

**The Relationship between Individuals, Organizations, and Psychology to the  
Delay in Returning Inpatient Medical Records at Al Huda Hospital  
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***ABSTRACT***

Returning medical records is the process of returning patient medical records to the medical records installation after they have been used in health services. The delay in returning inpatient medical records in 2023, found that medical records were correct but incomplete by 42%, while the delay in returning medical records was more than 2 x 24 hours by 32%. The purpose of this study was to analyze the relationship between individuals, organizations and psychological officers towards the delay in returning inpatient medical records at Al Huda Hospital, Banyuwangi. Data collection techniques can be done by interview, questionnaire, observation. The population used was officers who returned 101 inpatient medical records with a sample of 80 officers. The method in this study is quantitative analytic with a cross-sectional approach using the chi square test and binary logistic regression test. The results of the bivariate analysis on individual variables (knowledge and experience) and organizational variables (leadership and rewards). In the psychological variables (attitude and motivation) of officers there is a relationship with the value with Sig. attitude (0.001) and Sig. motivation (0.005). The researcher's suggestion is that the hospital conduct periodic evaluations and socialization to officers related to the return of inpatient medical records, the need to improve the abilities and skills of officers. Then for further research it is expected to be able to develop with other theories.

**Keywords:** Individual, Late Return, Medical Records, Organization, Psychological