


Influence of Knowledge and Quality of Electronic Information System on Documentation Nursing Care with Perceived Usefulness as a Mediation Variable in the Inpatient Installation of X Hospital

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Article Info	ABSTRACT
<p>Keywords: Knowledge, Quality Electronic, Information of System, Perceived Usefulness</p>	<p>Hospitals have a role in providing complete health services. Nursing personnel have a large proportion, almost 50% of all hospital human resources. The purpose of this research is to determine the analysis of the influence of knowledge and quality of electronic information systems on nursing care documentation and perceived usefulness as a mediating variable for nursing staff in the X Hospital inpatient setting. The method used in this research is research using Structural Equation Modeling (SEM) data analysis techniques using SmartPLS version 3 software. Data collection used a survey method by taking questionnaires from 95 nurses in the X Hospital inpatient unit. The sampling technique used in this research is total sampling. The results of this research are that knowledge has a direct effect and significant to perceived usefulness. Knowledge has a direct and significant impact on nursing care documentation. Electronic information systems have a direct and significant effect on perceived usefulness. Electronic information systems have a direct and significant impact on nursing care documentation. Nursing care documentation has a direct and significant effect on perceived usefulness. Knowledge influences nursing care documentation through perceived usefulness. Electronic information systems influence nursing care documentation through perceived usefulness.</p>
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INTRODUCTION

In this era of globalization, hospitals have experienced quite rapid growth in quantity. This can be seen from the increasing number of bodies or institutions that are trying to establish hospitals, both funded from within the country and from abroad. However, the increase in the quantity of hospitals has not been followed by an increase in the quality of nursing services in hospitals, so contradictions often arise, where hospitals receive a lot of attention and complaints from the public as an expression of dissatisfaction due to the lack of level of service provided. One of the elements that really determines the quality of hospital health services is health workers and those who have the biggest role are nurses, this is because the nursing profession has a relatively large proportion, namely almost more than 50% of all hospital

human resources (HR). The work and duties are more numerous than other personnel, because the nature and function of these personnel is to support medical services in the form of nursing services known as nursing care. To protect health workers, especially nurses, proper and accurate documentation is very necessary (Wiwiek, 2008).

Accurate documentation is one of the best defences against claims related to nursing care. Documentation records function as written evidence of everything that happens and is done to the client. Nursing care can work very well, but nursing care that needs to be documented means care that is not carried out in a legal court (Potter, 2005). Complete and accurate documentation of patient data will make it easier for nurses and other professionals to monitor the effectiveness of nursing care. Where all of this can improve the quality of nursing care for patients, and this can be used as evidence of the quality of nursing care.

Documentation is an important phase in the nursing process because it will determine the quality of care, accountability and development of nursing practice standards. Nursing documentation can be used as an indicator of quality of care as legal evidence of the medical process and care carried out on patients. Purnama (2021) identified 13% of clinical management errors in care related to documentation errors such as incomplete charts, incomplete data documentation (assessment, examination, clinical decisions, interventions, or condition development), and failure in completing worksheets such as data entry, transfer, or discharge. Inaccurate documentation can affect the quality of care, so documentation carried out by nurses must be done accurately. Nurses' knowledge is one of the factors that influence the implementation of nursing documentation. Knowledge regarding nursing care documentation for a nurse is very important because it is used as a basis for decision making to document nursing care properly and correctly.

Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 seeks to provide a legal basis or legality for the administration of electronic medical records. In general, there are three new things regulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022, namely the electronic medical record system, activities for administering electronic medical records, security and protection of electronic medical record data. An electronic medical record electronic system can be: an electronic system developed by the Ministry of Health of the Republic of Indonesia, an electronic system developed by the health service facility itself, an electronic system developed by an Electronic System Operator (PSE) which has been registered as an Electronic System Operator (PSE) in health sector at the Ministry of Communication and Information of the Republic of Indonesia. The electronic system used in administering electronic medical records must have compatibility capabilities (compatibility of one electronic system with other electronic systems) and/or interoperability (the ability of different electronic systems to be able to work in an integrated manner to communicate or exchange data with one or more other electronic systems, which use data exchange standards).

This will directly affect the continuity of the hospital's business processes, and if this condition continues to not be implemented properly it will threaten the hospital's position as a provider of health services. Because in principle, the process of documenting nursing care

can run well if the process of implementing nursing care documentation is carried out correctly according to applicable regulations. According to the theory put forward by Davis (1989), perceived usefulness is a measure of the extent to which the use of a technology is believed to bring benefits to the people who use it. According to Surendran (2012), perceived usefulness is an assessment of the existence of good expectations originating from personal perception. By using a particular application system, it will be able to improve the quality of a person's performance and quality of life and provide confidence that with the application they will be able to improve their performance. A nurse's knowledge of electronic nursing documentation is one factor that can influence the implementation of nursing care documentation. Nurses' lack of understanding of the implementation of documentation depends on the level of education and knowledge a person has.

If the documentation of nursing care is not carried out correctly or completely, the nurse will experience difficulties in proving the actions that have been taken (Yuswandi, 2022). For example, if there are demands from the patient's family regarding therapy or actions that should have been carried out by the nurse but the family thinks that this has not been done by the nurse, and the nurse does not have physical evidence regarding the family's demands and if the family takes this matter to law of course the nurse is definitely at fault, and if nursing documentation is carried out well it reflects the quality of care and proves the responsibility of each member of the care team in providing nursing care to clients. Therefore, complete documentation is very necessary as physical evidence of the demands made by the patient's family (Marbun, 2020). So efforts that can be made to increase knowledge about nursing documentation are through changing paper-based documentation to electronic-based by providing information services about documentation on the platform used (Lubis, 2020).

X Hospital is a type D regional hospital that located on West Jakarta Administrative City area. The results of interviews conducted by researchers using the direct interview method with implementing nurses regarding supervision activities carried out by the head of the room regarding the documentation of nursing care showed that the head of the room carried out supervision only once a month and all the nurses who were interviewed thought that the supervision was carried out by The head of the room is more focused on technical issues in the implementation of nursing care services, so that in providing nursing care services, nurses place more emphasis on implementation or nursing actions because they feel that the process of documenting nursing care is really paid attention to by the head of the room. Several nurses also stated that supervision was not carried out and was carried out too briefly, the supervision carried out by the head of the room was only carried out for 10 minutes.

Globally, the quality of nursing care documentation is still a big problem. Nursing can be carried out by incumbents at various levels, such as; team leader, head of nursing room, supervising nurse, head of nursing, head of nursing, or deputy director of nursing. Basically, the main activities of supervision include four things, namely: determining problems and priorities, determining the cause of the problem, implementing problem solutions, and assessing the results achieved for further follow-up. Implementing good supervision is carried out using two techniques, which are carried out directly and indirectly (Andrian, 2021).

Hospitals have made policies, especially in the process of establishing standard operational procedures, especially in the process of documenting quality nursing care. The standard equipment for providing nursing care is that the hospital management has provided a special place (table and chairs) in a special room, especially in the process of writing documentation using an electronic system using a computer by the implementing nurse and the hospital management, especially the nursing staff, is very open in accepting suggestions, especially in the improvement process. so that nurses are able to document nursing care in accordance with established standards. Based on human resource development standards, hospital management has also improved the quality of nurses in providing opportunities by participating in training, developing more nurse competencies, both formal and non-formal education. Hospital management continues to improve the quality of quality nursing services that are oriented towards patient satisfaction.

METHODS

The research was conducted at the X Hospital on West Jakarta Administrative City. This research uses a causality design looking at cause and effect relationships with a quantitative approach, survey methods and path analysis techniques. The survey method in quantitative research is to obtain information about the characteristics, actions and opinions that represent the population through questionnaires on the variables in the research. The variables in path analysis consist of dependent variables (dependent variables), independent variables (independent variables). The variables used in this research are as shown in Figure 1.

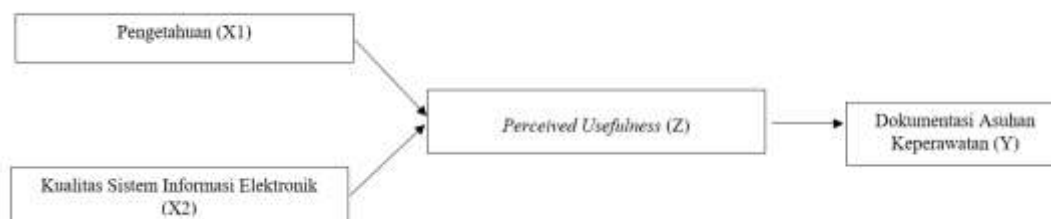


Figure 1. Research Constellation

The research uses Structural Equation Modeling (SEM) data analysis techniques using SmartPLS software version 3 WarpPLS is a development of PLS analysis. The samples taken in this study were 95 nurses. The reason for using the entire population as a sample is because it represents the entire population because if the population is less than 100, then the entire research sample is used, therefore the researcher took 95 samples taken from all nurses at X Hospital.

RESULTS AND DISCUSSION

This research was carried out by distributing questionnaires directly to respondents who were civil servant and non-civil servant nursing staff at X Hospital. Questionnaires were distributed to 95 respondents and all respondents filled in the questionnaires given. Based on the questionnaire distributed by researchers, the characteristics of respondents in this

study were divided into several categories, namely gender, age, highest level of education and marital status. The sample distribution based on characteristics is as follows:

Table 1. Frequency Distribution Based on Respondent Characteristics

No.	Characteristics	Amount	(%)	
1.	Gender	Male	4	13,33%
		Female	91	86,67%
2.	Religion	Islam	66	72,38%
		Kristen	26	27,59%
		Hindu	2	0,02%
		Budha	1	0,01%
3.	Last Education	D3/AKPER	58	64,76%
		S1	37	35,24%
4.	Ethnic Group	Jawa	75	80,95%
		Batak	6	5,71%
		Minang	4	3,81%
		Aceh	4	3,81%
		etc	6	5,72%
5.	Career Path Level	PK I	52	58,45%
		PK II	37	35,24%
		PK III	6	6,31%
6.	Length of work	< 1 years	3	2,86%
		> 1 years	92	97,14%

Based on the questionnaire distributed by researchers, data was obtained that revealed the distribution of respondents based on respondent demographics. From the questionnaire data, it was revealed that the distribution of respondents was as follows: of the 95 respondents studied at X Hospital, the number of female respondents was greater than male respondents with the percentage of female respondents being 91 people (86.67%) and 14 male respondents (13.33%). For respondents with Islamic religion, there were 76 people (72.38%), 26 people from Christianity (27.59%), 2 people from Hindu religion (0.02%) and 1 person from Buddhism (0.01%). The last education level of respondents with SPK education was 10 people (9.52%), D3/AKPER as many as 58 people (55.24%) and S1 as many as 37 people (35.24%). Length of work was less than 1 year as many as 3 people (2.86%) and more than 1 year as many as 102 people (97.14%).

The data analysis technique uses SEM model analysis. This research consists of 4 variables, namely knowledge variables, quality of electronic information systems, documentation of nursing care and perceived usefulness with a statement of each indicator on the questionnaire. The knowledge variable has 8 statements, the quality of the electronic information system has 6 statements, the perceived usefulness variable has 10 statements and the nursing care documentation variable has 12 statements.

The results of statistical data analysis using the Smart PLS program, especially testing the external model and internal mode, will be explained in more detail in this subchapter. Least Partial Square (PLS) is a component or variance based equation model (SEM). According to (Ghozali, 2006), PLS is an alternative approach that moves from a covariance-based SEM approach to a variation-based approach. Covariance-based structural equation modeling (SEM) typically tests causality/theory, whereas PLS is a more predictive model. PLS is a strong analysis method because it does not rely on many assumptions, for example the data must be normally distributed, the sample does not need to be large (Hermawan and Hasibuan, 2016). After processing using the SEM model with the Smart PLS program.

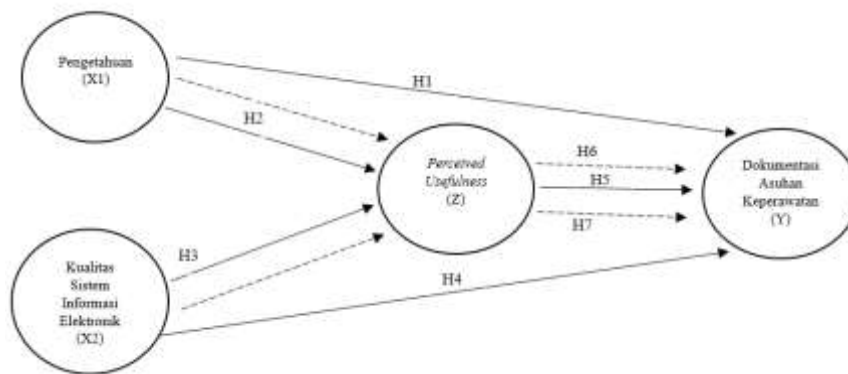


Figure 2. Model SEM

The theoretical model built in the first step will be explained in a SEM model diagram which will facilitate the relationship between the cause and effect relationships that will be tested. In this diagram, the relationships between constructs will be determined through arrows. Straight arrows indicate direct causal relationships between constructs.

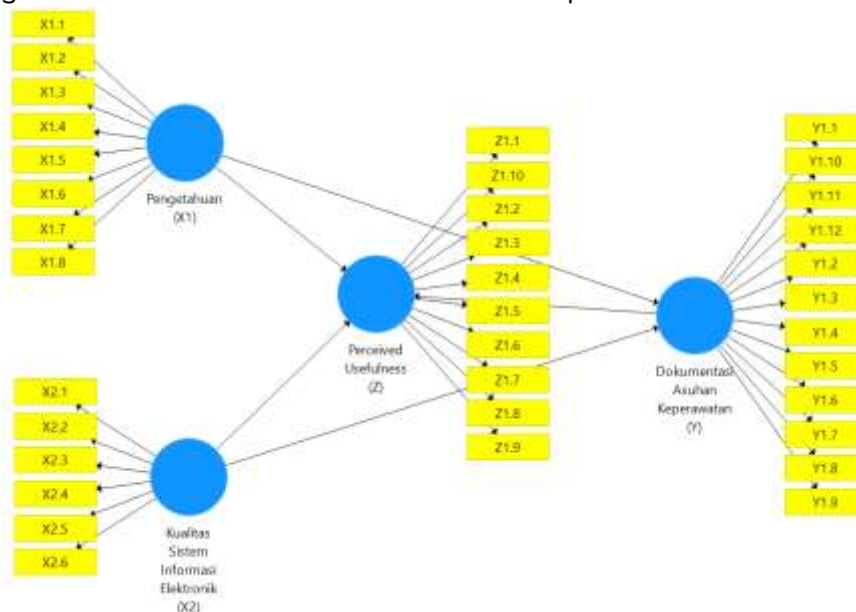


Figure 3. Model of Causal Relationships Between Variables

Table 2. Direct Effect Hypothesis Test Results

Hypothesis	Std value Coefficien t	T Statistic	P-value	Results
H1 Knowledge → Perceived Usefulness	0,445	6,424	0,000	Significant
H2 Knowledge → Nursing Care Documentation	0,218	3,244	0,001	Significant
H3 Quality of Electronic Information Systems → Perceived Usefulness	0,387	4,983	0,000	Significant
H4 Quality of Electronic Information Systems → Nursing Care Documentation	0,386	5,724	0,000	Significant
H5 Perceived Usefulness → Nursing Care Documentation	0,200	2,899	0,004	Significant

Source: Data processed with SmartPLS, 2024

Path Model Regression Equation

Path Analysis Equation 1:

$$Y = \rho_{1y} \cdot X1 + \rho_{2y} \cdot X2 + \varepsilon1$$

$$= 0,218X1 + 0,387X2 + \varepsilon1$$

Path Analysis Equation 2:

$$Z = \rho_{1z} \cdot X1 + \rho_{2z} \cdot X2 + \rho_{yz} \cdot Y + \varepsilon2$$

$$= 0,445X1 + 0,386X2 + 0,200Z + \varepsilon2$$

Information :

X1= Knowledge (independent variable)

X2= Quality of electronic information sysyems (independent variable)

Y = Nursing care documentation (dependent variable)

Z = *Perceived Usefulness* (mediation variable)

ε = error (value 0)

Tabel 3. Direct Effect Hypothesis Test Results

Hipotesis	Nilai Std Koefisien	T Statistic	P-value	Kesimpulan
H6 Knowledge → Perceived Usefulness → Quality of Electronic Information Systems	0,044	2,417	0,016	Memediasi
H7 Quality of Electronic Information Systems → <i>Perceived Usefulness</i> → Nursing Care Documentation	0,077	2,454	0,014	Memediasi

Source: Data processed with SmartPLS, 2024

Based on the results of data processing from research conducted, it is known that there is an influence of knowledge on perceived usefulness. The results of data processing calculated t value $>$ t table ($6.424 > 1.96$) in other results obtained P values $<$ 0.05 ($0.000 < 0.05$), so H_0 is rejected and H_a is accepted. The positive influence is directly proportional to the coefficient value, with the assumption that if knowledge increases, perceived usefulness will also increase. This shows that the first hypothesis which states "There is an influence of knowledge on perceived usefulness" is proven and can be declared accepted. There is an influence of knowledge on documentation of nursing care. Proven by the calculated $t >$ t table ($3.244 > 1.96$) and P values $<$ 0.05 ($0.001 < 0.05$), so H_a is accepted. Positive means that if knowledge increases, documentation of nursing care will increase with knowledge.

Based on the results of data processing from research conducted, it is known that there is an influence of the quality of electronic information systems on perceived usefulness. This is because the calculated t value $>$ t table ($4.983 > 1.96$) or P value $<$ 0.05 ($0.000 < 0.05$), ultimately H_0 is rejected and H_a is accepted. A positive coefficient value means the influence is positive, that is, if the quality of the electronic information system increases, perceived usefulness also increases. Based on the results of data processing from research conducted, it is known that there is an influence of the quality of electronic information systems on nursing care documentation. This is because the calculated t value $>$ t table ($5.724 > 1.96$) or P value $<$ 0.05 ($0.000 < 0.05$), so H_0 is rejected and H_a is accepted. A positive coefficient value means the influence is positive, that is, if the quality of the electronic information system increases, the documentation of nursing care will also increase.

The results of data processing from the research carried out showed that there was an influence of nursing care documentation on perceived usefulness. Because the calculated t value $>$ t table ($2.899 > 1.96$) or P value $<$ 0.05 ($0.004 < 0.05$), finally H_0 was rejected and H_a was accepted. A positive coefficient value means the influence is positive, that is, if nursing care documentation increases, perceived usefulness also increases.

The results of data processing from the research carried out showed that there was an influence of nursing care documentation on perceived usefulness. Because the calculated t value $>$ t table ($2.899 > 1.96$) or P value $<$ 0.05 ($0.004 < 0.05$), finally H_0 was rejected and H_a was accepted. A positive coefficient value means the influence is positive, that is, if nursing care documentation increases, perceived usefulness also increases.

The direct influence of X_1 on Z is 0.445 (output Path Coefficient), the regression coefficient of the indirect influence of X_1 on Z through Y is 0.044 and the total influence is 0.488 . With this it can be seen that the direct influence is greater than the indirect influence. Judging from the P value, the indirect influence of X_1 on Z through Y is 0.016 . Because the value is less than 0.05 , it can be concluded that the knowledge variable influences nursing care documentation through perceived usefulness.

The regression coefficient of the direct influence of X_2 on Z is 0.386 (output Path Coefficient), the regression coefficient of the indirect influence of X_2 on Z through Y is 0.077 and the total influence is 0.463 . With this it can be seen that the direct influence is greater than the indirect influence. Judging from the P value, the indirect influence of X_2 on Z through

Y is 0.014. Because the value is less than 0.05, it can be concluded that the electronic information system quality variable influences nursing care documentation through perceived usefulness.

CONCLUSION

Based on the test results of this research, to increase knowledge in inpatient care, Hospital Management needs to improve the human resource development (HR) system, so that the aspirations and innovations of nursing staff in the context of self-development of services in the hospital can be channeled. Apart from that, a reward system was created for health workers who excel. By using an electronic information system for inpatient nursing staff, Hospital Management can improve the system for distributing the workload of inpatient nursing staff which is carried out periodically and distribute additional tasks evenly according to their competence. Perceived usefulness of the quality of the electronic documentation system for inpatient nursing staff, Hospital Management and the Hospital Training Unit can improve the education and training program system for each employee which is regulated by the Training Coordinator and monitored by Hospital Management. Every nursing staff in inpatient care participates in training either within the hospital area or outside the hospital. Then, after participating in the training, the nursing staff is required to carry out socialization with their co-workers.

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