

ABSTRACT

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The completeness of filling out the birth certificate form is very influential to the Public Health Centre and also the patient because the birth certificate form has value to administration, law, finance, research, education, documentation, and medical. Birth certificate forms can be used to determine the quality of medical services.

The purpose of this study was to determine the completeness of filling in the birth certificate form at the Makasar District Public Health Centre. This research design is descriptive with a quantitative approach using observation and interview methods to Medical Record officers and Midwives. The results of this study indicate that in general the birth certificate form is not filled in completely. From the 67 samples of birth certificate forms studied, the average percentage of completeness of completing birth certificate forms from October to December 2019 was 77.8%. The incompleteness of filling out the birth certificate form is due to some maternity hospital staff in the Makasar District Public Health Centre who has not performed work in accordance with applicable Operational Procedure Standards. It is recommended to re-evaluate and socialize Standard Operating Procedures related to filling in the correct birth certificate form so that it can be carried out optimally. Monitoring and evaluating the birth certificate form periodically, which applies a reward and punishment system in terms of employee performance.

Keywords: Completion of Birth Certificate Form Completion