

# Analysis of Factors Influencing Nurses' Behavioral Interest on Managing Nursing Care using SIMRS in Depok

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## Abstract

**Background:** Background: The use of Electronic Medical Records (RME) is mandatory for all health care providers in Indonesia, one of them is nurses. Nurses' interest in using RME technology is very important to be able to provide integrated and professional nursing care, so that the service can be provided quickly, precisely, and efficiently. UTAUT theory which consists of variables of performance expectancy, effort expectancy, social influence, attitude, and design aesthetics can measure the level of individuals in accepting a technology. This study was to determine the factors related to the nurses' interest in using RME for nursing care management.

**Methods:** This study is a quantitative study with a cross sectional design. The sample in this study was 38 respondents, namely nurses at Simpang Depok Hospital. The sampling technique used stratified random sampling. The research instrument was in the form of a questionnaire/survey that had been tested for validity and reliability with a Cronbach's alpha coefficient value  $\gg 0.70$ . Data were analyzed using descriptive statistics and correlate statistics, namely the spearman rho test to determine the correlation between factors that influence nurses' interest.

**Results:** The results showed that there was a significant relationship between the factors of performance expectancy, effort expectancy, social influence, attitude, and design aesthetics on nurses' interest in using RME with each factor score 0.000 ( $\alpha < 0.05$ ).

**Conclusion:** Performance expectancy, effort expectancy, social influence, attitude, and design aesthetics factors are related to nurses' interest in RME. It is expected that the factors of performance expectancy, effort expectancy, social influence, attitude, and design aesthetics can be considered to increase nurses' interest so that the use of RME can be effective.

## Keywords:

SIMRS, Nurse, Electronic Medical Records, UTAUT model, Nursing Care

## Introduction

Hospitals as health service facilities are obliged to provide quality, effective and efficient services to patients. To achieve this, a Hospital Management Information System (SIMRS) is needed (Ministry of Health of the Republic of Indonesia, 2013). One of the technological subsystems of SIMRS that is

mostly used is Electronic Medical Records (RME). Based on Minister of Health Regulation no. 24 of 2022 concerning Electronic Medical Records, states that RME has the aim of improving the quality of service to patients, providing legal certainty, ensuring the confidentiality and security of patient data, and realizing integrated and digital-based medical record management.

The maintenance of medical records is mandatory for all health service facilities in Indonesia as stated in Minister of Health Regulation No. 24 of 2022 concerning Electronic Medical Records (RI Ministry of Health, 2022).

Based on World Health Organization (WHO) in report of the third global survey on eHealth In 2015, it was recorded that RME usage from 2000 to 2015 had increased by 46% globally. WHO also lists 125 countries that have used RME with a percentage of >50% of countries with upper middle income; 35% lower middle income countries; and 15% of countries with lower income (WHO, 2015). A survey conducted by the Indonesian Hospital Association (PERSI) in March 2022, found that of the 3,000 hospitals in Indonesia, 50% had still implemented an electronic medical record system and only 16% had implemented electronic medical records properly (PERSI, 2022). The Indonesian Ministry of Health's 2022 performance report explains that there were 9,422 health facilities using integrated information systems by the end of December 2022 out of the target of 12,000 set. The health facilities that carry out the most integration are 4,061 Community Health Centers, 1,947 Pharmacies, 1,849 Hospitals, 1,302 Clinics and 263 Laboratories (RI Ministry of Health, 2022).

Implementation of RME in hospitals, especially for nurses, facilitates documentation on more specific topics such as patient education, the need for observation the patient's condition, and the creation of nursing care (assessment, nursing diagnosis, action plan, implementation and evaluation) which can be carried out quickly, efficiently and accurately so as to improve the quality of nursing services to patients. This can illustrate that the use of RME in hospitals has a big impact on nurses' performance in providing nursing care. So nurses' acceptance, interest and perception of RME is needed to integrate the RME system with nursing activities and the quality of health care (Aldosari, 2018). Separate data regarding

nurses' interest in using RME was very minimal, the available data only came from the results of previous studies. Research conducted by Jiang, 2023, found an increase in interest in RME in 2019 of 81.6%, previously 6.6% in 2009. Interest in RME in the East Africa region was 40% (Ahmed, 2020). Meanwhile, health workers' interest in RME in Indonesia is 80% (Natiputulu, 2013).

One model and theory that is often used to measure interest and acceptance of technology is the model Unified Theory of Acceptance and Use of Technology (UTAUT) which was developed by Ventakesh in 2003. The UTAUT model explains 6 variables, namely: performance expectations (performance expectancy), business expectations (effort expectancy), social influence (social influence), facilitating condition, behavioral interest (behavioral intention) and user behavior (use behavioral) as well as gender, age, experience and nature of technology use (Ventakesh et al, 2003).

Research conducted by Victor, 2020 with the title investigation of nurses' interest in using electronic medical records with the modified UTAUT model was used to determine the factors related to nurses' interest in using electronic medical records. The UTAUT model used in Victor's research, 2020 is the result of modifications, namely by continuing to use the 4 main variables of the UTAUT model (performance expectancy, effort expectancy, social influence, and behavioral intention) with 2 additional variables (attitude and design aesthetics) (Victor, 2020). Design aesthetic variables (design aesthetics) related to the elegance of the application's appearance, giving a certain artistic impression, and attracting someone's emotional attention. Meanwhile, the attitude variable (attitude), attitudes toward technology can refer to the extent to which a person does or does not enjoy using that technology.

Simpangan Depok Hospital is one of the hospitals that has started implementing

integrated information system technology, namely in the form of Electronic Medical Records (RME) which is based in the hospital management information system. From the preliminary study conducted, it was recorded that the overall percentage of RME use by nurses from September to November 2023 was 88.57%, this percentage includes the input of the nursing process (Nursing Assessment to Evaluation) where the percentage of RME use data for each room is the Polyclinic (83.56 %), ER (89.94%), Inpatient (84.38%), OK/Operating Room (98.72%), ICU (86.25%), while the NICU/Perinatology room still uses manual techniques by writing in the medical record paperbased. From these data, it can be seen that the use of RME by nurses is still not optimal enough in every nursing care process.

Difficulties that arise include a lack of accessibility to data entry, difficulties in analyzing and determining accurate diagnoses, nurses not fully understanding or mastering the features of SIMRS, the presence of complex SIMRS usage factors and nurses' work systems which are required to be fast resulting in nurses not always or rarely even input data so that the nursing care process carried out is incomplete, not comprehensive, and not integrated with SIMRS which will influence the decline in the use of SIMRS by nurses. To respond to these incidents, an evaluation is needed to find out the causes of the minimal role and interest of nurses in using technology, especially the use of RME (Kabid RSSD Nursing, 2023).

## Methods

This research uses a correlational method that identifies factors that influence nurses' behavior towards using the Hospital Management Information System (SIMRS) with a *cross sectional*. Correlational research is research that aims to find out whether there is a relationship between two or more variables. Correlational research has the

characteristic of not requiring too many subjects (Arikunto, 2010). Study *cross sectional* is a type of research that emphasizes measuring or observing data on independent and dependent variables only once at a time (Nursalam, 2017). The total population in this study is 38 nurses who will be grouped based on treatment rooms, so that the percentage of allowance used is 10% and the calculation results can be rounded to achieve suitability.

## Research Instrument

A research instrument is a data collection tool used to measure observed natural and social phenomena (Sugiyono, 2014). The instrument used in this research is a scale *Likert* which is categorized into 5 points from “*strongly disagree*” (1) to “*strongly agree*” (5). In this research, researchers used a type of instrument in the form of a questionnaire obtained from research conducted by Victor et al, 2020 with the title “*Investigating nurses' intention to use electronic health records: The Unified theory of acceptance and use of technology approach*”.

Research Implementation Stage: Collecting research data at Simpangan Depok Hospital in January 2024. The respondents in this study were 38 nurses at Simpangan Depok Hospital, divided into nursing rooms, namely 10 people in the Inpatient Room, 5 people in the Polyclinic, 7 people in the Operating Room 4 people in the HCU room, 4 people in the Perinatology room and 8 people in the emergency room. Before the questionnaire was distributed, respondents were first given instructions on how to fill out the questionnaire. The author also explained that this research was intended for scientific purposes and was useful for the interests of the wider community and the respondents themselves. This is explained with the aim of respondents to answer each question honestly according to the actual situation.

## Result

**Table 1**  
**Correlation Between Job Expectation Variables (*performance expectancy*) With Interest Nurse Behavior (*behavioral intentions*)**

Variabel	Distribusi Frekuensi						Total	
	Low	%	Middle	%	High	%	N	%
<i>Performance Expectancy</i>	0	0	17	44,7	21	55,3	38	100
<i>Behavioral Intentions</i>	0	0	16	42,1	22	57,9	38	100
Test Spearman Rho		Sig. : <b>0.000</b>			Correlation Coefficient : <b>0.626</b>			

Based on table 1, it shows that the work expectation variable (*performance expectancy*) recorded that 17 (44.7%) respondents were in the medium job expectations category, while 21 (55.3%) respondents were in the high job expectations category. In the variable ask for nurse behavior (*behavioral intentions*) as many as 16 (42.1%) respondents were in the medium interest category for nursing behavior and 22 (57.9%) respondents were in the high category. The results of the Spearman rho statistical test with a Sig value. = 0.000 is smaller than the specified value,

namely  $<0.05$ , then  $H_a$  is accepted. This shows **exists** correlation between job expectation variables (*performance expectancy*) with the variable asking for nurse behavior (*behavioral intentions*). The correlation coefficient obtained is 0.626, which means that the relationship between job expectations (*performance expectancy*) by asking the nurse's behavior (*behavioral intentions*) has a sufficient/moderate correlation.

### Correlation between business expectation variables (*effort expectancy*) with the nurse's behavioral interest (*behavioral intentions*)

**Table 2**  
**Correlation Between Business Expectation Variables (*effort expectancy*) With Behavioral Interests Nurse (*behavioral intentions*)**

Variabel	Distribusi Frekuensi						Total	
	Low	%	Middle	%	High	%	N	%
<i>Effort Expectancy</i>	0	0	15	39,5	23	60,5	38	100
<i>Behavioral Intentions</i>	0	0	16	42,1	22	57,9	38	100
Test Spearman Rho		Sig. : <b>0.000</b>			Correlation Coefficient : <b>0.838</b>			

Based on table 2, it shows that the business expectation variable (*effort expectancy*) it was recorded that 15 (39.5%) respondents were in the medium business expectations category, while 23 (60.5%) respondents were in the high business expectations category. On

variables ask for nurse behavior (*behavioral intentions*) as many as 16 (42.1%) respondents were in the medium interest category for nursing behavior and 22 (57.9%) respondents were in the high category. The results of the Spearman rho statistical test with a Sig value.

= 0.000 is smaller than the specified value, namely  $<0.05$ , then  $H_a$  is accepted. This shows **exists** correlation between business expectation variables (*effort expectancy*) with variables asking for nurse behavior (*behavioral intentions*). The correlation coefficient

obtained is 0.838, which means that the relationship between business expectations (*effort expectancy*) by asking the nurse's behavior (*behavioral intentions*) has a strong correlation.

**Correlation between social influence variables (*social influence*) with the nurse's behavioral interest (*behavioral intentions*)**

**Table 3**  
**Correlation Between Social Influence Variables (*social influence*) With Behavioral Interests Nurse (*behavioral intentions*)**

Variabel	Distribusi Frekuensi						Total	
	Low	%	Middle	%	High	%	N	%
<i>Social Influence</i>	0	0	17	44,7	21	55,3	38	100
<i>Behavioral Intentions</i>	0	0	16	42,1	22	57,9	38	100
Test Spearman Rho	Sig. : <b>0.000</b>		Correlation Coefficient : <b>0.733</b>					

Based on table 3, it shows that the social influence variable (*social influence*) it was recorded that 17 (44.7%) respondents were in the medium social influence category, while 21 (55.3%) respondents were in the high social influence category. In the variable ask for nurse behavior (*behavioral intentions*) as many as 16 (42.1%) respondents were in the medium interest category for nursing behavior and 22 (57.9%) respondents were in the high category. The results of the Spearman rho statistical test with a Sig value.

= 0.000 is smaller than the specified value, namely  $< 0.05$  then  $H_a$  is accepted. This shows that there is a correlation between social influence variables (*social influence*) with variables asking for nurse behavior (*behavioral intentions*). The correlation coefficient obtained is 0.733, which means that the relationship between social influence (*social influence*) by asking the nurse's behavior (*behavioral intentions*) has a strong correlation.

**Correlation between attitude variables (*attitude*) with the nurse's behavioral interest (*behavioral intentions*)**

**Table 4**  
**Correlation Between Attitude Variables (*attitude*) With Interest in Nursing Behavior (*behavioral intentions*)**

Variabel	Distribusi Frekuensi						Total	
	Low	%	Middle	%	High	%	N	%
<i>Attitude</i>	0	0	17	44,7	21	55,3	38	100
<i>Behavioral Intentions</i>	0	0	16	42,1	22	57,9	38	100
Test Spearman Rho	Sig. : <b>0.000</b>		Correlation Coefficient : <b>0.841</b>					

Based on table 4, it shows that the attitude variable (*attitude*) it was recorded that 17 (44.7%) respondents were in the medium attitude category, while 21 (55.3%) respondents were in the high attitude category. In the variable ask for nurse behavior (*behavioral intentions*) as many as 16 (42.1%) respondents were in the medium interest category for nursing behavior and 22 (57.9%) respondents were in the high category. The results of the Spearman rho

statistical test with a Sig value. = 0.000 is smaller than the specified value, namely <0.05, then  $H_a$  is accepted. This shows **exists** correlation between attitude variables (*attitude*) with variables asking for nurse behavior (*behavioral intentions*). The correlation coefficient is 0.841, which means that relationship between attitudes (*attitude*) by asking the nurse's behavior (*behavioral intentions*) has a strong correlation.

### Correlation between design aesthetic variables (*design aesthetics*) with the nurse's behavioral interest (*behavioral intentions*)

**Table 5**  
**Correlation Between Design Aesthetic Variables (*design aesthetics*) With Interest Nurse Behavior (*behavioral intentions*)**

Variabel	Distribusi Frekuensi						Total	
	Low	%	Middle	%	High	%	N	%
<i>Design Aesthetics</i>	0	0	15	39,5	23	60,5	38	100
<i>Behavioral Intentions</i>	0	0	16	42,1	22	57,9	38	100
Test Spearman Rho	Sig. : <b>0.000</b>		Correlation Coefficient : <b>0.729</b>					

Based on table 5, it shows that the design aesthetics variable (*design aesthetics*) it was recorded that 15 (39.5%) respondents were in the medium design aesthetic category, while 23 (60.5%) respondents were in the high design aesthetic category. In the variable ask for nurse behavior (*behavioral intentions*) as many as 16 (42.1%) respondents were in the medium interest category for nursing behavior and 22 (57.9%) respondents were in the high category. The results of the Spearman rho statistical test with a Sig value. = 0.000 is smaller than the specified value, namely <0.05, then  $H_a$  is accepted. This leads to; **exists** correlation between design aesthetic variables (*design aesthetics*) with variables asking for nurse behavior (*behavioral*

*intentions*). The correlation coefficient was found to be 0.729, which means that the relationship between design aesthetics (*design aesthetics*) by asking the nurse's behavior (*behavioral intentions*) has a strong correlation.

### DISCUSSION

Job expectations (*performace expectancy*) is defined as how far a person believes in the benefits of a technology on their performance and believes that the technology can improve their performance. The belief that technology will provide significant benefits for efficiency and increased performance will result in a stronger intention to use the technology (Ventakesh, 2003). Research conducted by Victor (2020) regarding the investigation of

nurses' interest in using electronic medical records in 16 regional medical centers in Ghana, West Africa, obtained t-static test results = 3.217 which shows that there is a relationship between variables *performance expectancy (PE)* with variables *behavioral intentions (BI)* Similar research was also conducted by Zahalim (2022) showing sufficient correlation with variables *performance expectancy (PE)* with *behavioral Intentions (WITH A)*.

The results of this study show that there is a significant relationship between work expectations and nurses' behavioral interests. The majority of respondents were of the opinion that the use of electronic medical records can increase work effectiveness and efficiency, with electronic medical records making it easier for data to be integrated between health workers, facilitating communication between staff, making it easier to evaluate nursing interventions that have been given, making it easier to make decisions, and making it easier to Nursing care management becomes clearer and more systematic in its documentation.

Electronic nursing documentation is created to help process nursing data including patient assessment results, clinical condition reports such as medication administration records, implementation that has been carried out. The use of electronic nursing documentation provides benefits for nurses, namely: the effectiveness of documentation increases and access to each patient's documents becomes easier (Dewi, 2010).

According to the researchers' assumptions, the work expectation factor influences nurses' interest in using electronic medical records at Simpangan Depok Hospital, as evidenced by the results of a questionnaire from 38 respondents, it was recorded that 21 respondents had high work expectations and 17 respondents had medium work expectations, with the presentation of respondents' answers in the code questions

for each questionnaire: PE.1 (57.9% Agree, 31.6% Neutral, 10.5% Strongly Agree); PE.2 (50% Neutral, 44.7% Agree, 5.3% Strongly Agree); and PE.3 (57.9% Neutral, 42.1% Agree). Based on the analysis data and information from nurses, it can be concluded that the higher the nurses' belief about the benefits or performance improvements they will get from technology (*Performance Expectancy*), the more likely nurses are to have the intention to use RME (*Behavioral Intentions*) actively on a daily basis which is influenced by the impact or benefits provided by RME can improve nurse performance.

Business expectations (*effort expectancy*) is defined as a person's perception of the ease and friendliness of a technology when used which will provide a positive evaluation of the use of the technology. The resulting positive evaluation (ease of use) will significantly influence a person's interest in using technology (Ventakesh, 2003). Research conducted by Victor (2020) regarding the investigation of nurses' interest in using electronic medical records in 16 regional medical centers in Ghana, West Africa, obtained t-static test results = 3.452 ( $> 1.96$ ) which shows that there is a relationship between variables *effort expectancy (EE)* with variables *behavioral intentions (BI)*. Similar research also conducted by (Rambe, 2020) found that there was a positive relationship between nurses' interest in using electronic medical records. The use of electronic medical records in nursing documentation can improve the quality and standards of nursing documentation, facilitate decision making, facilitate access to patient clinical information, minimize the risk of errors in documentation, improve coordination between health workers, facilitate documentation audits, increase the accuracy of patient data, facilitate access to patient information. between health facilities, and reduce the cost of care.

The results of this study show that there is a significant relationship between business

expectations and nurses' behavioral intentions. The majority of respondents thought that electronic medical records were easy to use when documenting nursing and reduced negligence or errors *human error* because there is easy access to evaluate each nursing care process, so that it can improve the quality of nursing care provided to patients. This is also supported by increasing digital literacy with training on electronic medical records, especially on nurse documentation, which is organized by internal parties, namely the IT department. Special training is given to orientation nurses and also retraining/*refreshing* on the old nurse.

Digital literacy is an individual's ability to use digital tools appropriately to use, manage, integrate, evaluate and analyze digital resources to create new knowledge. Increasing digital skills is the main thing for health workers to be able to utilize technology to provide professional health services, not only building a digital culture but health workers must also be able to apply other pillars of digital literacy (Kominfo, 2023). According to the researchers' assumptions, the business expectation factor influences nurses' interest in using electronic medical records at Simpangan Depok Hospital, as evidenced by the results of a questionnaire from 38 respondents, 23 respondents had high business expectations and 15 respondents had medium business expectations, with the presentation of respondents' answers in code. questions for each questionnaire: EE.1 (52.6% Agree, 42.1% Neutral, 5.3% Strongly Agree); EE.2 (44.7% Agree, 42.1% Neutral, 7.9% Strongly Agree, 5.3% Disagree); and EE.3 (60.5% Agree, 36.8% Neutral, 2.6% Disagree). Based on the analysis data and information from nurses, it can be concluded that the lower the perception of difficulty required in using RME (*Effort Expectancy*), the higher the interest of nurses (*Behavioral Intentions*) To use RME, this is also supported by routine training carried out by the hospital IT for nurses in increasing digital literacy regarding electronic medical records, especially for

nurses so that they can be used over a long period of time, so that they can provide comprehensive and professional nursing care.

This must use a technology or can be interpreted as encouragement from the surrounding environment for individuals to use a technology. This social influence can influence how a person responds and has intentions to use certain technologies (Ventakesh, 2003). Research conducted by Victor (2020) regarding the investigation of nurses' interest in using electronic medical records in 16 regional medical centers in Ghana, West Africa, obtained t-static test results = 3.900 (> 1.96) which shows that there is a relationship between variables *Social Influence* (SI) with variables *behavioral intentions* (BI). Similar research also conducted by Saedi (2019) found that socio-cultural factors were one of the biggest problems faced by nurses who agreed or rejected the use of technology in health facilities.

The results of this study show that there is a significant relationship between social influence and nurses' behavioral intentions. The majority of respondents were of the opinion that there was monitoring carried out by nursing management to supervise the use of electronic medical records for each nurse in each treatment room and the system would record which nurses used the electronic medical record application because each nurse was given *username* and *password* for access to the application. Every month the nursing management will record each nurse and carry out an evaluation. If there are nurses who are not optimal or do not meet the standards in inputting nursing documentation, a verbal warning will be given to the intermediary, namely to the head of the room in the nursing unit on duty. If this continues to happen, action will be taken. a meeting between the nursing manager and the nurse concerned and a warning will be given again with the risks or sanctions that will be faced if the nurse does not use the application. Sanctions are suffering that is caused or



caused intentionally by someone after a violation, crime or mistake has occurred. In applying sanctions, three things must be taken into account, namely: the employee who is punished must be told what violation or mistake he has committed, the person concerned must be given the opportunity to defend himself, and the most serious sanction is dismissal, there must be a clear reason why the management was forced to act (Sondang, 2013). According to the researchers' assumptions, social influence factors influence nurses' interest in using electronic medical records at Simpangan Depok Hospital, as evidenced by the results of questionnaires from 38 respondents, it was recorded that 21 respondents had high social influence and 17 respondents had moderate social influence, with the presentation of respondents' answers in code. questions for each questionnaire: SI.1 (55.3% Agree, 39.5% Neutral, 5.3% Strongly Agree); SI.2 (55.3% Neutral, 44.7% Agree); and SI.3 (52.6% Neutral, 47.4% Agree). Based on the analysis data and information from nurses, it can be concluded that the stronger the positive/negative influence of the nurse's social environment (*social influence*) towards the use of technology, the higher/lower the nurse's interest (*behavioral intentions*) using RME, so special attention needs to be paid to the sanctions given because giving sanctions can also have an impact on the rise and fall of nurses' motivation in using RME. Aesthetics is covered by four things, namely aesthetic value (*aesthetics value*), aesthetic experience (*aesthetics experience*), creative behavior, and art. Aesthetic value is defined as the ability of an object to create an aesthetic experience for its user, both in positive value (beauty) and negative value (ugliness/ugliness).*ugliness*) (Kartika, 2004).

According to the researchers' assumptions, design aesthetic factors influence nurses' interest in using electronic medical records at Simpangan Depok Hospital, as evidenced by the results of a questionnaire from 38 respondents, 23 respondents with a high assessment of design aesthetics and 15

respondents with a moderate assessment, with presentation of respondents' answers to the question code for each questionnaire: DA.1 (57.9% Agree, 36.8% Neutral, 5.3% Disagree); DA.2 (52.6% Neutral, 42.1% Agree, 5.3% Disagree); and DA.3 (60.5% Agree, 36.8% Neutral, 2.6% Disagree). The appearance of the application provided is good with a simple appearance so it looks easy to use but is still not optimal because the size of the letters cannot be adjusted by the nurse themselves and the colors are too flashy so they interfere with vision. Based on the analysis data and information from nurses, it can be concluded that the better the aesthetic design, the higher the intention to use the technology because the appearance of the application features can influence the nurse's comfort in using the application.

## CONCLUSION

The results of the correlation coefficient category, it was found that the factor that dominates the behavior of nurses regarding the use of electronic medical records is the business expectation factor (*effort expectancy*) which is the largest coefficient value, namely = 0.838 and the lowest factor that influences nurses' behavioral interest, namely the work expectations factor (*performance expectancy*) with coefficient value = 0.626.

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