

Overview Of Knowledge, Attitude, And Motivation Level Of Dental Practitioner In Filling Electronic Medical Records

Sista Prasetyo¹, Masriana Yasin¹, Indira Apriantika¹, Neira Najatus Sakinah¹, Samuel Rehuel¹, Windhu Purnomo²

¹Periodontist Specialist Education Program, Faculty of Dental Medicine, Universitas Airlangga, Indonesia

²Department of Biostatistics and Population, Faculty of Public Health, Universitas Airlangga Indonesia

Corresponding author: Windhu Purnomo, Department of Biostatistics and Population, Faculty of Public Health, Universitas Airlangga Indonesia, Mulyorejo, Faculty of Public Health, Campus C Universitas Airlangga, Indonesia, phone numbers (+6231) 5929427, facsimile numbers (+6231) 5924618, (+6231) 5929427, email: purno.win20@gmail.com

ABSTRACT

Background: Technology-based information processing will produce information that is precise, accurate, and useful for its users. The role of the medical record is very important because the record is useful for recording the patient's condition. Many dentists in Surabaya have utilized the electronic medical record system but filling in the data in the electronic medical record is still felt by many obstacles.

Purpose: to determine the level of knowledge, attitudes, and motivation of dentists in filling out electronic medical records using governance.net.

Method: This is a descriptive study with a quantitative approach, Determination of the size of the study sample used, calculated using the Slovin formula.

Result: based on the result it can be seen that out of 38 female respondents, 32 respondents had high knowledge and attitudes, and 21 respondents had high motivation towards filling out electronic medical records using Kelola.net. it can also be seen that of the 43 respondents who were less or equal to 30 years old, 37 respondents had high knowledge, 35 respondents had high attitudes, and 25 respondents had high motivation towards filling out electronic medical records using Kelola.net.

Conclusion: Knowledge, attitudes, and motivation of respondents towards filling electronic medical records using manag.net are quite high.

Keywords: knowledge, attitude, motivation level, dental practitioner, electronic medical records

Correspondence:

Windhu Purnomo

Department of Biostatistics and Population, Faculty of Public Health, Universitas Airlangga Indonesia, Mulyorejo, Faculty of Public Health, Campus C Universitas Airlangga, Indonesia, phone numbers (+6231) 5929427, facsimile numbers (+6231) 5924618, (+6231) 5929427, email: purno.win20@gmail.com

INTRODUCTION

Information technology in the era of globalization plays an important role in all human life. Various information can be disseminated quickly and easily through computerized media. Technology-based information processing will produce information that is precise, accurate, and useful for its users. Information technology applications in the medical world include electronic medical records, medical decision support systems, medical information collection systems[1], to the use of the internet for the health sector, including linking clinical information systems with internet-based bibliographic searches[2].

Health service facilities are required to provide quality services, one of which is the organization of medical records[3,4]. The role of the medical record is very important because the record is useful for recording the patient's condition[5], the results of the patient's examination and the actions given to the patient. Medical records will be a reference in handling patients and an asset to ensure the smooth running of health services. Medical Records, two types of medical records are mentioned, namely conventional medical records and electronic medical records[6]. However, the use of electronic medical records is not regulated in detail[7]. The use of conventional medical records has begun to shift to the use of electronic medical records because the use of conventional medical records has several obstacles, including:

1. The time aspect,
2. Completeness aspects, and
3. Aspects of flexibility,

Electronic medical records are one of the important components in health care facility information systems. Electronic medical records are application environments composed of clinical data storage, clinical decision support systems, standardization of medical terms, computerized data entry, electronic communication, medical[8] and pharmaceutical documentation, and reporting[9]. In general, the benefits of electronic medical records are to increase efficiency, the number of patient visits, improving public health[10]. Electronic medical records will improve the professionalism and performance of health facility management[11,12]. Patients will enjoy the convenience, speed and comfort of health services[13]. The benefit for doctors is that electronic medical records allow the application of good medical practice standards. For the benefits for the management of health facilities, electronic medical records provide accountable documentation so as to encourage coordination between parts of the health facility and each unit will be able to work according to their functions, responsibilities and authorities[14]. From the introduction of electronic medical records including its benefits, training in the use of electronic medical records to users, increasing user motivation so that they realize the importance of using electronic medical records in an effort to improve the quality of service to patients[15].

Many dentists in Surabaya have utilized the electronic medical record system but filling in the data in the electronic medical record is still felt by many obstacles. All patient data remains stored in conventional medical records. This raises problems in the efficiency and

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effectiveness of work. Considering the benefits of using electronic medical records, especially in big cities like Surabaya, it is necessary to have an electronic application that facilitates the filling of electronic medical records by dentists, one of which is the Kelola.net application.

Kelola.net is an online application that can be a solution for dentists, dental clinics, and Dental and Oral Hospitals by providing an integrated management system-based application. This system has features, including[16]:

1. E-Unit cost, this feature will help determine medical costs per action and will prevent dentists / clinics from pseudo profits or even losses.
2. Medical record, this feature will eliminate piles of medical files, speed up file search when needed, and improve data security.
3. Patient management e-booking, this feature makes the patient queue efficient and makes it easier for dentists to arrange practice schedules.
4. E-Stock management, this feature will help the dentist / clinic in managing the stock so that there is

no excess stock, shortage of stock, or even until it runs out of stock.

5. Financial reports, this feature contain simple financial reports that are easily understood by dentists who incidentally do not get financial courses.
6. Expert Discussion, this feature allows application users to discuss directly with experts regarding complaints related to dental and mouth problems.

This study aims to determine the level of knowledge, attitudes, and motivation of dentists in filling out electronic medical records using governance.net.

METHOD

This is a descriptive study with a quantitative approach. In this descriptive research design, the researcher did not conduct any treatment or intervention on the research variables. The data obtained in the form of data generated without the intervention of researchers.

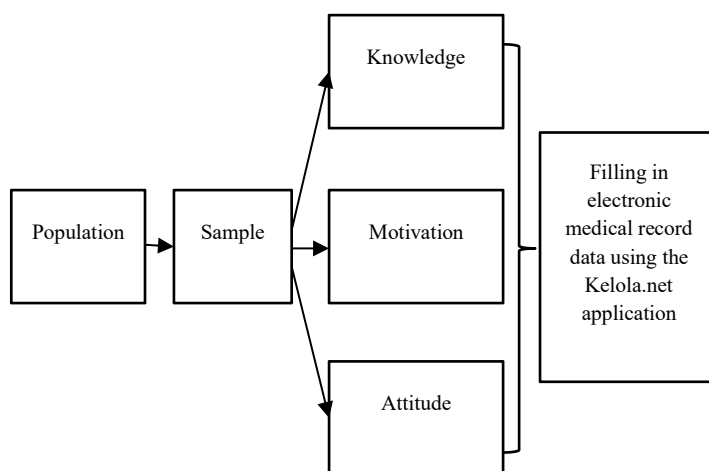


Figure 1. Research Design

In this study, the population was all students of the specialist dentistry education program in the 2018 school year, totaling 81 people at the Dental and Oral Hospital of Universitas Airlangga. Sample selection using simple random sampling method. Determination of the size of the study sample used, calculated using the Slovin formula obtained results of 45 respondents. The number used by researchers is 56 respondents.

This research instrument uses a questionnaire with the number of questions covering three aspects of assessment namely knowledge, attitudes, and motivation. Knowledge assessment consists of nine questions, attitude assessment consists of six questions, while for the assessment of motivation consists of eight questions. The type of questionnaire used is a closed questionnaire, that is, a questionnaire that has provided answers so as to make it easy for respondents to provide answers. In addition, research time and cost will be more practical and efficient.

In the measurement of the questionnaire, each respondent was asked for his opinion on a question. Each question has five answer choices, and each has a different value. The value of the answer choices can be seen in the following table.

Table 1. Detailed Score for Each Answer

Answer Options	Score
Very Agree/Always	5
Agree/ Often	4
Hesitate/ Sometimes	3
Disagree/ Never	2
Strongly Disagree/ Never	1

RESULT

The collected data is then analyzed and calculated for each aspect of the assessment (knowledge, attitude and motivation). The results of the calculation of each aspect of the assessment are as shown in tables 4, 5 and 6. The characteristics of respondents can be seen in table 2 while the relationship of the characteristics of respondents with detailed knowledge, attitudes and motivations is shown in table 3.

Table 2. Respondents Characteristic Distributions

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Characteristic	Details	Frequency
Gender	Male	18
	Female	38
	Total	56
Age	≤ 30 years old	43
	> 30 years old	13
	Total	56
Working Lenght	< 10 years	51
	≥ 10 years	5
	Total	56

Data distribution of the characteristics of respondents showed more than half the total number of respondents in this study were female, 38 respondents, and the rest were male. In terms of age, respondents have an average age of less than or equal to 30 years, which is 43 respondents. The working period of almost all respondents is less than 10 years. Only 5 respondents had more or equal ten years of service.

Table 3. The relationship of respondents' characteristics to knowledge, attitudes, and motivation.

Characteristic		Knowledge				Attitude				Motivation			
		High		Low		High		Low		High		Low	
		F	%	F	%	F	%	F	%	F	%	F	%
Gender	Male	17	94,4	1	5,6	12	66,7	6	33,3	10	55,6	8	44,4
	Female	32	84,2	6	15,8	32	84,2	6	15,8	21	55,3	17	44,7
Age	≤ 30 years old	37	86,0	6	14,0	35	81,4	8	18,6	25	58,1	18	41,9
	> 30years old	12	92,3	1	7,7	9	69,2	4	30,8	6	46,2	7	53,8
Working Lenght	< 10 years	44	86,3	7	13,7	42	82,4	9	17,6	30	58,8	21	41,2
	≥ 10 years	5	100,0	0	0,0	2	40,0	3	60,0	1	20,0	4	80,0

Based on table 3 it can be seen that out of 18 male respondents, 17 respondents have high knowledge, 12 respondents have high attitudes, and 10 respondents have high motivation towards filling out electronic medical records using governance.net. While of 38 female respondents, 32 respondents had high knowledge and attitudes, and 21 respondents had high motivation towards filling out electronic medical records using Kelola.net.

Based on table 3, it can also be seen that of the 43 respondents who were less or equal to 30 years old, 37 respondents had high knowledge, 35 respondents had high attitudes, and 25 respondents had high motivation towards filling out electronic medical records using Kelola.net. While from 13 respondents who were more than 30 years old, as many as 12 respondents had high knowledge, 9 respondents had high attitudes, and 6

respondents had high motivation towards filling out electronic medical records using Kelola.net.

From table 3 it can also be seen that of the 51 respondents whose tenure was less than 10 years, 44 respondents had high knowledge, 42 respondents had high attitudes, and 30 respondents had high motivation towards filling electronic medical records using governance.net. While of the 5 respondents whose tenure is more or equal to 10 years, all have high knowledge, 2 respondents have a high attitude, but only 1 respondent has a high motivation towards filling electronic medical records using Kelola.net.

Knowledge

Based on the data distribution of each aspect of respondents' knowledge assessment of filling out electronic medical records using Kelola.net can be seen in table 4.

Table 4. Frequency Distribution of Respondents based on Knowledge Questionnaire Components

No	Knowledge	High		Low	
		F	%	F	%
1	Definition of medical records	56	100	0	0
2	Function of medical records	54	96,4	2	3,6
3	Obligation to fill medical records	56	100	0	0
4	Time limit to fill medical records	44	78,6	12	21,4
5	Kelola.net as one of online medical records application	52	92,9	4	7,1
6	Medical records component of Kelola.net	43	76,8	13	23,2
7	Benefit of using Kelola.net	54	96,4	2	3,6
8	Services provided in Kelola.net	49	87,5	7	12,5
9	Legality of medical records	55	98,2	1	1,8

Attitude

Based on the data distribution of each aspect of the assessment, respondents' attitudes towards filling out

electronic medical records using Kelola.net can be seen in table 5.

Table 5. Frequency Distribution of Respondents based on Attitude Questionnaire Components

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No	Attitude	High		Low	
		F	%	F	%
1	Filling out medical records in workplace	56	100	0	0
2	Using online medical records	40	71,4	16	28,6
3	Benefit of using Kelola.net	50	89,3	6	10,7
4	Filling in the medical record data on Kelola.net must be complete	54	96,4	2	3,6
5	Fill in the medical record data at Kelola.net as soon as the service is complete	54	96,4	2	3,6
6	Kelola.net facilitates the work of dentists	44	78,6	12	21,4

Motivation

Based on the data distribution of each aspect of the respondents' evaluation of motivation towards filling out

electronic medical records using Kelola.net, the results obtained as seen in table 6.

Table 6. Distribution of Respondent Frequencies based on Motivation Questionnaire Components

No	Motivation	High		Low	
		F	%	F	%
1	Easy access to Kelola.net	46	82,1	10	17,9
2	Tutorial video from Kelola.net easily uses and understandable.	48	85,7	8	14,3
3	The format of Kelola.net is easy to understand	44	78,6	12	21,4
4	Motivated to fill out electronic medical records if there are incentives	44	78,6	12	21,4
5	Kelola.net makes it easy to store medical records	48	85,7	8	14,2
6	Kelola.net saves dentists' working time	46	82,1	10	17,9
7	Kelola.net doesn't have many obstacles	23	41,1	33	58,9
8	Responsibility for completing medical records	55	98,2	1	1,8

DISCUSSION

Characteristics of Respondents to knowledge, attitudes, and motivation

Based on the results of the study, it was found that both male and female respondents had a high level of knowledge, attitude and motivation towards filling electronic medical records using Kelola.net. This is consistent with Amelia's (2013) study which states that there is no meaningful relationship between sex characteristics, age, and years of service on knowledge[17]. According to Wexley (1977), it is not gender differences that cause differences in knowledge, attitudes and motivation. There are various factors related to gender that influence, for example differences in obtaining information, salary amount, etc[18]. High knowledge, attitude and motivation in both male and female respondents may be due to the fact that as dentists, respondents are aware and understands that electronic medical records are important and an integral part of efforts to provide health services to the public.

The results showed that respondents aged less than or equal to 30 years, had high knowledge, attitudes, and motivation towards the process of filling out electronic medical records using Kelola.net. This is because at the age of less than or equal to 30 years is the productive age of someone where in general they have high morale, including one of them in terms of filling electronic medical records. A person in this age is also easy to receive information and new things in his life, so that his knowledge and attitude are better. This is in accordance with the opinion of Aswat (2010) which states that age significantly influences someone's work motivation[19]. Siagian (1999) states that age has a close bond with various aspects of organizational life, meaning that age is associated with the level of maturity of a person in carrying out assignment[20].

The results also showed that respondents who have more than 10 years of service, only 20% have high motivation towards filling electronic medical records using

governance.net. This is likely because someone who has a long service period is accustomed to using conventional medical records, so reluctant to switch to electronic medical records. Although the results of this study differ from the opinion of Aswat (2010) which states that there is no significant relationship between tenure and motivation[19], the researcher believes that someone who has been working for a long time will tend to reach a stable point and his sense of life has been guaranteed with habits that have been done before, so it is not easy to accept new things, such as electronic medical records.

Knowledge

The results revealed that all respondents (100%) had knowledge of the understanding of medical records and the obligation to fill medical records. This shows that all respondents have been exposed to information about medical records. Based on the results of the study also obtained information that respondents who knew the existence of governance. Management bookings, e-stock management, financial reports, point of sales, and expert discussions.

Respondents' knowledge about the components that must be filled in managed.net medical records. Only 76.8%, while the other 23.2% did not yet know the components that had to be filled in the medical records at manag.net. This is possible because respondents have not yet used governance.net thoroughly and continuously for each feature provided at manag.net. In addition, this can be because this application is still relatively new. Application development and marketing are constantly needed to increase users among dentists.

According to Notoatmodjo (2010), knowledge is said to be good if someone is able to recall something specific, explain correctly, cite examples, infer and apply to real situations and conditions[21]. In this case respondents have good ability to mention, identify, applying material in daily activities related to the use and management of electronic medical records.

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A person's knowledge is influenced by the level of education, personal experience and other people, as well as information obtained. According to Notoatmodjo (2010), Knowledge is also a predisposing factor in positive behavior because with knowledge, a person will begin to recognize, try, and do an action[21].

The results revealed that 78.6% of respondents knew that a medical record must be completed at least 2x24 hours after the patient left. This is in accordance with the Republic of Indonesia Minister of Health Regulation, which states that medical records must be returned to the medical record room 2x24 hours, completed 14 days in the treatment room then returned to the medical record unit[6].

The results showed 96.4% of respondents knew that the use of *governance.net* had many advantages including paperless. Reducing the use of paper can streamline file storage and be environmentally friendly so it is very profitable in terms of business marketing. Another advantage of the use of *governance.net* according to respondents is the ease and speed of searching data or files related to patients compared to using conventional medical records, so that it can streamline time. In addition, the confidentiality of patient data and information is maintained because its use can only be used or accessed by parties who have the authority to access.

Besides the benefits of using *governance.net*, researchers argue that there are consequences of the existence of these advantages that this media requires a large and stable internet speed in order to facilitate and accelerate operator performance. Another weakness of this system is the high price so that not all agencies or individuals can take advantage of the advantages of this system. Another very important weakness is the difficulty of maintaining the security and confidentiality of data, especially if there is a system breakdown or system breakdown.

Almost all respondents (98.2%) knew that the use of electronic medical records was legal. Samandari's research (2016) explains that electronic medical records are legal, but the use of electronic medical records that are supposed to be one of the written evidences or legal documents in a medical case at a trial, becomes invalid because it does not meet the element of evidence. This is because electronic medical records are not in the form of original letters / writings, as well as elements of name, time and signature identity (including initials for correction). In addition, the lack of clarity regarding electronic medical records, in the form of a statutory regulation, results in unclear use / utilization of the medical record itself[7].

Attitude

The results showed all respondents (100%) filled out medical records at their place of work and respondents who had used electronic medical records at work as many as 71.4%. This figure shows that in the current digitalization era, the use of electronic-based medical records has been widely used both in government and private agencies. Doctors and other medical personnel are also demanded to be able to follow the development of technology and information as well as demands for improving the quality of health services.

Of all respondents, 89.3% of respondents agreed that the use of *governance.net* as an electronic-based medical record provides more benefits than using conventional medical records. This is directly proportional to the

research of Hanauer (2015) which states that the use of electronic medical records is considered more profitable than conventional medical records, but electronic medical records provide its own challenges[22].

In addition, the use of *governance.net* according to 78.6% of respondents can facilitate their work as dentists both for filling medical records, data management and clinical managerial. This is consistent with Bakshi's research (2018) which states that electronic medical records have many advantages including easy searching and retrieving patient records in the past. The use of a digital system can also last several years and can affect the results of treatment in patients[23].

Motivation

Research shows that the majority of respondents have a high level of motivation in filling out electronic medical records using *governance.net*. This is possible because of the driving factors both internal and external. Motivation is a driving force or impulses found in humans that can cause, direct, and organize their behavior[24]. According to Handoko (2001), when viewed on the basis of its function, motivation is divided into two, namely intrinsic and extrinsic motivation. Intrinsic motivation functions without any stimulation from the outside, within an individual there is already an impulse to take action. While extrinsic motivation is motivation that functions in the presence of factors from outside the individual encouragement[25].

The results showed that 82.1% of respondents stated that *governance.net* was easily accessed. This might be because most respondents were in the city of Surabaya, which incidentally has complete facilities and infrastructure.

On the other hand, the results of the study showed that 58.9% of respondents stated filling out electronic medical records using *governance.net* had many obstacles. This is possible because the use of the *managed.net* application is relatively new to the respondents, requiring good facilities and infrastructure such as electronic devices, speed and stability of the internet network as well as considerable costs.

Based on the results of the study, 85.7% of respondents stated that there was a video tutorial on how to fill out electronic medical records on *governance.net*. Whereas 78.6% stated the format of filling electronic medical records on *manag.net* was easy to understand and respondents were motivated to fill out medical records using *manag.net* if there were incentives provided. The existence of a video tutorial, easy filling format, and providing incentives have a role in increasing the motivation of respondents in filling out electronic medical records using *Kelola.net*.

Motivation or encouragement to employees to be willing to cooperate in order to achieve common goals or objectives of the company there are two kinds, namely[26]:

1. Financial motivation is the encouragement done by providing financial rewards to employees. These benefits are often called incentives.
2. Non-financial motivation is the impetus that is realized not in financial form, but in the form of things such as praise, appreciation, human approach and so forth.

Based on the results, found that 98.2% of respondents have responsibility for the completeness of filling medical records. This will cause the high motivation of

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respondents in filling medical records. This is consistent with the results of Christian research which states that responsibility is related to motivation[27].

CONCLUSION

Knowledge, attitudes, and motivation of respondents towards filling electronic medical records using manag.net are quite high. However, it is necessary to increase and continual improvement of the application of electronic medical records, especially managed.net to be used more easily, more affordable costs in the procurement of facilities and infrastructure so as to increase the effectiveness and efficiency of dentists at work and provide broad benefits to the community health service users.

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