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ANALYSIS OF AFFECTING FACTORS COMPLETENESS OF AS KEP DOCUMENTATION IN THE INPATITION ROOM PANDAN HOSPITAL

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ABSTRACT
Legal proof of the implementation of services at the hospital can be seen through documentation. Incomplete medical documentation has a negative impact on clients because important information regarding their care and health condition is ignored. Factors that influence the completeness of nursing care documentation are internal factors including knowledge, attitudes and motivation and external factors such as workload, work environment, supervision. The aim of the research is to analyze the factors that influence the completeness of documentation in the Inpatient Room. Cross sectional research. The sample Consisted of 64 nurses and 64 nursing care documents. Stratified random sampling technique. The results of the research show that there is a relationship between knowledge with ap value of 0.014. Attitude p value 0.000. Motivation p value 0.000. Workload p value 0.030. Supervision p value 0.000 with complete professional documentation in the inpatient room. There is no significant relationship between the work environment variable and the completeness of the civil service documentation with a value of 0.959 > 0.05. Conclusion: Knowledge, attitude, workload, motivation, supervision influence the completeness of nursing care documentation in the Inpatient Room.

Keywords: *Completeness of Askep Documents; Nurse*

INTRODUCTION

Legal proof of the implementation of services at the hospital can be seen through documentation. Implementation of good medical certificate documentation has an influence on the quality of hospital services. Accurate and complete documentation of nursing care will have positive impacts such as increased accreditation standards, a medium of communication between professions, quality service parameters, the fact that nurses have responsibility and accountability, data sources and as research facilities (Teytelemana in Sartika et al. , 2020) .

Incomplete documentation will have a negative impact that can be detrimental to clients because important information related to their care and health condition is ignored (Sartika et al., 2020) . Documentation that is not effective and efficient has an impact on the

quality and accuracy, resulting in less than optimal results which can have an impact on disrupting communication between care providers (Braafs in Damanik et al., 2020) . Incomplete nursing documentation can have an impact on errors in interpreting or interpreting, thereby causing danger to client safety (Paans in Damanik et al., 2020) . The problem that arises in Indonesia is that nurses are still found who do not document the nursing process optimally.

Rozi in Theresia & Christianni (2022) found that only 56% of the documentation had been implemented, far from the standard set by the Indonesian Ministry of Health, namely 75%. Nurses' lack of compliance in documenting can be seen from research studies, Purwanti's research in (Theresia & Christianni, 2022) showed that the results of the implementation of filling out documentation were in the categories of poor (55%), moderate (29%) and good (16%) (Purimahua et al. al., 2020) .

There are several factors that influence whether or not nursing care documentation is complete are knowledge, attitude, beban kerja (Martini dalam Fatmawati, 2019) . Filling out nursing documentation that is not optimal will have a positive impact on the usefulness of nursing documentation, including in administration, law, finance, research and education (Khoirunisa & Fadilah, 2018) .

Nurses have the opinion that providing services to patients is much more important than completing documentation on the nursing care process. Insufficient nurse knowledge will affect nurses' attitudes in carrying out professional documentation. The research results showed that there was a relationship between nurses' knowledge regarding the documentation of medical procedures and nurses' attitudes towards the documentation of medical procedures ($p = 0.000 < 0.05$) (Khoirunisa & Fadilah, 2018) .

Santoso (2018) stated that there is a relationship between nurse motivation and nurse performance in documenting nursing care in inpatient services. Nurses who have high motivation will have an impact on good medical care documentation. This will provide more precise and accurate action to patients (Amalia et al., 2018) .

A person's performance is also influenced by increased workload. Nurses who have a high workload will influence the results of the nurse's performance, thereby affecting the performance of nurses in carrying out incomplete documentation of nursing care. Research conducted by Wati & Arini, (2020) showed that there was a relationship between nurses' workload and the implementation of documentation with a p value of $0.000 < 0.05$ (Etlidawati & Arini, 2020). Apart from workload, a factor that influences incomplete documentation is the work environment. The work environment is a situation where nurses work in an organization that can affect the physical and psychological condition of nurses. A good work environment will provide maximum performance, if the work environment is conducive and comfortable for nurses. Research shows that there is a relationship between the nurse's work environment and the implementation of nursing care documentation in the Ward (Angreany, 2017) .

The supervision of the head of the room also has an influence on the documentation of the secretariat. This is in line with research conducted by Agustina (2017) which found that there was a relationship between supervision and documentation of nursing care in the inpatient room with a value of $p = 0.027$, $p < 0.05$. The aim of the research is to analyze the factors that influence the completeness of documentation of nursing care in the inpatient room.

The novelty of the research is that no previous research has examined the variables

of knowledge, attitude, motivation, workload, work environment and supervision simultaneously on the completeness of nursing care documentation. Previous research according to Fatmawati (2019) examined the variables of knowledge and workload on the completeness of civil service documentation. Angreany (2017) examined nurses' work environment variables with the implementation of nursing care documentation. Santoso (2018) examined the relationship between head of room supervision and the documentation of civil servants. Agustina (2017) examined the relationship between nurse motivation and nurse performance in carrying out documentation.

RESEARCH METHODS

The design used is descriptive analytic with a cross sectional approach. This research aims to look at the factors that influence the completeness of nursing care documentation in the Inpatient Room. The population in this study were all nurses who worked in the inpatient ward at Pandan Hospital in 2022. The number of samples in this study was 64 nurses and 64 nursing care documents. The sampling technique used in this research was stratified random sampling. The nurses in the sample were nurses who served in the Flamboyan, Anggrek, ICU, PICU, Tulip, Melati, Mawar and Carnation treatment rooms. The client's medical record documents were obtained from the documents of clients who had inpatient admissions in the last 1 month. Patient documents with a minimum length of stay of 2 days. The research instruments used in this research were questionnaire sheets and observation sheets. The nursing care documentation nurse knowledge questionnaire used was adopted by the Personal Questionnaire (2009) by conducting validity and reliability tests. There are 13 questions that are assessed using a score for each answer. Questionnaire on nurses' attitudes towards nursing documentation. This research questionnaire was adopted from (Gregorin & Brigita, 2015) . Consists of 10 questions using a Likert scale. The nurse motivation questionnaire uses a Likert scale consisting of 11 questions. The work environment questionnaire consists of 20 statements with answer choices Yes and No. The workload variable was adopted from Nursalam (2017) with a total of 13 questions. The variable for implementing supervision by the head of the room consists of 22 statements with answer choices based on a Likert scale. The data analysis used was univariate frequency distribution of variables of knowledge, attitude, motivation, work environment, supervision and completeness of nursing care documentation. Bivariate analysis uses the Chi square statistical test with an α value <0.05. To analyze the relationship between knowledge, attitudes, motivation, physical environment, supervision, workload and completeness of professional duties. This research has undergone an ethical test with number 535/KEPK/USU/2023.

RESULTS AND DISCUSSION

Description of Knowledge, Attitude, Motivation, Workload, Work Environment, Supervision

Based on table 1, obtained the majority respondents have knowledge _ _ the good one as much as 59.4%, majority respondents have an attitude Good as much as 65.6%, majority respondents have motivation _ good majority 67.2%. The majority of respondents have a moderate workload totaling 29 people (45.3%) the majority respondents environment Work complete as much as 64.1%. The majority of respondents have supervision not enough good amount 34 person (53.1%).

Table 1. Description of Research Variables (Knowledge, Attitude, Motivation, Work Load, Environment Work, Supervision) in Room Take Care Stay

Variable Study		Frequency	Percentage (%)	Amount
Knowledge	Not enough	3	4.7	4.7
	Enough	23	35.9	40.6
	Good	38	59.4	100
Attitude	Not enough Good	22	34.4	34.4
	Good	42	65.6	100
Motivation	Not enough Motivation	21	32.8	32.8
	Motivation Good	43	67.2	100
Burden Work	Heavy	19	29.7	29.7
	Currently	29	45.3	75
	Light	16	25	100
Environment Work	No comfortable	23	35.9	35.9
	Comfortable	41	64.1	100
Supervision	Not enough Good	34	53.1	53.1
	Good	30	46.9	100

Based on table 2, it can be seen that there is a relationship between the variable's knowledge, attitude, motivation, workload, supervision and the completeness of medical officer documentation in the inpatient room with a p value <0.05. There is no significant relationship between the work environment variable and the completeness of the civil service documentation with a p value of 0.959 > 0.05.

The Influence of Knowledge with the Completeness of Askep Documentation

Based on statistical tests in Table 2, it was found that there was an influence between nurses' knowledge and completeness of documentation with a p value of 0.014. According to Zalukhu (2020) nurses' knowledge regarding nursing care documentation is the result of remembering something that nurses have learned regarding nursing documentation.

Factors that influence the completeness of documentation are knowledge, motivation, work experience, workload, characteristics of nursing staff, work behavior, nurse's age, education. nurse. This research is in accordance with Nuryani & Susanti (2014) , it was found that there was a relationship between nurses' knowledge and filling in complete nursing care documentation. Also in line with Purwanti, (2019) a correlation value of 0.032 and a sig. amounting to 0.026 < 0.05 so that there is an influence of knowledge on whether or not nursing care documentation is complete. The results of this research are in accordance with Fatmawati (2019) the results showed that there was an influence of nurses' knowledge on documentation of nursing care with the Fisher's Exact Test alternative test value obtained P value 0.015 (p<0.05). The higher the level of knowledge, the better the completeness of the documentation carried out by the nurse.

Table 2. Relationship between Knowledge, Attitude, Motivation, Burden Work, Environment Work, Supervision with Complete Documentation in Room Take Care Stay

Variable Study		Incomplete	Complete	P value	OR
Knowledge	Not enough	3	0		
	Enough	10	13	0.014	3,438
	Good	9	29		
Attitude	Not enough Good	20	2	0,000	0,686
	Good	2	40		
Motivation	Not enough Motivation	17	4	0,000	0,545
	Motivation Good	5	38		
Burden Work	Heavy	11	8		
	Currently	8	21	0.030	2,028
	Light	3	13		
Environment Work	No comfortable	8	15	0.959	
	Comfortable	14	27		
Supervision	Not enough Good	19	15	0,000	12,078
	Good	3	27		

The researcher's assumption is that this knowledge has an influence because nurses' knowledge regarding nursing care documentation is the result of thinking about things that nurses have learned regarding nursing care documentation. Nurses are required to have evidence of recording and reporting that functions in the interests of patients, nurses and the health team in providing complete and accurate health services carried out in writing which is the basis of the nurse's responsibility.

The Influence of Attitudes on the Completeness of Askep Documentation

Test results statistics obtained There is connection Which significant between attitude nurses with complete documentation with a *P value of* 0.000. There are several factors that shape attitudes, including strong experiences, other people who have an influence considered important, the presence of cultural elements, facilities and infrastructure, religious and educational institutions and the existence of emotional status can shape a person's attitude. The attitude of the nurse inside This research is interpreted as an assessment of the attitudes of implementing nurses towards implementation of documentation care nursing care seen from facet not quite enough answer as a nurse regarding the completeness of documentation of nursing care, in implementing and responding to tasks (Sartika et al., 2020) . Barus ' research (2018) obtained a p value of 0.000, there was a relationship between attitude and the implementation of filling in complete nursing notes. This research is also in accordance with Kurniasari & Ilham (2022) found that there was a relationship between attitudes and nurses' performance in documentation at RSUD, where an r value was smaller than 0.05, namely in the range of 0.002–0.004. This explains that there is a relationship between attitudes and nurse performance in documentation with the level of relationship being moderate because the correlation coefficient (r) value ranges from 0.397 – 0.423.

According to the researcher's assumption, there is a relationship between nurses' attitudes and the completeness of nursing care documentation because attitudes are related to the implementation of nursing documentation. Nurses who have the readiness and willingness to carry out nursing documentation will tend to make appropriate documentation, while the attitude of nurses who do not pay attention to the importance of documentation will tend to document nursing care that does not meet standards.

The Influence of Motivation on the Completeness of Askep Documentation

Based on the table above, it is found that there is a significant relationship between nurse motivation and completeness of documents with a P value of 0.000.

One factor that can determine nurse performance is motivation. Nurses who have good motivation at work will try their best to carry out and complete their duties well. Motivation influences performance even though motivation is not the only factor that can realize performance (Hendayani, 2019). Motivation is really needed by nurses in encouraging nurses to fill in basic medical documentation. Leadership is lacking in motivating implementing nurses because these leaders assume that nurses already have experience and can carry out their duties without having to be motivated. These results are in accordance with (Sugiarti & Rohayati, 2022) obtained P value = 0.001 (α < 0.05) indicating there is a relationship between nurse motivation and documentation actions

The researcher's assumption in this study is that nurses who have good motivation will make a good effort to document nursing care completely. Good nurse motivation will encourage nurses to remain committed to carrying out complete documentation.

Influence of the Work Environment with Completeness of Professional Documentation

The statistical test results showed that there was no significant relationship between the nurse's work environment and the completeness of documents with a P value of 0.959. According to Komariyah (2016), the work environment is one of the causes of success in carrying out a job, but it can also cause failure in carrying out a job because of its influence on carrying out the assigned tasks, especially the physical work environment. Nurses who have a comfortable work environment will enable nurses to work well. The results of this study are in accordance with (Pasaribu, 2017) obtained p value = 0.521 which means there is no relationship between the work environment and the quality of documentation of the nursing care process. The results of this study are not in accordance with (Tamaka et al., 2015) there is a relationship between motivation and the completeness of professional documentation. The researcher's assumption regarding the results of this research shows that the completeness of the civil service documentation is not influenced by work environment factors. The presence of disturbing situations or uncomfortable conditions will affect the work productivity and job satisfaction of nurses. However, currently hospitals have various problems related to nursing staff and nursing services, these problems are related to nurses who are dissatisfied with their work and a poor work environment which can affect the psychology of nurses in completing their work, including in the documentation of medical procedures.

Effect of Workload on Completeness of Civil Service Documentation

The statistical test results showed that there was a significant relationship between nurses' workload and completeness of

documentation with a P value of 0.030. according to (Hamzah, 2019), workload is the sum of the average work implementation at a certain time, which consists of physical, psychological workload and working time. This research is in accordance with (Ramadani & Arifin, 2018) obtained p=0.003 meaning there is a relationship between workload nurse work with complete documentation of nursing care. A higher workload greatly influences the productivity of health workers, in this case the productivity of carrying out nursing documentation. This will have an impact on the hospital's productivity. The researcher's assumption regarding the results of this study is that a nurse who has more working time will show a tendency to feel tired, bored and dissatisfied with nurses working so that the time to fill out nursing documentation is less than optimal.

The Effect of Supervision with Completeness of Professional Documentation

The statistical test results showed that there was a significant relationship between nurse supervision and completeness of documents with a P value of 0.000. Supervision is the act of fostering and improving the ability of the supervisee to be able to complete the activity tasks that have been assigned to carry out them efficiently and effectively. A good supervisor is a supervisor who does not find fault with the people he supervises but has the willingness to appreciate the work of the people he supervises. If errors or obstacles are found in carrying out work, the supervisor is expected to be able to provide solutions or solutions. For subordinates or people who are supervised, they consider a supervisor to be both their protector and their superior (Asmuji, 2016).

This research is in line with Kusumawati (2022) it was found that there was a significant relationship between the supervision of the head of the room and the completeness of documentation of nursing care in the inpatient room with a p value of 0.039.

The researcher's assumption for this research is that improving nurses' skills in documenting patient nursing care really requires the supervisor's ability to carry out supervision appropriately. In this case, it is the head of the room who supervises the proper and good documentation, so the head of the room must have the ability to supervise, request, give confidence, encourage and motivate the nurse to do what should be done and record what has been done.

CONCLUSION

Knowledge, attitude, motivation, workload, supervision have an influence on completeness documentation of care nursing in Room Treat Stay. There is no influence of the work environment on the completeness of documentation of nursing care in the inpatient room. Nurse knowledge Regarding professional documentation, it is the result of mastering something has been studied nurse regarding documentation _ nursing. An executive nurse has an attitude of accepting and responding to documentation of care nursing which is not quite enough answer nurses regarding documentation of care. In carrying out complete documentation of medical procedures, it is very necessary to motivate nurses who will encourage them nurse in carry out documentation. Nurses have a burden Work Which more will affect the productivity of nurses in filling out c o m p l e t e nursing care documentation and of course that matter have influence on productivity House Sickthe.

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