

***Analysis of Factors Causing Incomplete Filling of Informed Consent in the
Maternal and Child Health (MCH) Clinic at Ketapang
Community Health Center, Probolinggo City***
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ABSTRACT

Incomplete informed consent remains a significant issue at the Ketapang Community Health Center, Probolinggo City, particularly in the Maternal and Child Health (MCH) Clinic. This study analyzes the factors contributing to incomplete informed consent based on Gibson's performance theory, covering individual, psychological, and organizational aspects. Using a qualitative approach with interviews, observations, documentation, and brainstorming, six informants participated: two doctors, two midwives, a medical record officer, and the head of the health center. Findings indicate that individual factors, such as limited skills, high workload, time constraints, and less than five years of work experience, contribute minimally. Psychological factors include negative attitudes toward incomplete informed consent forms, such as never returning incomplete forms and directly placing them on the filing rack, and the absence of specific socialization about the importance of informed consent. Organizational factors include the absence of SOPs, lack of evaluation through discussions, and the non-implementation of a reward system. In conclusion, incomplete informed consent in the MCH Clinic is more dominantly influenced by psychological and organizational factors, while individual factors contribute only slightly. Proposed solutions include developing and disseminating SOPs, training untrained staff, conducting monthly evaluations, and implementing a reward system. The suggestion is socialization can be carried out using the Training of Trainers (ToT) method, routine evaluations can involve staff responsible for completing informed consent, and rules can be made regarding rewards in the form of praise, gifts, or the appointment of the best staff.

Keywords: *Informed Consent, Medical Records, Gibson's Theory, Community Health Center*