

***Analysis of Factors Causing Delays in Returning Inpatient Medical Records at  
at Andongsari Community Health Center Jember Regency***

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**ABSTRACT**

*A delay in returning medical records is still an issue at Andongsari Public Health Center, with data showing that this is a significant problem, reaching 77.72% in the first quarter of 2024. This study aims to analyze the factors causing the delay in returning inpatient medical records at Andongsari Public Health Center in Jember. This research is a qualitative study using the variables ability, motivation, and opportunity. The subjects of this study were four nurses, one medical records officer, and one head of the public health center. The study results indicate that ability and motivation are not the main causes. Instead, the \*Opportunity\* factor is the root of the problem. This includes the absence of a standard operating procedure (SOP) for returning medical records, the lack of computers in the inpatient unit, the absence of a rewards system, a lack of strict sanctions, and the failure to conduct routine evaluations. The main priorities are the lack of computers and the absence of an SOP. Proposed improvement efforts include procuring computers, creating and socializing an SOP, conducting regular evaluations, implementing strict sanctions, and providing rewards for exemplary nurses.*

***Keywords:*** *Delay, Performance, Robbins' Theory, MedicalRecords, Inpatient Care.*