

**EKSPLORASI PENYEBAB KETIDAKLENGKAPAN PENGISIAN
GENERAL CONSENT BERDASARKAN PENDEKATAN 5M DI RSUD NYI
AGENG SERANG**

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INTISARI

Latar Belakang : Ketidaklengkapan pengisian *general consent* pada berkas rekam medis masih terjadi di RSUD Nyi Ageng Serang, dengan tingkat keterisian hanya 70%. Hal ini berdampak pada kualitas pelayanan kesehatan dan aspek legal, karena *general consent* merupakan dokumen penting yang mendasari tindakan medis. Ketidaklengkapan tersebut diduga disebabkan oleh berbagai faktor yang dapat dianalisis melalui pendekatan 5M (*Man, Method, Machine, Material, Money*).

Tujuan Penelitian : Mengetahui faktor penyebab ketidaklengkapan pengisian *general consent* pada berkas rekam medis berdasarkan faktor 5M di RSUD Nyi Ageng Serang.

Metode Penelitian : Menggunakan pendekatan kualitatif deskriptif, dengan pengumpulan data melalui wawancara semi-terstruktur terhadap 4 informan (1 kepala unit rekam medis dan 3 petugas pendaftaran). Teknik analisis data dilakukan dengan tahapan reduksi data, penyajian data, dan penarikan kesimpulan. Validitas data dijaga melalui triangulasi sumber.

Hasil Penelitian : Ketidaklengkapan pengisian *general consent* di RSUD Nyi Ageng Serang dipengaruhi oleh lima faktor 5M. Faktor utama meliputi kurangnya pelatihan dan SDM (*Man*), belum optimalnya penerapan SOP dan evaluasi berkala (*Method*), ketiadaan sistem digital dan alat bantu yang memadai (*Machine*), kompleksitas isi formulir (*Material*), serta keterbatasan informasi dan fasilitas penunjang meskipun anggaran tersedia (*Money*).

Kesimpulan : Ketidaklengkapan pengisian *general consent* terutama disebabkan oleh kurangnya pemahaman petugas dan tidak optimalnya penerapan SOP. Solusi yang diperlukan meliputi pelatihan SDM, perbaikan prosedur, penyederhanaan formulir, dan penerapan sistem digital guna meningkatkan kelengkapan dan kualitas rekam medis.

Kata Kunci: *General Consent*, 5M, Ketidaklengkapan, Rekam Medis, RSUD Nyi Ageng Serang, Kualitatif

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**EXPLORATION OF THE CAUSES OF INCOMPLETE GENERAL
CONSENT COMPLETION BASED ON THE 5M APPROACH AT RSUD NYI
AGENG SERANG**

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ABSTRACT

Background: *Incomplete completion of general consent forms in medical records is still found at RSUD Nyi Ageng Serang, with a completion rate of only 70%. This issue affects the quality of healthcare services and legal aspects, as general consent is a crucial document that underlies medical actions. The incompleteness is suspected to be caused by various factors, which can be analyzed using the 5M approach (Man, Method, Machine, Material, Money).*

Objectives: *To identify the factors causing the incompleteness of general consent form completion in medical records based on the 5M approach at RSUD Nyi Ageng Serang.*

Methods: *This study employed a descriptive qualitative approach, with data collected through semi-structured interviews involving four informants (one head of the medical records unit and three registration officers). Data analysis was conducted through data reduction, data display, and conclusion drawing. Data validity was ensured using source triangulation.*

Results: *The incompleteness of general consent completion at RSUD Nyi Ageng Serang is influenced by the five 5M factors. The main factors include lack of training and limited human resources (Man), suboptimal implementation of SOPs and irregular evaluations (Method), the absence of a digital system and insufficient supporting tools (Machine), the complexity of the form content (Material), and limited information and supporting facilities despite the availability of budget (Money).*

Conclusion: *The incompleteness of general consent completion is mainly caused by inadequate staff understanding and the suboptimal application of procedures. Recommended solutions include staff training, procedural improvements, simplification of forms, and the implementation of a digital system to improve completeness and the quality of medical records.*

Keywords: *General Consent, 5M, Incompleteness, Medical Records, RSUD Nyi Ageng Serang, Qualitative*

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