



# The Influence of Knowledge, Skills, and Attitudes on Midwife Performance in Documenting MCH Books

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## ABSTRACT

*Maternal and Child Health Book (MCH Book) documentation is an important part of midwifery services that contributes to the monitoring of maternal and child health. This study aimed to analyze the relationship between knowledge, skills, attitudes, and the performance of midwives in MCH Book documentation. A quantitative method was used with an observational analytic approach and a cross-sectional design. Data were collected through observations and questionnaires administered to midwives in health facilities. The data were analyzed using the chi-square statistical test to determine the relationship between midwives' knowledge, skills, and attitudes with their performance in MCH Book documentation. Statistical test results showed that knowledge and skills did not have a significant relationship with documentation performance (knowledge:  $p\text{-value} = 0.067 > \alpha = 0.05$ ; skills:  $p\text{-value} = 0.054 > \alpha = 0.05$ ). However, attitudes had a significant relationship with performance ( $p\text{-value} = 0.005 < \alpha = 0.05$ ). These findings indicate that improving skills or knowledge alone is not sufficient to enhance documentation quality; a positive attitude toward the importance of documentation plays a more crucial role. Therefore, training and coaching programs should focus not only on improving technical abilities but also on fostering professional attitudes and awareness regarding the importance of accurate and complete obstetric documentation. Strengthening these aspects is essential to improving the quality of maternal and child health records in healthcare settings.*

**Keyword:** Knowledge, Skills, Attitudes, Midwife Performance, MCH Book, Documentation



## INTRODUCTION

Midwife performance is a key component of maternal and child health services, and it is critical that midwives possess standardized professional abilities to carry out their roles effectively. One of the primary tools used to monitor maternal and child health is the Maternal and Child Health Book (MCH Book), which serves as a comprehensive record of services provided to mothers and children, including immunizations, medical conditions, and child development issues. Accurate documentation in the MCH Book is vital for tracking health progress and for early detection of maternal and child health problems (Ministry of Health, 2015).

Despite its importance, many health workers, including midwives, face challenges in properly documenting in the MCH Book due to a lack of skills, knowledge, or suboptimal attitudes. According to previous studies (Wahyuni, Setiawan, & Pratiwi, 2021), these barriers can significantly affect the quality of documentation, which in turn influences the quality of midwifery care. In Indonesia, maternal mortality remains high, with a reported Maternal Mortality Rate (MMR) of 305 per 100,000 live births in 2018 (Ministry of Health, 2019), indicating the need for improved practices in maternal health documentation to enhance health outcomes.

Previous research has highlighted the influence of midwives' knowledge and skills on their performance in recording and documenting maternal and child health services. Midwives with higher levels of knowledge tend to produce more accurate and complete records, which are crucial for clinical decision-making and health program evaluation (Sari & Nugroho, 2020). However, studies have also pointed out that skills alone are not sufficient for improving documentation performance; factors such as motivation and work environment play critical roles (Handayani, Wijayanti, & Ramadhani, 2019).

In addition to knowledge and skills, midwives' attitudes towards documentation are a significant determinant of their performance in recording in the MCH Book. A positive attitude toward documentation is associated with better compliance and more accurate records, while a negative attitude can lead to incomplete or neglected documentation (Hasanah, Dewi, & Santoso, 2019). Therefore, this study aims to analyze how the knowledge, skills, and attitudes of midwives influence their performance in documenting the MCH Book.

The findings of this study are expected to provide valuable insights for health workers and policymakers to improve the quality of midwifery care documentation. By understanding the factors that affect documentation performance, targeted training and intervention programs can be developed to enhance midwives' compliance in MCH Book documentation, ultimately improving maternal and child health services (Rahman & Dewi, 2021).

## METHODS

This study employed a quantitative method with an observational analytic approach and a cross-sectional design. This approach was selected to analyze the relationship between the knowledge, skills, and attitudes of midwives and their performance in documenting the Maternal and Child Health Book (MCH Book) at a specific point in time. The cross-sectional design is appropriate for identifying associations between variables measured simultaneously (Setia, 2016). The study population included midwives working in maternal and child health service facilities. A



purposive sampling technique was used to select participants who met the inclusion criteria: actively involved in MCH Book documentation, with at least one year of work experience, and willing to participate. Midwives who were on leave or off duty at the time of data collection were excluded. A total of 28 midwives were included in the sample. The limited sample size was due to the restricted number of eligible midwives in the selected health facilities during the study period, which is acknowledged as a limitation (Etikan, Musa, & Alkassim, 2016).

The research instruments consisted of structured questionnaires and direct observation checklists. The questionnaire was divided into three sections to assess the midwives' (1) knowledge, (2) skills, and (3) attitudes regarding MCH Book documentation.

- Knowledge was measured using multiple-choice questions based on national MCH recording guidelines, similar to the approach used in previous research assessing knowledge levels of health workers (Sastroasmoro & Ismael, 2018).
- Skills and attitudes were assessed using a Likert scale (1–5) ranging from “strongly disagree” to “strongly agree,” based on behavioral indicators related to MCH documentation practices. The Likert scale is a common and validated method in health behavior research (Joshi et al., 2015).
- The performance of midwives was evaluated through direct observation using a checklist that examined completeness, accuracy, and timeliness of MCH Book entries, which aligns with structured performance appraisal techniques in health service evaluations (WHO, 2008).

To ensure instrument quality, validity testing was carried out through expert judgment (content validity), and item validity was assessed using the Pearson correlation test. All items with  $r\text{-count} > r\text{-table}$  were retained. Reliability testing was performed using Cronbach's alpha, resulting in values of  $>0.70$  for both the attitude and skills sections, indicating acceptable internal consistency (Tavakol & Dennick, 2011).

Data analysis was conducted using the chi-square test to examine the relationship between independent variables (knowledge, skills, and attitudes) and the dependent variable (midwife performance in MCH Book documentation). A 95% confidence level ( $\alpha = 0.05$ ) was used to determine statistical significance. The chi-square test is commonly used in cross-sectional studies for categorical data analysis (McHugh, 2013).

The research procedure included instrument development, pretesting, distribution of questionnaires, observational assessment, data processing using statistical software, and interpretation of findings. This sequence follows standard protocols for observational research in health sciences (Creswell & Creswell, 2018).

## RESULTS

### 1. Analysis of Factors Affecting Midwives' Performance in MCH Book Documentation.

Analyzing the factors that influence the performance of midwives in documenting the MCH Book in the Muara Badak Puskesmas working area using the Chi-Square test obtained as follows:

## A. Relationship between midwives' knowledge in documenting the MCH Book

**Table 1. Effect of Knowledge on Midwife Performance in MCH book documentation**

Midwife Performance in MHC Book								<i>P Value</i>
No	Knowledge	Documentation				Total	%	
		Not so good		Good				
		n	%	n	%			
1	Good	14	50.0	3	10.7	17	60.7	0.0378
2	Less	4	14.3	7	25.0	11	39.3	
Total		18	64.3	10	35.7	28	100	

\*Chi Square test analysis  $p < \alpha$ ,  $\alpha = 0,05$

From the table, it can be seen that out of 17 midwives' knowledge in documenting the MCH Book is good, the highest proportion of midwives with good performance is 14 people (%), but there are 3 people with poor performance (%). As for the 11 midwives' knowledge in documenting the MCH Book is less, the highest proportion of midwives with poor performance is 7 people (%), but there are 4 people with good performance (%). Statistical test results obtained p value:  $0.0378 < \alpha$ : 0.05 so that  $H_0$  is rejected and  $H_a$  is accepted This shows that the level of knowledge of midwives affects their performance in documenting the MCH Book, where midwives with better knowledge tend to have better performance.

## B. Relationship between midwives' skills in documenting the MCH Book

**Table 2. The Effect of Skills on Midwives Performance in MCH Book Documentation**

Midwife Performance in MHC Book								
No	Skills	Documentation				Total	%	<i>P Value</i>
		Not so good		Good				
		n	%	n	%			
1	Good	15	53.6	3	14.2	19	67.9	0.054
2	Less Good	3	10.7	7	21.4	9	32.1	
Total		18	64.4	10	35.6	28	100	

\* Chi Square test analysis  $p < \alpha$   $\alpha = 0,05$

From the table, it can be seen that out of 19 midwives' skills in documenting the MCH Book were good, the highest proportion of midwives with good performance amounted to 15 people (%), but there were 4 people with poor performance (%). As for the 9 midwives' skills in documenting the MCH Book were lacking, the highest proportion of midwives with poor performance amounted to 6 people (%), but there were 3 people with good performance (%). Statistical test results obtained p value:  $0.054 < \alpha$ : 0.05 This means that there is no significant relationship between midwife skills and performance in MCH Book documentation at the 95% confidence level.



### C. Relationship between midwives' attitudes in documenting the MCH Book

**Table 3. The Effect of Attitude on Midwife Performance in MCH Book Documentation**

Midwife Performance in MHC Book								
No	Attitude	Documentation				Total	%	<i>P Value</i>
		Not so good		Good				
		n	%	n	%			
1	Good	16	57.2	3	10.7	19	67.9	0.005
2	Not So Good	2	7.1	7	25.0	9	32.1	
	Total	18	64.3	10	35.7	28	100	

\* Chi Square test analysis  $p < \alpha = 0,05$

The table shows that of the 19 midwives' attitudes in documenting the MCH Book positively, the highest proportion of midwives with good performance amounted to 16 people (%), but there were 3 people with poor performance (%). As for the 7 midwives' attitudes in documenting the MCH Book negatively, the highest proportion of midwives with poor performance amounted to 9 people (%). Statistical test results obtained p value:  $0.005 < \alpha: 0.05$  so that  $H_0$  is rejected and  $H_a$  is accepted, namely there is an effect of attitude on the performance of midwives in documenting the MCH Book.

## DISCUSSION

### 1. Midwives' knowledge in documenting the MCH Book

The results of this study indicate that the level of knowledge of midwives has a significant influence on their performance in documenting the MCH Book. With a p-value of 0.0378 ( $< 0.05$ ), it can be concluded that there is a relationship between midwives' knowledge and performance in recording and documenting the necessary information. From the data obtained, the majority of midwives who had good knowledge showed better documentation performance compared to those who had less knowledge. A total of 16 midwives with good attitudes showed good documentation performance, while only 2 midwives with poor attitudes had the same performance. In contrast, of the 10 midwives who showed poor performance in documentation, 7 of them had poor attitudes. This indicates that midwives' attitudes and knowledge play a significant role in ensuring optimal documentation quality.

These results are in line with previous studies that highlight the importance of health workers' knowledge in the recording and documentation process. The study conducted by Wahyuni et al. (2021) showed that health workers with a high level of knowledge have a better level of compliance in recording medical records, thereby increasing accuracy and efficiency in health services. In addition, Sari & Nugroho (2020) emphasized that training and increasing the knowledge of medical personnel, including midwives, is very instrumental in ensuring that midwifery care documentation is carried out systematically and according to standard operating procedures (SOPs). Similar findings were also obtained in the research of Rahmawati et al. (2019), which states that a lack of understanding of the importance of documentation can lead to discrepancies in recording and risks hampering the quality of maternal and child health services.



Thus, the results of this study indicate that although midwives' knowledge and attitudes have a significant impact on documentation performance, external factors such as the work environment, organizational support, adequate training, and motivation through recognition also play a crucial role in determining the quality of documentation. Therefore, to improve the quality of documentation in the MCH Book, more attention should be given to improving these external factors through more supportive policies, continuous training, and strengthening the documentation system and technology in health facilities.

## **2. Midwife skills in MCH Book documentation**

The results of this study showed that midwives' skills in MCH Book documentation did not have a significant relationship with their performance in recording and documenting maternal and child health information. With a **p-value of 0.054 (> 0.05)**, it can be concluded that there is no significant relationship between midwives' skills and the quality of performance in MCH Book documentation at the 95% confidence level. From the data obtained, midwives with good skills had more good performance (15 people) than those with poor performance (4 people). Meanwhile, of the 9 midwives with poor skills, most (6 people) showed poor performance, while only 3 people had good performance. Although there was a tendency for midwives with good skills to show more good performance, the results were not statistically significant.

This finding is in contrast to several previous studies that suggest that health worker skills play an important role in the quality of health service documentation. Sari et al. (2020) stated that health workers who have good skills in recording tend to be more thorough and adhere to standard operating procedures (SOPs) in medical record documentation. However, the results of this study are also in line with Rahman & Dewi's (2021) study which found that other factors, such as work motivation, workload, and facility availability, have a greater influence on documentation quality than skills alone. In addition, research by Handayani et al. (2019) showed that while technical skills in record-keeping are important, managerial support and work environment factors also play a role in improving the quality of health workers' documentation.

Based on the results of this study, a more comprehensive approach is needed to improve the quality of MCH Book documentation. In addition to improving skills through technical training, other strategies are needed such as increasing work motivation, more effective supervision, and providing adequate supporting facilities. With these efforts, it is expected that the quality of recording and documentation in the MCH Book can be optimized, thus contributing to improving the quality of maternal and child health services.

## **3. Midwives' attitude in documenting the MCH Book**

The results of this study indicate that there is a significant relationship between midwives' attitudes in MCH Book documentation and their performance, as indicated by a p-value of 0.005 (<0.05). This means that the attitude of midwives in recording the MCH Book has an influence on the quality of their performance in maternal and child health documentation. From the results obtained, midwives who have a positive attitude towards MCH Book documentation tend to have better performance, with 16 people (out of 19) showing good performance, while only 3 people have



poor performance. In contrast, of the 7 midwives who had negative attitudes, the majority, 9, showed poor performance. This finding confirms that professional attitudes and awareness of the importance of maternal and child health documentation play an important role in ensuring good quality records.

This research is in line with a study conducted by Putri et al. (2020) which found that health workers with a positive attitude towards documentation tend to be more disciplined, thorough, and responsible in recording medical records. A positive attitude encourages health workers to understand the importance of recording in supporting clinical decision making and health policy. In addition, research by Yulianti & Sari (2021) also shows that health workers who have a less caring attitude towards recording tend to carry out documentation incompletely or not in accordance with standard operating procedures (SOPs). Furthermore, Hasanah et al. (2019) revealed that training and counseling on the importance of health documentation can help improve the attitude of health workers in recording, which in turn will have a positive impact on the quality of their performance.

Based on these results, it is important to improve midwives' understanding and awareness of the benefits of MCH Book documentation through continuous training, socialization, and supervision. In addition, there needs to be support from the management of health facilities, including strengthening the supervision system and appreciation of health workers who have good performance in documentation. With a more systematic approach in building a positive attitude towards health recording, it is expected that the quality of MCH Book documentation can be improved, so that maternal and child health services become more effective and well standardized.

## CONCLUSIONS

MCH Book documentation is a crucial part of maternal and child health services, influenced by midwives' knowledge, skills, and attitudes. The results of the study show that knowledge and attitudes significantly affect midwives' performance in documentation, while skills do not show a significant relationship. To improve the quality of documentation, it is necessary to enhance midwives' knowledge through continuous training and education that introduces proper documentation procedures. Although technical skills do not show a significant effect, training on the use of documentation tools and understanding SOPs remains important for improving documentation efficiency. Furthermore, developing a positive attitude towards documentation through motivational approaches, rewarding midwives with good performance, and implementing health institution policies that support a more effective documentation system will strengthen the quality of maternal and child health services.

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