

***Analysis of Factors Causing Delay in Returning Inpatient Medical Record at  
RSD dr. Soebandi Jember***

Ervina Rachmawati, S.ST., MPH (Supervisor)

**Maria Goreti Riski Wulandari**

*Health Information Management Study Program  
Departemen of Health*

**ABSTRACT**

*Returning inpatient files is a return to the medical record installation. The aim of this research is to analyze the factors causing delays in returning files using Gibson's performance theory. This type of research is qualitative with data collection techniques through observation, interviews and documentation. The subjects in this study consisted of 1 head of RM, 1 PMIK, 2 room admins, and 7 KaRu. The results of research on individual variables include abilities and skills and background is not a factor causing delays in returning files. Organizational variables including resources, leadership, and job design are factors causing delays in returning inpatient medical records. Psychological variables include attitude, which is not a factor causing delays in returning files, while motivation is a factor causing delays in returning inpatient medical records. The conclusion of this research is that the factors that cause delays in returning files are the lack of understanding by officers regarding the use of e-deposit, direction, support and evaluation which have not been carried out routinely and periodically, the implementation of job desks which are clear and placed in every room, and which have not yet been implemented. motivation for providing rewards or punishments regarding the return of inpatient medical records, as well as the lack of opportunity by the relevant officers to carry out training regarding the return of medical records.*

**Keywords:** *Delay, Inpatient, Return, Medical Record, Performance*