

Beginner Lecturer Research Protocol Typicalization of Communication Patterns of PMIK Personnel in Hospitals

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ABSTRACT

A hospital is an organization in the field of health services. In the implementation of service efforts to hospital patients, it is supported by many types of HR skills, both professional and non-professional. The provision of services is carried out by various professional groups. Professionals provide care to patients in hospitals who are routinely and certainly always in contact with patients, one of the professions in hospitals is medical recorders. The purpose of this study was to look at the picture in the environment of medical record personnel in public hospitals. The type of research used in this study is quantitative research. Quantitative research methods are one type of research whose specifications are systematic, planned and clearly structured from the beginning to the making of the research design. Organizational communication patterns are basically familiar or familial, very open, informal and full of hospitality, so it can be said that there are no secrets. Senior health workers tend to open on the left to communicate first with juniors in the workspace. Although the gap between generations still exists, seniors position themselves as older brothers to junior lecturers

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Introduction

A fundamental clinical skill that if performed competently and fundamentally is communication, where communication will facilitate the establishment of a relationship of trust between health worker and patient, a true therapeutic alliance. In addition to the competence of health workers and facilities owned by doctors, the willingness manifested during interactions that demonstrate kindness, openness and care is offered to patients-customers. The way medical personnel respond to needs and requests is an element that enhances performance, contributes to the increased prestige of the medical unit, and increases the interest of patients and other stakeholders in it (Chichirez CM & VL, 2018)

Good doctor-patient communication improves understanding, memory, patient feelings, compliance and coordination, health outcomes, patient safety, and patient and physician satisfaction. Some researchers also point out that effective communication

between doctors and patients can lower costs, complaints, and malpractice litigation (Herqutanto, 2017).

The communication process has two big views, namely psychological and mechanical perspectives. The psychological perspective suggests that communication is a social and psychological activity involving communicators, communicants, messages, symbols, relationships, perceptions, encoding and decoding. The mechanical perspective suggests that the communication process is a mechanical activity by the communicator, situational and contextual in nature (Mufid, 2009)

In accordance with the 3rd competence of all competencies of a PMIK, the skills of typicality of communication and counseling patterns are important to be mastered by PMIK personnel as provisions in their activities to communicate with patients, medical, health workers, especially in claim settlement.

The ability to resolve claims must be possessed by PMIK personnel as a BPJS claim coder. Understand, analyze, and implement effective communication with interprofessional collaboration to ensure safe and effective care for patients and health workers. (Ministry of Health, 2020)

In accordance with KMK no. 312 of 2020 concerning professional standards and health medical recorders, the third competency is effective communication covering the area:

1. Oral and written communication that can be understood by PMIK service users
2. Oral and written communication in the framework of collaboration with partners.
3. Communication with the community
4. Verbal and non-verbal communication

Communication competence between health workers is essential to help solve patients' health problems. However, these competencies are often overlooked. In Indonesia, some paramedics lack time to interact with patients, so the information obtained can be lacking to determine diagnosis and further action. (Fitri, 2020).

Medical records are one of the services in hospitals, one of which is the submission of BPJS claims. Claim Payment using INA- CBG application. A claim is a request for payment of health service costs by a health facility, in this case a hospital, to BPJS Kesehatan. Submission of collective and complete claims no later than the 10th of each month is submitted from the hospital to BPJS (Sitorus et al., 2022). Intergroup communication may be intentional or unintentional, expressed in actual behavior or perception (or both), involves face-to-face or mediated interaction, and may be interpreted in more positive or negative terms (Giles & Johnson, 1987). Communication between groups is one part of organizational communication in the realm of hospital services.

In a communication known certain patterns for human behavior in communication, the term communication pattern itself as a model, which is a system consisting of various components that relate to one another to achieve common goals (Nurdin, 2016)

A hospital is an organization in the field of health services. In the implementation of service efforts to hospital patients, it is supported by many types of HR skills, both professional and non-professional. The provision of services is carried out by various professional groups. Professionals provide care to patients in hospitals who are routinely and certainly always in contact with patients, one of the professions in hospitals is medical recorders. The provision of the most appropriate services in a hospital to support and respond to each patient's unique needs requires a high level of planning and coordination.

Services in hospitals are multidisciplinary professional services so that there can be the potential for overlapping services, interprofessional conflicts and also delays in

examinations and actions (Susilaningsih et al., 2018). Interprofessional collaboration is a strategy to achieve quality with results that improve effectively and efficiently in health care. Communication in collaboration is an important element to improve the quality of care and patient safety (Reni, 2018). Ability to work with professionals from other disciplines to deliver a collaborative.

Referring to various hospital service development activities in an effort to increase public trust and improve management quality, hospitals should have a strong and specific organizational culture, starting with efforts to construct organizational communication patterns among employees in all parts of the hospital. The right and consistent communication pattern will give birth to a high work ethic, which in turn creates an organizational culture that will help hospitals compete healthily with other fellow hospitals.

Organizational communication patterns are one of the factors that need to be built, developed, maintained both to the internal and external public. Active and adaptive construction of organizational communication patterns by hospital managers will be maintained through the participation of performance implementers in the hospital environment. The maintenance of a solid and cohesive organizational culture must take place continuously between departments, both in the outpatient, inpatient, doctor, nurse and medical records departments where they must have various challenges and obstacles in their adaptation process when entering the cultural realm among their professions.

In internal organizational communication which is an organizational communication process that is established within the company according to (Andjani & Prianti, 2010) said that internal communication is considered as one of the solutions in solving internal problems that exist in a company, where internal communication begins by improving employee relationships with superiors or vice versa, and relationships with fellow employees. (Argenti, 2014) states that an organization needs internal communication between superiors and subordinates to maintain relationships to be open to each other in terms of work. Good internal communication requires participation from subordinates to superiors to convey ideas, constraints, and opinions.

In its development, the pattern of communication and adaptation is influenced by cultural behavior in communication. Benjamin Bloom, an educational psychologist, distinguishes the existence of three areas of behavior, namely cognitive, affective, and psychomotor. Later in its development, the behavioral domains classified by Bloom were divided into three levels: (Hart et al., 2009)1). Knowledge, 2) attitude and 3) Action or Practice

The hospital as one of the facilities implementing plenary services also exists in the environment of PMIK personnel, how communication is established between PMIK with patients, doctors, nurses and other health workers where the construction of organizational communication patterns in each unit is the spearhead of services for hospitals to implement and integrate the values of a relationship which is often found in communication complaints that tend to be eccentric and unique. This shows that this phenomenon is an interesting study for further elaboration and this also encourages the author to examine the type of communication patterns based on the adaptation of cultural behavior of the medical record section in hospitals.

Problem Statement

One of the core competencies in conducting interprofessional collaboration practices is interprofessional communication where to collaborate and teamwork nurses must be able to communicate effectively with other health teams so as to integrate safe and

effective care for patients and other health workers. The provision of services in a hospital must be appropriate to support and respond to the unique needs of patients, requiring a high level of planning and coordination. In addition to interprofessional communication, interpersonal communication is no less important.

The importance of a typicality of communication patterns occurs in a dialogical manner that indicates the occurrence of interaction, a person involved in this form of communication has a dual function, each being a speaker and listener alternately. In the process of dialogical communication, there is an effort from communication actors to occur mutual understanding and empathy. From this process there is mutual respect not due to social status but based on the assumption that each is a human being who is entitled and obligated, deserves and deserves to be valued and respected as a human being

Based on the above background, the D3 RMIK Poltekkes study program of the Ministry of Health Semarang submitted a research activity proposal entitled Typicalization Communication Patterns of PMIK Personnel in Hospitals. The purpose of this study was to look at the picture in the environment of medical record personnel in public hospitals. The benefit of this research is to add insight and knowledge about the typicality of communication patterns of medical record officers with other health workers.

Research Methods

The type of research used in this study is quantitative research. Quantitative research methods are one type of research whose specifications are systematic, planned and clearly structured from the beginning to the making of the research design. Quantitative research methods, as stated by (Sugiyono, 2013), namely: "Research methods based on the philosophy of positivism, are used to examine certain populations or samples, data collection using research instruments, quantitative / statistical data analysis, with the aim of testing hypotheses that have been set".

This study used a descriptive type of research. According to (Sugiyono, 2011) descriptive research is a method that serves to describe or describe the object under study through data or samples that have been collected as they are, without conducting analysis and making general conclusions. More specifically, the descriptive method used in this study is the case study method.

According to (Nazir et al., 2013) the purpose of the case study is to provide a detailed description of the background, traits and characteristics that are typical of 43 of the cases, or the status of individuals, which then from the characteristics above will be made a general thing.

Depending on the objective, the scope of study may cover the entire cycle of individuals, groups, or institutions with emphasis on case-specific factors or include all case-specific factors, or the entire factor and phenomenon.

Independent variables are variables that affect other variables or produce effects on other variables, which are generally in the order of the time that occurs first. The existence of this variable in quantitative research is a variable that explains the occurrence of the focus or focus of research (Martono, 2018). In this study, the independent variable is the Typicalization of Communication Patterns of PMIK Personnel in Hospitals

A dependent variable is a variable that is caused or influenced by an independent variable. The existence of this variable in quantitative research is as a variable described in the focus or research topic (Martono, 2018). In this study, the dependent variable is the Behavior of FMD Energy in the Hospital.

Results and Discussions

Activity Preparation

The implementation of the activity begins with several steps, including:

1. Proposing Ethical clerence at Poltekkes Semarang
The proposal of ethical clerenece is addressed to the Semarang Poltekkes research and community service center, the process of proposal and review of approximately 14 working days can only be obtained the results of the review of the proposed ethical clerence
2. Hawking and filing of crafts in public hospitals
The process of filing a course is carried out and a letter is addressed to the head of the hospital
3. Data Retrieval
Data retrieval is carried out in stages

Research Data Collection

Data collection is carried out through several stages, namely:

1. Data collection is adjusted to the schedule and time availability of each correspondent
2. The schedule is arranged as well as possible so as not to interfere with service delivery and completion of performance
3. Conservation of interpersonal communication in the RMIK environment
4. Distribution of questionnaires for all RMIK personnel in the Medical Record Unit
5. In-depth interviews with designated correspondents were conducted.

External achieved

HR characteristics

Education is the main factor that plays a role in increasing one's information and knowledge and in general, the higher one's education, the easier it is to receive information (Notoatmodjo, 2009) based on the results of respondents' quesiner related to education in - obtained the following data:

Table 1 Distribution of Human Resources by Education Level

Characteristic		RMIK Officer	
		n	%
Education			
SMA	6	12,8	
D3 RMIK	27	57,4	
D3 Non RMIK	5	10,6	
S1 RMIK	0	0,0	
S1 Non RMIK	9	19,1	
Sum	47	100	
Length of Work			
1-5 Years	7	14,9	
>5-10 Years	22	46,8	
>10-15 Years	6	12,8	
>15-20 Years	10	21,3	
>20 Years	2	4,3	
Sum	47	100	
Gender			
Man	16	34,04	
Woman	31	65,96	
Sum	47	100	

From the table beside it can be concluded that 27.57% of Medical Record Installation Human Resources are educated D3 RMIK, 9.19% S1 Non Medical Record, 6.13% are high school graduates and no one is a graduate of S1 or D4 RMIK.

Meanwhile, HR data were obtained that had a working period of between 6-10 years as much as 47%, 15-20 years as much as 21%, 1-5 years as much as 15%, 11-15 years as much as 13% and 4% for a working period of more than 21 years. And shows 67% of employees are women and 33% are men

Whether education greatly affects communication patterns, of course, education increases the ease of understanding the environment. The higher the level of one's education will affect the level of mastery of the material that must be mastered in accordance with the goals and objectives (Gumiarti, 2014). According to (Notoatmodjo, 2009) education will affect a person's cognitive in increasing knowledge.

The competence of coders in accordance with the competency test certainly has good abilities. Supported by work experience, it will certainly make it easier to code in the INA CBgS application.

Work experience According to (Rudiansyah et al., 2020) is "the length of time an employee contributes his energy to a particular enterprise and generates absorption from various human activities." The more experienced an employee is, the more it will help the company to produce more performance or output. Length of service is an individual factor related to individual behavior and perception that can affect his career development in the company. The ideal is that the longer a person works, the better his work ability will be, and the level of mastery of his work will be more fluent. If this happens, then the chances for promotion will be enormous, since experienced employees can be said to be ready-made human resources.

The length of work is still an assumption that the completion of work is easier for those with a longer working period, while for those who are just starting work still do not get trust in the implementation of solving problems in the work environment.

Overview of typical communication patterns in the medical record section in

Based on the questionnaire that has been analyzed by the following data, the following data is obtained: After the data is collected, researchers carry out weighting, scoring and determining categories as follows:

Category	Information
E	STS Number 0% – 19,99% = Strongly disagree
D	TS Number 20% – 39,99% = Disagree
C	N Number 40% – 59,99% = Netral
B	S Number 60% – 79,99% = agree
A	SS Number 80% – 100% = Totally agree

Perception of individual communication patterns

Table 2 Perception of Individual Communication Patterns

No	Indicator Variable	SS (bobot 5)	S (bobot 3)	N (bobot 3)	TS (bobot 2)	STS (bobot 1)	Tota l	Maximu m value	Nilai index	Category
1	The communication skills I have are in accordance with the work I do	90	112	3	0	0	205	235	87,2340425 5	A

No	Indicator Variable	SS (bobot 5)	S (bobot 3)	N (bobot 3)	TS (bobot 2)	STS (bobot 1)	Total	Maximum value	Nilai index	Category
2	I completed the work has met the specified work standards	50	136	9	0	0	195	23	82,9787234	A
3	I never complain in doing work	20	84	60	4	0	168	235	71,4893617	B
4	I showed a willingness to complete the work without being ordered by the leader	50	120	18	2	0	190	235	80,85106383	A
5	I want to succeed in work by improving work	60	124	9	2	1	196	240	81,66666667	A

From table 2 shows the results of 4 variables with category A and 1 variable with category B

On variable 1

Variable 1 shows individual ability, perception of communication ability is an important part in the implementation of work completion. This shows a person's confidence in seeing his abilities and is connected to competence in his field of work, the ability of individuals shows confidence in the person that allows each individual to capture the reactions of others directly both verbal *and* non-verbal. This communication pattern shows the process of adaptation to oneself from within oneself.

On the 2nd variable

Communication patterns can grow and be improved by improving relationships and cooperation between various related parties, and to produce effective communication patterns need openness, trust, supportive and open attitudes that encourage mutual understanding, respect and mutual quality development. And this can be obtained through a training with equalization of concepts on the purpose of communication in the implementation of work.

This variable shows that the process of organizational communication patterns begins to be carried out according to needs, where individuals will adjust themselves to the needs of the organization without leaving their professional identification.

On the 3rd variable

In communication that constantly changes positions, the position between communicants is equal or has a dialogical nature and not one direction. Although some individuals try to dominate the communication, communication will not work well if the person does not provide opportunities for the interlocutor to respond to what is conveyed. It can be said that the level of success in interpersonal communication is determined by equal interaction between the various parties involved.

On variable 4

The typicality of communication patterns in a profession provides an overview of the communication style between health workers in one direction, assuming that the profession concerned is more dominant than other professions, seniority becomes a level of authority in resolving disagreements that occur in this case if there is a disagreement

between members of the organization then senior members are the facilitators of the settlement.

Each communication actor will perform four actions, namely forming, conveying, receiving and processing messages, the four actions sequentially and forming messages are interpreted as creating certain ideas, ideas and goals. The tendency to change attitudes, beliefs, opinions and communicant behavior, the form of typicality of communication patterns is often used to convey persuasive communication (*persuasive communication*) which is a human psychological communication technique that is subtle, flexible in the form of invitation, persuasion or seduction (Cangara & Arya, 2020), author of communication science 3rd edition, 2018.

On Variable 5

The knowledge of medical record officers on medical record management is very important, because knowledge of medical record management will have an impact on health services in hospitals/job implementers. Medical record officers who know about medical record management will be able to carry out fast, precise and accurate medical record services and improve the quality of better health services (Ritonga & Manurung, 2019). Facilitate coordination in a work discussion group used to solve problems related to performance.

A picture of communication is obtained with fellow officers at the medical record installation, the two-way communication style is well established, but for communication with other health workers, especially it is still somewhat undone, communication is carried out only in the scope of work, so that if there is a disagreement in pouring coding, it is more likely that the solution is handed over to a senior medical record officer, in this case its own pattern is formed

According to (Mulyana, 2017) Journal of Public Health March, 2012", communication style is defined as a set of specialized interpersonal behaviors used in a given situation. Communication style consists of a set of communication behaviors that are used to elicit a certain response or response in a particular situation. The appropriateness of one communication style used depends on the intent of the sender and the expectations of the receiver.

Good perception accuracy, then the process of absorbing information can run well. There fore there are several ways that can be done to improve the accuracy of perception, namely: open insight, see problems from many sides, avoid reading the contents of other people's minds, avoid assuming others are us, be wary of self-biases, observe behavior and formulate hypotheses, avoid making quick conclusions, look for clues, pay special attention to contradictory things, avoid *stereotypes*

The typicalization of communication patterns in PMIK personnel in hospitals is formed according to organizational communication patterns starting from individuals to the environment. There are several reasons why individuals communicate to convey things to other individuals, to please others, to change a person's behavior and behavior, and to strengthen our view of ourselves.

Any attempt to deal with the ambiguity of a situation that involves finding patterns of information and reducing tension can reduce uncertainty from others or ourselves, so mutual understanding will be possible.

Anxiety/Uncertainty Management Theory (AUM) describes the main processes and indirect factors related to perceived communication effectiveness in cross-cultural encounters. Socio-cultural influences concern the process of *social ordering* (*Social*

ordering process) This arrangement develops based on interaction with others when patterns of behavior become consistent over time.

Communication Patterns Between Health Workers

Table 3 Data on Communication Patterns Among Health Workers

No	Indicator Variable	SS (bobot 5)	S (bobot 3)	N (bobot 3)	TS (bobot 2)	STS (bobot 1)	Total	Nilai index	Category
1	Fellow employees have communicated well	85	112	3	2	0	202	85,95744681	A
2	That information from the leadership can be understood and implemented	60	132	6	0	0	198	84,25531915	A
3	Communication between parts within the scope of the office is well established	60	108	15	6	0	189	80,42553191	A
4	The duties and responsibilities given by the leader are in accordance with my education and ability	65	116	15	0	0	196	83,40425532	A
5	Communication seems to me very important in the smooth completion of the job	120	88	3	0	0	211	89,78723404	A

Table 3 shows the results that all variables have category A

In variable 1 obtained the result:

From the table above, a picture of communication with other health workers runs smoothly but communication with doctors still lacks confidence, solving problems related to doctors there is still sorting authority in this matter.

Management efforts to facilitate communication between health workers in completing tasks and work need to increase ability and understanding in the implementation of this communication, so that anxiety in communication can be minimized. Professional orientation makes them pro-active towards collective administrative structural activities, so that they voluntarily engage in effective communication patterns in the interests of the organization, not necessarily position-oriented but rather the scientific suitability pursued in carrying out their duties as PMIK personnel in health services at hospitals.

According to (Mulyana, 2017), communication style is defined as a set of specialized interpersonal behaviors used in a given situation. Communication style consists of a set of communication behaviors that are used to elicit a certain response or response in a particular situation. The appropriateness of one communication style used depends on the intent of the sender and the expectations of the receiver.

On variable 2

In typical communication patterns there are factors that influence it, namely: (1) Trust in communication is considered as a form of confidence in others to achieve common goals that have great risks. (2) Sportsmanship is an attitude to reduce defensiveness or defend with one's own will in communicating. (3) Openness has a tremendous influence regarding effectiveness in determining communication patterns because it can provide an objective assessment in receiving messages, not rigid, and more easily in assessing the attitudes and behaviors of others.

In an organization, of course, it has been arranged with a coordination flow to facilitate the resolution of a problem, so that it can be understood that the division of authority already has its own criteria, with this respecting the provisions of the level of responsibility is the main thing not to throw a responsibility to other parties to cover their shortcomings.

On Variable 3

It is not appropriate for health workers to influence each other, to talk on the same level and to be able to communicate respect and respect for different views. Basically, communication between health workers aims to exchange ideas, help solve problems faced by medical record collectors, help make decisions and be able to take the necessary actions in accordance with the interests of the service. Listening is the most important tool for staff and doctors to receive messages completely from each other.

In interpersonal communication, feedback in the form of support, responses, facial expressions and emotions can be expressed directly. They can support each other, support, be happy, sad at a moment's notice. In interpersonal communication that is not face-to-face, facial expressions may not be shown, but expressions through voice can be easily obtained

There is no dominance in communication to resolve issues of disagreement, but if the response is used for personal gain and benefit it is not justified. Reduce defensiveness in communication that can occur due to personal factors such as fear, anxiety, etc. that cause typicality of communication patterns to fail. Being open is very influential in fostering self-confidence which has the impact of fostering effective communication patterns.

On variable 4

Conflict never disappears in human life either individually or individually or in society or group. There are conflicts that are bandressal, but often the conflicts that arise are conflicts that have a negative impact and cause division. Conflict can also change the behavior of someone who was initially patient but after conflict became depressed, stressed, and temperamental. Conflict can also reduce the level of harmony between personal and community interpersonal relationships. Management Typicality of communication patterns is able to provide solutions to this problem, with effective communication is able to provide calm for someone in thinking so that emotions can be controlled properly (Evira, 2023).

The creation of a level of accountability is used to facilitate coordination in solving a problem, so that a maturation of attitude is needed in seeing one's own shortcomings, there must be a desire that arises so that worries and anxieties in communicating can be reduced when needing self-esteem.

Negative perception is one of the factors that influence personal communication patterns, perception is influenced by experience, motivation and personality. In typicality, a person's personality communication pattern is very important. If we like someone will

tend to see everything related to positivity. Conversely, if we don't like it, we will see all the negatives. Thus it is understandable that people who have personalities that are attractive to others will make it easier to give opinions and attitudes to that person and vice versa, if people like each other will develop pleasant and effective communication.

On Variable 5

In this area, effective communication education in college time on average has been forgotten. During the period of academic education, various cultures will be mixed in one community, where there are differences in intercultural communication patterns. The relationship between culture and communication is important to understand for intercultural communication, cultural similarity in perception allows giving similar meanings to similar social objects. Communication patterns during lectures various efforts are built with the concept of ideal organizational communication, in accordance with the characteristics of their respective scientific specialties. which is formal or informal, interpersonal communication patterns and *persuasive communication*.

Organizational communication patterns are basically familiar or familial, very open, informal and full of hospitality, so it can be said that there are no secrets. Senior health workers tend to open on the left to communicate first with juniors in the workspace. Although the gap between generations still exists, seniors position themselves as older brothers to junior lecturers. And it can be said that this pattern of communication is informal with fellow members although openness is still full of caution when deciding a misunderstanding in the final determination of a Recommendation.

Conclusion

The typicality of communication patterns of PMIK personnel adjusts to the character of organizational members without having to forget the identity of the profession. The existence of anxiety in communicating with health workers is not due to incompetence in their profession but rather anxiety about individual abilities, intercultural communication is the basis for determining the formation of communication patterns within an organizational scope

In the communication pattern of PMIK personnel in the organizational environment based on organizational needs without losing professional identity in building ideal communication patterns in accordance with the characteristics of their respective sciences.

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