

ABSTRACT**Effort to Improve the Doctors and Dentists Performance to Complete Filling up the Medical Record at Public Health Center in Surabaya**

Background of this study is preliminary survey result that 62% of doctors and dentist at 13 Public Health Centers (Puskemas) in Surabaya was incompletely on filling the medical record. This study is proposed to draw up efforts to increase the performance of doctors and dentists in the filling of medical records in the health center of Surabaya. This type of research is observational. Total sample is 84 doctors and 46 dentists. The sampling method was using systematic random sampling. Individual factors consist of motivation, commitment, discipline and knowledge. Motivation doctors and dentists obtained very high. The doctors and dentists commitment were high. While doctors and dentists knowledge related to medical records and discipline was complete medical record low. Factors organization comprised of leadership and SOP. Leadership includes assessing doctors and dentists to the head of the health center pretty good. Doctors and dentist enough have been very understanding SOP medical records, little difference to the number who do not understand. Environmental factor seen from the workload of how many patients must be served in one day. The doctors and dentists workload was majority high. The performance of doctors and dentists are measured from the accuracy and completeness of medical records. The majority of the performance of doctors and dentists found to be low. Based on Linear Regression test factors that influence the performance of doctors and dentists are discipline and workload. Suggestions put forward is organizing training related to medical records, provide medical records and family folder for all health centers, making SOP medical records and adjust the workload of doctors and dentists in accordingly to the standards.

Keywords: Public Health Center, performance, discipline, workload, medical record.