

The Influence of Human, Organizational, Technological, and Net Benefit Variables on the Implementation of Electronic Health Records at Masyithoh Bangil Islamic Hospital (A Case Study of Inpatient Nurses)

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ABSTRACT

Masyithoh Bangil Islamic Hospital has been using Electronic Medical Records (EMR) since March 2024, but still faces challenges such as incomplete observation forms, the lack of a primary care physician (DPJP) authentication feature in the CPPT system, a preference for manual record-keeping, failed report downloads, and the absence of specific standard operating procedures (SOP). This study aims to analyze the influence of human variables (system quality, information quality, service quality), organizational variables (structure, environment), technological variables (system use, user satisfaction), and net benefit on the implementation of EMR, with a focus on inpatient nurses. The research method used a quantitative analytical approach with a cross-sectional design. Data were collected through a questionnaire administered to 39 inpatient nurses. Statistical test results showed that most relationships between variables were not significant (sig value > 0.05), including the effects of system quality, service quality, and user satisfaction on system use and user satisfaction. Significant relationships (sig value < 0.05) were found only in the effect of information quality on system use, as well as a significant reciprocal relationship between structure and net benefit. Therefore, the IT department and hospital management are advised to perform regular maintenance on the RME network and system, provide an operating manual, and ensure the availability of competent RME technicians to support system optimization, particularly for inpatient nurses.

Keywords: RME, inpatient care, HOT-fit