	0 (0%)	0 (0%)	132	75.4%	Moderate
P12	1 (3%)	25 (71%)	9 (26%)	0 (0%)	0 (0%)	132	75.4%	Moderate
P13	1 (3%)	19 (54%)	15 (43%)	0 (0%)	0 (0%)	126	72.0%	Moderate
P14	0 (0%)	28 (80%)	7 (20%)	0 (0%)	0 (0%)	133	76.0%	High
P15	5 (14%)	25 (71%)	5 (14%)	0 (0%)	0 (0%)	140	80.0%	High
Average							75.8%	
Question	Strongly Agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Total	Percentage (p)	Category
Self-Development								
P16	3 (9%)	27 (77%)	5 (14%)	0 (0%)	0 (0%)	138	78.9%	High
P17	3 (9%)	28 (80%)	4 (11%)	0 (0%)	0 (0%)	139	79.4%	High

P18	1 (3%)	22 (63%)	12 (34%)	0 (0%)	0 (0%)	129	73.7%	Moderate
P19	2 (6%)	28 (80%)	5 (14%)	0 (0%)	0 (0%)	137	78.3%	High
P20	0 (0%)	30 (86%)	5 (14%)	0 (0%)	0 (0%)	135	77.1%	High
Average							77.5%	
Question	Strongly Agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Total	Percentage (p)	Category
Quality								
P21	0 (0%)	32 (91%)	3 (9%)	0 (0%)	0 (0%)	137	78.3%	High
P22	4 (11%)	15 (43%)	16 (46%)	0 (0%)	0 (0%)	128	73.1%	Moderate
P23	2 (6%)	27 (77%)	6 (17%)	0 (0%)	0 (0%)	136	77.7%	High
P24	1 (3%)	24 (69%)	10 (29%)	0 (0%)	0 (0%)	131	74.9%	Moderate
P25	0 (0%)	21 (60%)	14 (40%)	0 (0%)	0 (0%)	126	72.0%	Moderate
Average							75.2%	
Question	Strongly Agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Total	Percentage (p)	Category
Efficiency								
P26	0 (0%)	27 (77%)	8 (23%)	0 (0%)	0 (0%)	132	75.4%	High
P27	0 (0%)	16 (46%)	14 (40%)	5 (14%)	0 (0%)	116	66.3%	Moderate
P28	0 (0%)	9 (26%)	17 (49%)	9 (26%)	0 (0%)	105	60.0%	Moderate
P29	1 (3%)	24 (69%)	10 (29%)	0 (0%)	0 (0%)	131	74.9%	High
P30	1 (3%)	28 (80%)	6 (17%)	0 (0%)	0 (0%)	135	77.1%	High
Average							70.7%	

Based on Table 3, the overall work productivity level of medical record officers was categorized as high. The ability indicator obtained an average percentage score of 77.9%, improvement of work achievement obtained 78.7%, self-development obtained 77.5%, work enthusiasm obtained 75.8%, quality obtained 75.2%, and efficiency obtained 70.7%.

The improvement of work achievement indicator had the highest average percentage value, while the efficiency indicator had the lowest average percentage value. Nevertheless, overall results showed that the productivity level of medical record officers was categorized as moderate to high.

Bivariate Analysis

Table 4. Spearman Rank Correlation Test		
Variable	Work Environment	Productivity
Work Environment		
Pearson Correlation	1	0.615
Sig. (2-tailed)		0.000
N	35	35
Productivity		
Pearson Correlation	0.615	1
Sig. (2-tailed)	0.000	
N	35	35

Based on the results of the bivariate analysis using the Spearman Rank correlation test, the significance value (*p-value*) was obtained at 0.000, with a correlation coefficient (*r*) of 0.615. The *p-value* <0.05 indicates that there is a significant relationship between the work environment and the productivity of medical record officers. The correlation coefficient value of 0.615 indicates that the relationship between the two variables is positive with a strong relationship strength. This indicates that the better the work environment, the higher the productivity of medical record officers.

Discussion

Description of Work Environment Conditions in Class C Hospitals

Based on the research results, it was found that the work environment conditions of medical record officers in Class C hospitals in 2026 were categorized as good. The physical work environment obtained an average percentage of 77.2%, while the non-physical work environment obtained an average percentage of 81.7%. Although generally the work environment has supported work implementation, there are still several aspects of the physical work environment that are categorized as moderately good, including the use of room colors that provide a spacious impression, noise conditions, sound arrangement, and adequacy of workspace. These conditions have the potential to affect the comfort and concentration of officers in carrying out tasks that require accuracy, such as data entry, diagnosis coding, and checking the completeness of medical record documents.

The results of this study are consistent with the theory of (Khaeruman et al., 2021), which states that an unsupportive work environment can hinder the smooth completion of work because employees require more time and energy to complete their tasks. Conversely, a comfortable work environment will help employees work more focused, safely, and efficiently so that work productivity can be maintained. In addition, (Wijaya & Manurung, 2021) explained that both physical and non-physical work environments have a positive influence on work productivity. Comfortable environmental conditions and harmonious working relationships can increase employee satisfaction, motivation, and work enthusiasm.

The results of this study are also in line with research conducted by (Fitriyah, 2021), which showed that a good physical work environment, such as adequate lighting, good air circulation, cleanliness, and work safety, can provide comfort for officers in carrying out their duties. Therefore, a conducive work environment needs to be maintained and continuously improved because it not only creates comfort at work but also supports increased work enthusiasm and the quality of medical record services.

Description of the Work Productivity Level of Medical Record Officers

Based on the research results, it was found that the productivity of medical record officers in Class C hospitals in 2026 consisted of six indicators, namely ability, improving achieved results, work enthusiasm, self-development, quality, and efficiency. The results showed that the indicators of ability (77.9%), improving achieved results (78.7%), and self-development (77.5%) were categorized as high, while the indicators of work enthusiasm (75.8%), quality (75.2%), and efficiency (70.7%) were categorized as moderate. Overall, these results indicate that the productivity of medical record officers is already in the good category, although several aspects still need improvement.

Work productivity is the ability of human resources to produce work effectively and efficiently through optimal utilization of time, energy, and skills (Baiti et al., 2020). The results showed that medical record officers were able to carry out their duties and responsibilities properly, particularly in the aspects of ability, improvement of work results, and self-development. According to (Soetrisno, 2017), these three aspects are important components of work productivity because they are related to individual abilities in completing tasks, improving work quality, and developing competencies according to job demands.

However, the indicators of work enthusiasm, quality, and efficiency were still in the moderate category. This indicates that work motivation, quality of work results, and the utilization of time and resources still need to be improved so that work productivity can become more optimal. According to (Wijaya & Manurung, 2021), work productivity is influenced by various factors, such as education level, work discipline, work environment, motivation, work attitude, and skills. Therefore, increasing productivity does not only depend on individual abilities but also requires support from a conducive work environment.

The results of this study are consistent with research conducted by (Nurdyanti, 2022), which stated that work productivity is measured through indicators of ability, improvement of work results, work enthusiasm, self-development, quality, and efficiency. If all these indicators continue to be improved and supported by factors affecting productivity, the productivity of medical record officers will become increasingly optimal. Therefore, hospitals need to maintain indicators that are already in the high category and make improvements to indicators that are still in the moderate category to support improvements in the quality of medical record services.

Relationship Between Work Environment and Work Productivity Level of Medical Record Officers in Class C Hospitals

Based on the results of the Spearman Rank correlation test analysis involving 35 medical record officers at RSUD Nyi Ageng Serang and RS Cakra Husada Klaten, the significance value (*p-value*) was obtained at 0.000 (<0.05), meaning that H1 was accepted. The correlation coefficient value of 0.615 indicates that there is a positive relationship with a strong relationship strength between the work environment and the productivity of medical record officers. This indicates that the better the work environment conditions perceived by officers, the higher the work productivity produced.

The results showed that the work environment, both physical and non-physical aspects, plays a role in supporting the productivity of medical record officers. Suboptimal physical work environment conditions, such as air circulation, ventilation, and lighting, can cause officers to experience fatigue more quickly, thereby affecting work performance. In addition, non-physical work environments, such as relationships among officers, communication with supervisors, and support in carrying out tasks, also play a role in creating a comfortable working atmosphere so that officers can work more effectively.

This finding is consistent with the opinion of (Wijaya & Manurung, 2021), which states that the work environment is one of the factors affecting work productivity because a comfortable environment can increase motivation and work results. The results of this study are also consistent with research by (Ulfa, 2019), which stated that a good work environment can increase officers' sense of responsibility in carrying out their duties so that work productivity increases.

Research by (L. G. N. S. Wahyuningsih et al., 2024) also showed that physical and non-physical work environments influence officer productivity, while research by (Laksana, 2022) explained that a good work environment supports medical record officers in carrying out their work according to standard operating procedures (SOPs). Thus, the implementation of Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 concerning Medical Records (2022), which regulates the transition from manual medical records to Electronic Medical Records (EMR), still requires support from a conducive work environment so that officer productivity can be maintained and medical record services in Class C hospitals can operate optimally.

CONCLUSION

Based on the results of the research conducted, it can be concluded that the work environment conditions in the medical record unit of Class C hospitals are categorized as good. The physical work environment obtained an average percentage of 77.2%, while the non-physical work environment obtained an average percentage of 81.7%. This indicates that the existing work environment has been able to support the implementation of medical record services, although several aspects still require continuous improvement.

The productivity level of medical record officers in Class C hospitals in 2026 showed varying results across each indicator. The ability indicator was categorized as high with an average percentage of 77.9%, the improvement of achieved results indicator was categorized as high with an average percentage of 78.7%, the work enthusiasm indicator was categorized as moderate with an average percentage of 75.8%, the self-development indicator was categorized as high with an average percentage of 77.5%, the quality indicator was categorized as moderate with an average percentage of 75.2%, and the efficiency indicator was categorized as moderate with an average percentage of 70.7%. Overall, the productivity of medical record officers in Class C hospitals was categorized as good, although several indicators still need to be improved to achieve more optimal productivity.

There is a significant relationship between the work environment and the productivity of medical record officers in Class C hospitals in 2026. The results of the Spearman Rank correlation test showed a significance value (*p-value*) of 0.000 (<0.05) and a correlation coefficient of 0.615. These results indicate that the relationship between the work environment and work productivity is positive with a strong level of relationship. The better the work environment perceived by medical record officers, the higher the work productivity produced.

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