

DAFTAR PUSTAKA

- Abellya, Z. (2021). *Analisis Faktor Penyebab Ketidaklengkapan Pengisian Berkas Rekam Medis Pasien Covid-19 di Rumah Sakit Santa Elisabeth Batam Kota Triwulan I Tahun 2021*.
- Amalia, S. K., Purnami, C. T., & Agushybana, F. (2025). The Impact of Electronic Medical Record Use on Doctors In Hospitals: Scoping Review. *Indonesian Journal of Global Health Research*, 7(2), 175–186. <https://doi.org/10.37287/ijghr.v7i2.5335>
- Arrandhikasari, D., Pamungkas, R. A., & Saptaningsih, A. B. (2023). The Influence of Workload, Knowledge, Motivation on Medical Record Quality Through Doctor Compliance. *International Journal of Nursing and Health Services (IJNHS)*, 6(3), 171–177. <https://doi.org/10.35654/ijnhs.v6i3.705>
- Az Zahra, D. (2023). *Hubungan antara Kelelahan Kerja Perawat dengan Tingkat Kelengkapan Dokumentasi Rekam Medis RM 3.2 di Instalasi Gawat Darurat RSUD Sumedang [Universitas Bhakti Kencana.]*. <https://repository.bku.ac.id/id/eprint/977>
- Bodenheimer, T., & Pham, H. H. (2010). Primary Care: Current Problems And Proposed Solutions. *Health Affairs*, 29(5), 799–805. <https://doi.org/10.1377/hlthaff.2010.0026>
- Budiman dan Riyanto, A. (2013). *Kapita Selektu Kuesioner Pengetahuan dan Sikap dalam Penelitian Kesehatan*.
- Cain, B. (2007). *A Review of the Mental Workload Literature*. <https://api.semanticscholar.org/CorpusID:10890914>

- Carnes, M., Morrissey, C., & Geller, S. E. (2008). Women's Health and Women's Leadership in Academic Medicine: Hitting the Same Glass Ceiling? *Journal of Women's Health, 17*(9), 1453–1462. <https://doi.org/10.1089/jwh.2007.0688>
- Dr. Husein Umar. (2011). *Metode Penelitian Untuk Skripsi dan Tesis Bisnis*.
- Fahmi Mudzakir, M., Juliantine, T., & Gana Yulianto, A. (2025). An Analysis the Role of Extracurricular Sports in Building a Positive School Image. *Journal of Educational Sciences, 9*(2), 526–537. <https://doi.org/10.31258/jes.9.2.p.526-537>
- Felany, A. D. (2021). *Peran Pemerintah Dalam Penyelenggaraan Kesehatan Dan Jaminan Sosial Negara Demokrasi*. <https://doi.org/10.31219/osf.io/7u5sq>
- Ferdianto, A., Purnama, D., & Tarumingkeng, R. C. (2025). Pengaruh Beban Kerja dalam Memediasi Pengaruh Penggunaan Rekam Medis dan Lingkungan Kerja terhadap Kinerja Dokter Gigi di Area Tangerang Selatan dan Tangerang Kota. *Jurnal Ilmiah Universitas Batanghari Jambi, 25*(1), 122. <https://doi.org/10.33087/jiubj.v25i1.5492>
- Fitria, N. D. G. (2025). Hubungan Workload dengan Occupational Stress Level Perawat ICU dan ICCI di RSUD dr. H. Koesnadi Bondowoso. *The Indonesian Journal of Health Science, 17*(1), 1–9. <https://doi.org/10.32528/tijhs.v17i2.3413>
- Forester, B. J., Idris, A., Khater, A., Afgani, M. W., & Isnaini, M. (2024). Penelitian Kuantitatif: Uji Reliabilitas. Dalam *Edu Society: Jurnal Pendidikan, Ilmu Sosial, dan Pengabdian Kepada Masyarakat* (Vol. 4).
- Ghozali, I. (2018). *Aplikasi analisis multivariate dengan program IBM SPSS 25 edisi ke-9*. http://slims.umn.ac.id/index.php?p=show_detail&id=19545

- Goma, E. I., Sandy, A. T., & Zakaria, M. (2020). *Analisis Distribusi dan Interpretasi Data Penduduk Usia Produktif Indonesia Tahun 2020*. 6(1).
<https://journals.unihaz.ac.id/index.php/georafflesia>
- Greggi, C., Visconti, V. V., Albanese, M., Gasperini, B., Chiavoghilefu, A., Prezioso, C., Persechino, B., Iavicoli, S., Gasbarra, E., Iundusi, R., & Tarantino, U. (2024). Work-Related Musculoskeletal Disorders: A Systematic Review and Meta-Analysis. *Journal of Clinical Medicine*, 13(13), 3964.
<https://doi.org/10.3390/jcm13133964>
- Hart, S. G., & Staveland, L. E. (1988). *Development of NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research* (hlm. 139–183).
[https://doi.org/10.1016/S0166-4115\(08\)62386-9](https://doi.org/10.1016/S0166-4115(08)62386-9)
- Hayrinen, K., Saranto, K., & Nykanen, P. (2008). Definition, structure, content, use and impacts of electronic health records: A review of the research literature. *International Journal of Medical Informatics*, 77(5), 291–304.
<https://doi.org/10.1016/j.ijmedinf.2007.09.001>
- Hidayati, R. A., & Basyari, A. S. (2024). Pengukuran Beban Kerja Mental Mahasiswa Pekerja Fakultas Ekonomi Dan Bisnis Universitas Muhammadiyah Gresik Menggunakan Metode Nasa-TLX. *Jurnal Manajerial*, 11(03), 356.
<https://doi.org/10.30587/jurnalmanajerial.v11i03.7700>
- Hsu, H.-C. (2018). Age Differences in Work Stress, Exhaustion, Well-Being, and Related Factors From an Ecological Perspective. *International Journal of Environmental Research and Public Health*, 16(1), 50.
<https://doi.org/10.3390/ijerph16010050>
- Indartini, M., & Mutmainah. (t.t.). *Analisis Data Kuantitatif*.
- Izza, A. Al, & Lailiyah, S. (2024). Kajian Literatur: Gambaran Implementasi Rekam Medis Elektronik di Rumah Sakit Indonesia berdasarkan Permenkes Nomor 24

- Tahun 2022 tentang Rekam Medis. *Media Gizi Kesmas*, 13(1), 549–562.
<https://doi.org/10.20473/mgk.v13i1.2024.549-562>
- Karasek, R. A. (1979). Job Demands, Job Decision Latitude, and Mental Strain: Implications for Job Redesign. *Administrative Science Quarterly*, 24(2), 285.
<https://doi.org/10.2307/2392498>
- Khofifah, S., & Hendrasto, N. (2023). Mental Workload Analysis Using the NASA-TLX Method at Institute X. *Manfaah: Journal of Islamic Business and Management*, 3(1), 1–19. <https://doi.org/10.30993/manfaah.v3i1.543>
- Kolib, A., & Prabarini, I. R. (2021). Profesionalitas Dokter Dalam Perspektif Hak Asasi Manusia. *Jurnal Hukum dan Bisnis (Selisik)*, 7, 39–48.
- Kumar, S., et al. (2018). *Workload and Burnout in Healthcare Professionals: A Systematic Review*.
- Kuncoro. (2013). *Metode Penelitian Kuantitatif Kualitatif Dan R&D*.
- Kurniawan, Y., Winoto Tj, H., & Fushen, F. (2022). Pengaruh Kualitas Layanan Dan Penanganan Keluhan Terhadap Loyalitas Pasien BPJS Dimediasi Oleh Kepuasan Pelanggan (Studi Pada Pasien Pengguna BPJS Kesehatan Di RSIA Bunda Sejahtera). *Jurnal Manajemen dan Administrasi Rumah Sakit Indonesia (MARS)*, 6(1), 74–85. <https://doi.org/10.52643/marsi.v6i1.1939>
- Lea, A. I., Ati, A. N., & Ruliati, L. P. (2025). *Literature Review : Hubungan Antara Stres Kerja dan Kesehatan Mental Tenaga Kesehatan*.
<https://doi.org/https://doi.org/10.31004/prepotif.v9i3.52219>
- Luzzani, G., Buraioli, I., Demarchi, D., & Guglieri, G. (2024). A review of physiological measures for mental workload assessment in aviation. *The Aeronautical Journal*, 128(1323), 928–949.
<https://doi.org/10.1017/aer.2023.101>

- Maharani, R., & Budianto, A. (2019). Pengaruh beban kerja terhadap stres kerja dan kinerja perawat rawat inap dalam. *Journal of Management Review*, 3(2), 327–332.
- Mahendra, P., Putra, S., Kartika, N., Pembangunan, J. E., Ekonomi, F., & Bisnis, D. (2019). *Analisis Pengaruh Modal, Umur, Jam Kerja, Pengalaman Kerja, dan Pendidikan Terhadap Pendapatan Nelayan di Kedonganan*.
- Mayenti, F., Meri, D., & Gusniwati, Y. (2024). Hubungan Beban Kerja, Stres Kerja dan Kompetensi Dengan Kinerja Perawat Dalam Pendokumentasian Asuhan Keperawatan. *Al-Asalmiya Nursing: Jurnal Ilmu Keperawatan (Journal of Nursing Sciences)*, 13(2), 256–264. <https://doi.org/10.35328/keperawatan.v13i2.2814>
- Med, J. G. I. (2021). *Gender Differences in Work-Family Conflict Experiences of Faculty in Academic Medicine*. 4–6. <https://doi.org/10.1007/s11606-020-06559-7>
- Najwa, A., Luthfi, M., Putra Adisty, F., & Anbiya, B. F. (2024). *Media Hukum Indonesia (MHI) Analisis Makna Pasal 34 Ayat 1 UUD 1945 dan Implikasinya Terhadap Jaminan Kesejahteraan Warganegara Indonesia*. 2(3), 82. <https://doi.org/10.5281/zenodo.11541200>
- Nur, S., Febriyanti, U., & Sari, A. A. (2025). Kajian Hukum Rekam Medis sebagai Alat Bukti Malpraktik Kesehatan Legal Review Of Medical Records As Evidance Of Health Malpractice. Dalam *Smart Law Journal* (Vol. 2025, Nomor 1). <https://doi.org/https://doi.org/10.34310/slj.v4i1.100>
- Pamungkas, R. A., Ruga, F. B. P., Kusumapradja, R., & Kusumapradja, R. (2022). Impact of Physical Workload and Mental Workload on Nurse Performance: A Path Analysis. *International Journal of Nursing and Health Services (IJNHS)*, 5(2), 219–225. <https://doi.org/10.35654/ijnhs.v5i2.604>

- Choiri, M. (2025). *The Influence of Work Experience on Employee Performance at the Department of Public Works and Spatial Planning of Batang Hari Regency Jambi*. <https://doi.org/10.22437/jaku.v10i03.47696>
- Permenkes RI No.24. (2022). *Permenkes RI No.24*. <https://peraturan.bpk.go.id/Details/245544/permenkes-no-24-tahun-2022>
- Poni Egistin, D., Yahdi Rauza, M., Has Ramadhan, R., & Ramadani, S. (2025). *Analisis regresi linier sederhana dan penerapannya* (Vol. 1, Nomor 2). <https://creativecommons.org/licenses/by/4.0/>
- Pourteimour, S., Yaghmaei, S., & Babamohamadi, H. (2021). The relationship between mental workload and job performance among Iranian nurses providing care to COVID-19 patients: A cross-sectional study. *Journal of Nursing Management*, 29(6), 1723–1732. <https://doi.org/10.1111/jonm.13305>
- Puspita, R., Prabarini, I. R. S., Harfiani, E., & Harry, P. S. F. El. (2022). Peningkatan Pemahaman Pencegahan Dan Hukum Kesehatan Terkait Pandemi Covid-19 di Klinik Cahaya Kemang, Kabupaten Bogor. *Dharma Pengabdian Perguruan Tinggi (DEPATI)*, 2(1), 8–14. <https://doi.org/10.33019/depati.v2i1.2607>
- Puteri, N. J., Aprianti, V., & Sarifiyono, A. P. (2024). Pengaruh Work overload dan Work stress Terhadap Employee performance pada Organisasi Sektor Publik Sub Sektor Kesehatan. *Economics Professional in Action (E-Profit)*, 6(1), 1–15. <https://doi.org/10.37278/eprofit.v6i1.761>
- Rachman, M. (2025). Individual Characteristics and Job Characteristics: Their Implications for the Quality of Public Services through Motivation and Work Experience Variables (Study on Samarinda City Public Service Mall). *International Journal of Social Science Humanity & Management Research*, 04(07). <https://doi.org/10.58806/ijsshmr.2025.v4i7n11>

- Rahmadhani, F. S., Haeruddin, & Septiyanti. (2023). *Faktor Yang Berhubungan Dengan Kualitas Layanan Di RSUD Yusuf Kabupaten Gowa*.
<https://doi.org/https://doi.org/10.33096/woph.v4i1.544>
- Ramdhini, N. A., & Rama Satya, R. (t.t.). *Copyright @*.
- Resia, P., Guruh anang, S., & Tedy, H. (2024). Dampak Penerapan RME Terhadap Waktu Layanan : Studi Kauntitatif dan Kualitatif di RSUP Surakarta. *Infokes: Jurnal Ilmiah Rekam Medis dan Informatika Kesehatan*, 14(1), 29–34.
<https://doi.org/10.47701/infokes.v14i1.3767>
- Sakina. (2022). *Pengaruh karakteristik individu, beban kerja dan stres kerja terhadap kinerja dokter di rumah sakit intan husada*.
- Saldin Papatungan, Lucky O. H. Dotulong, Rita N. Taroreh, & Genita G. Lumintang. (2025). Workload on Service Performance Through Work Life Balance and Work Capability. *Jurnal Manajemen*, 29(3), 503–524.
<https://doi.org/10.24912/jm.v29i3.3062>
- Shanafelt, T. D., Boone, S., Tan, L., Dyrbye, L. N., Sotile, W., Satele, D., West, C. P., Sloan, J., & Oreskovich, M. R. (2012). Burnout and Satisfaction With Work-Life Balance Among US Physicians Relative to the General US Population. *Archives of Internal Medicine*, 172(18), 1377.
<https://doi.org/10.1001/archinternmed.2012.3199>
- Sinsky, C., Colligan, L., Li, L., Prgomet, M., Reynolds, S., Goeders, L., Westbrook, J., Tutty, M., & Blike, G. (2016). Allocation of Physician Time in Ambulatory Practice: A Time and Motion Study in 4 Specialties. *Annals of Internal Medicine*, 165(11), 753–760. <https://doi.org/10.7326/M16-0961>
- Sugiyono, D. (2013). *Metode penelitian pendidikan pendekatan kuantitatif, kualitatif dan R&D*.

- Sule, L. F., & Ardan, M. (2025). Sosialisasi Sosialisasi Dampak Pengisian Form INA-CBG'S Dalam Mempengaruhi Pending Klaim BPJS di Rumah Sakit Siaga Al Munawwarah Samarinda. *JURPIKAT (Jurnal Pengabdian Kepada Masyarakat)*, 6(1), 365–374. <https://doi.org/10.37339/jurpikat.v6i1.2110>
- Sulistiyo, W., & Vitasari, P. (2024). Analisa Beban Kerja Mental Operator Dengan Metode NASA TLX Di PT XYZ. *Jurnal Rekayasa Sistem Industri*, 13(2), 45–52. <https://doi.org/10.26593/jrsi.v13i2.7087.45-52>
- Sutha, D. W., Christine, C., Masyufah, L., Faida, E. W., Wahyuni, T., Novianti, S., & Syalfina, A. D. (2025). The Impact of Use of Electronic Medical Records on The Quality Of Health Services and Patient Safety: Review. *International Journal of Health and Information System*, 3(1), 1–11. <https://doi.org/10.47134/ijhis.v3i1.62>
- Tarigan, I. N., Mangunkusumo, R. C., Tarigan, I. N., Oktamianti, P., & Darmawan, E. S. (2024). *Jurnal Ekonomi Kesehatan Indonesia Faktor yang Memengaruhi Kinerja Verifikasi Dokter Verifikator Internal Medis dalam Proses Klaim Pasien Jaminan Kesehatan Nasional di Rumah Sakit Cipto Mangunkusumo Faktor yang Memengaruhi Kinerja Verifikasi Dokter Verifi.* 9(2). <https://doi.org/10.7454/eki.v9i2.1128>
- Vanchapo, A. R. (2020). Beban Kerja dan Stres Kerja. Dalam *CV. Penerbit Xiara Media* (Nomor March 2019).
- Wang, L., Dong, X., & Shang, S. (2025). The Relationship Between Perceived Staffing and Quality of Care: The Mediating Roles of Job Satisfaction and Work Engagement. *Journal of Nursing Research*, 33(1), e376. <https://doi.org/10.1097/jnr.0000000000000661>

- Wei, Z., Abdul-Ghani, R., Mat, N., & Mat Isa, R. (2025). Multitasking and workplace wellbeing: the roles of job stress and job autonomy. *Frontiers in Psychology*, 16. <https://doi.org/10.3389/fpsyg.2025.1611876>
- Yuliani, N., Noor, H. L., & Maryati, W. (2024). Quality of Medical Record Documentation Affects Accuracy of Diagnosis Codes in Ina-CBGs Claims in Hospitals. *Indonesian Journal of Global Health Research*, 6(5), 3237. <https://doi.org/10.37287/ijghr.v6i5.4453>
- Yustikasari, S. A. T., & Santoso, B. (2023). Pengaruh Beban Kerja, Stres Kerja, dan Lingkungan Kerja Terhadap Kinerja Perawat Bagian Rawat Inap di Rumah Sakit Tingkat III Brawijaya Surabaya. *Al-Kharaj : Jurnal Ekonomi, Keuangan & Bisnis Syariah*, 6(1), 928–939. <https://doi.org/10.47467/alkharaj.v6i1.3831>