TROPICAL PUBLIC HEALTH JOURNAL
Journal homepage: https://talenta.usu.ac.id/trophico

Erratum : The relationship between electronic medical record use and nurse satisfaction in inpatient installations at Wulan Windy General Hospital, Medan

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ARTICLE INFO

Article history:
Received May 19, 2026
Revised June 29, 2026
Accepted July 31, 2026
Available online
https://talenta.usu.ac.id/trophico

E-ISSN: 2797-751X
P-ISSN: 2774-7662

How to cite:
Sapriadi., Harefa, V.F., & Khairatunnisa. (2026). The Relationship between Electronic Medical Record Use and Nurse Satisfaction in Inpatient Installations at Wulan Windy General Hospital, Medan. *Tropical Public Health Journal*, *6*(1), 54-59.

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http://doi.org/10.32734/trophico.v6i1.26210

ABSTRACT

Electronic Medical Records (EMR) refer to a digital documentation system that records comprehensive patient health data, from personal identification to clinical examination findings and treatment histories. This system enables healthcare workers to retrieve information efficiently, accurately, and securely. Electronically stored data can further support service quality evaluation and evidence-based clinical decision-making. Objective: This study aimed to examine the relationship between EMR use and nurse satisfaction in the inpatient ward at Wulan Windy General Hospital, Medan. Method: applied quantitative analytical survey, a cross-sectional design. Population consisted of 76 respondents, selected by using total sampling. Data were analyzed using univariate and bivariate analyses with the chi-square test. Results: The frequency of use variable yielded p = 0.011, and the daily use duration variable yielded p = 0.001. Both variables demonstrated a significant association with nurse satisfaction (p ≤ 0.05). Conclusion: significant relationship exists EMR use measured through frequency and daily duration and inpatient nurse satisfaction at Wulan Windy Hospital. The recommend that the Wulan Windy hospital expand EMR features to better suit user needs and provide operational manuals for both new and existing staff.

Keywords: *EMR Use, Nurse Satisfaction, Inpatien Installations*

1. Introduction

The rapid advancement of information technology has brought significant changes to the management of healthcare services in Indonesia, one of which is marked by the widespread adoption of Electronic Medical Records (EMR). Findings from Muhammadiyah Hospital Palembang revealed that some nurses perceived the EMR system as increasing their administrative workload and reducing the time that should be allocated for direct patient interaction, consequently affecting their job satisfaction negatively (Pauziah A & Purbayanti A, 2023)This issue aligns with the national challenges faced by various hospitals in Indonesia during the digital transformation of healthcare services. Hospitals are legally required to maintain records and reports of healthcare services through medical records containing patient identities, examination results, diagnoses, therapies, medical procedures, and other healthcare services provided (Sarake, 2019).

Patient data documented in medical records reflect a comprehensive health history. Medical record documentation must be completed accurately, promptly, and remain accessible whenever needed. High-quality medical records support accurate clinical decision-making and ensure patient safety and comfort. To achieve

these objectives, the implementation of EMRs is essential to facilitate more integrated and comprehensive documentation processes (Erawantini et al., 2021).

An EMR is a digital system designed to document all patient health information in a structured manner, ranging from demographic data to diagnostic findings and medical interventions. Through this system, healthcare professionals can access patient information more quickly, accurately, and securely. Electronically stored data also enable service quality analysis and support more effective clinical decision-making (Kementerian Kesehatan Republik Indonesia, 2022).

Medical records are essential for healthcare facilities as they serve as a source of information generated through the systematic recording and processing of patient data. This information is subsequently utilized by management as a basis for policy formulation, strategic decision-making, and service quality evaluation. Efficient medical record management is crucial for improving the effectiveness and efficiency of hospital services. Furthermore, the availability of well-managed medical records enables hospitals to prepare internal and external reports for relevant authorities. Such data can be presented in the form of daily, monthly, and annual reports, including morbidity and mortality statistics (Aula Rumana, 2024).

Nurse satisfaction in utilizing EMRs is one of the primary indicators of the successful implementation of health information systems. It reflects users' evaluations of whether the performance of the information system can be categorized as satisfactory or unsatisfactory and whether the system meets their needs and intended purposes (Meidita Sejati, 2025).

Nurses with high levels of job satisfaction generally demonstrate stronger work motivation and professional commitment. They tend to provide more dedicated patient care, respond more effectively to patient needs, and make fewer errors in nursing practice. Adequate job satisfaction also enhances nurses' ability to cope with workplace pressures and manage stress more adaptively (Syafitri et al., 2020).

Conversely, nurse dissatisfaction may lead to various negative consequences, including increased work-related stress, emotional exhaustion, burnout, interpersonal conflicts, and intentions to leave their workplace. In the long term, these conditions can reduce the quality of nursing care, increase the workload of colleagues, and negatively affect the hospital's overall reputation. Therefore, hospital management must pay serious attention to factors contributing to nurse satisfaction (Oktizulvia & Indah Kesuma, 2023).

Nurse satisfaction can be measured using the End-User Computing Satisfaction (EUCS) model developed by Doll and Torkzadeh, which evaluates user satisfaction by comparing expectations with the actual performance of the system. An information system is considered effective when it successfully fulfills user needs with high-quality performance. In this context, priority aspects include satisfaction with information content, interface design, data accuracy, ease of use, and timeliness of information delivery (Meidita Sejati, 2025).

The instruments most frequently used to measure user satisfaction are EUCS and User Information Satisfaction (UIS). Comparative studies have demonstrated that the EUCS instrument has advantages in the context of accounting information systems. Nevertheless, both EUCS and UIS encompass aspects of system quality, information quality, and service quality, rather than merely measuring general satisfaction (Tajuddin, Muhammad Nimran et al., 2016).

Based on the EUCS model, indicators of nurse satisfaction in using EMRs include: (a) Content, referring to satisfaction with the completeness and relevance of the system's information; (b) Accuracy, referring to the correctness and reliability of data generated by the system; (c) Ease of Use, referring to how easily users can navigate the system from data entry to information retrieval; and (d) Timeliness, referring to the system's ability to provide information promptly and appropriately to support daily operational activities (Fatmawati et al., 2022).

Numerous studies have demonstrated that EMR implementation is associated with healthcare worker satisfaction. Research conducted by Simbolon found that the majority of respondents (72.5%) rated EMR utilization as good, while healthcare worker satisfaction reached 65%. Chi-square analysis produced a p-value of 0.029 ($p < 0.05$), indicating a significant relationship between EMR utilization and healthcare worker satisfaction in inpatient units. These findings are consistent with the study conducted by Pauziah, which also reported a significant association between EMR implementation and healthcare worker satisfaction in Palembang. Furthermore, Wahyudi reported that EMR utilization had a significant effect on the satisfaction of medical record officers (Wahyud & Wahab, 2024).

The Indonesian Ministry of Health, through Ministerial Regulation No. 24 of 2022 concerning Medical Records, has encouraged healthcare facilities to implement EMR. Although this regulation has been established, many regions continue to face challenges, including South Sumatra, where technological infrastructure and healthcare workforce training capacity still require substantial improvement (Wilda Faida & EW, 2024).

Wulan Windy General Hospital is a private hospital located in Medan City and managed by PT Wulan Windy. The hospital is situated at Jalan Marelan Raya No. 17, Rengas Pulau Village, Medan. Its operational license was granted through Operational License Decree Number 0004/SK-OPRS/DPMPTS/MDN/3.3/XII/2020. Based on its classification, Wulan Windy General Hospital is a Type C General Hospital with a service capacity of 164 beds (Rumah Sakit Umum Wulan Windy, 2019). This study aims to analyze the relationship between the use of Electronic Medical Records (EMRs) and nurse satisfaction in the inpatient installation of Wulan Windy General Hospital.

2. Methods

This study employed a quantitative research method with a cross-sectional approach. Data were collected using a research instrument , enabling respondents to provide definitive answers to each question in the form of selected responses or checklists. The study was conducted at Wulan Windy General Hospital, Medan, beginning with a preliminary survey carried out from December 2025 to February 2026. The study population consisted of all nurses working in the inpatient wards of Wulan Windy General Hospital who utilized the Electronic Medical Record (EMR) system, totaling 76 nurses. The data collected comprised primary, secondary, and tertiary data sources. Subsequently, the data were processed and analyzed using bivariate statistical analysis.

3. Results

3.1Respondent Characteristic

All inpatient nurses at RSU Wulan Windy were included as respondents. The following is an overview of the respondents' demographic characteristics.

Table 1. Frequency Distribution Based on Respondent Characteristics

No.	Characteristics	F	%
	Gender		
1.	Female	70	92,1
2.	Male	6	7,9
	Total	76	100
	Age		
1.	22-25 Years	45	59,2
2.	26-29 Years	19	25,0
3.	30-33 Years	11	14,5
4.	34-37 Years	1	1,3
	Total	76	100
	Highest Education		
1.	DIII/IV	59	77,6
2.	S1	13	17,1
3.	Professional Nurse	4	5,3
	Total	76	100

Source: Primary Research Data, 2025

Based on Table 1, it was found that among the 76 respondents, 70 were female (92.1%). Regarding age distribution, 45 respondents (59.2%) Furthermore, in terms of educational background, 59 respondents (77.6%) had completed a Diploma III/IV (DIII/DIV) degree.

3.2 Univariate Analysis

The results of the study and the distribution of respondents' responses based on the Frequency of Use variable are presented in the following the table :

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Table 2. Distribution of Respondents' Responses Based on the Frequency of Electronic Medical Record (EMR) Use at Wulan Windy General Hospital

No	Statement	Responses Results %					
		No		Yes		Total	
		F	%	F	%	F	%
1.	Do you use the electronic medical record more than 5 times per day	52	68,4	24	31,6	76	100
2.	Have you ever forgotten to input and update patient data in the electronic medical record system	36	47,4	40	52,6	76	100
3.	Have you ever experienced difficulties in accessing the electronic medical record due to a slow network connection	58	76,3	18	23,7	76	100
4.	Have you ever encountered technical problems when using the electronic medical record system	64	84,2	12	15,8	76	100
5.	Have you ever had difficulty using the electronic medical record system because of insufficient training	34	44,7	42	55,3	76	100
6.	Have you ever experienced errors when inputting patient data into the electronic medical record system	62	81,6	14	18,4	76	100
7.	Do you independently use the electronic medical record system to manage patient data without help from others	61	80,3	15	19,7	76	100
8.	Have you ever failed to record patient data in the electronic medical record system	36	47,4	40	52,6	76	100
9.	Do you only use the electronic medical record system during the morning hour	62	81,6	14	18,4	76	100
10.	Do you utilize the electronic medical record system to review and monitor patients' laboratory results	55	72,4	21	27,6	76	100
11.	Do you believe that the electronic medical record system enhances the quality of nursing care you deliver	34	44,7	42	55,3	76	100
12.	Have you ever encountered difficulties in accessing the electronic medical record system because of network issues or unstable system performance	53	69,7	23	30,3	76	100

Based on Table 2, the frequency distribution of respondents' responses regarding the Frequency of Electronic Medical Record (EMR) Use variable showed that for Question No. 1, the highest proportion of responses was "No", with 52 respondents (68.4%), while the lowest proportion was "Yes", with 24 respondents (31.6%). For Question No. 2, the highest proportion of responses was "Yes", with 40 respondents (52.6%), while the lowest proportion was "No", with 36 respondents (47.4%). For Question No. 3, the highest proportion of responses was "No", with 58 respondents (76.3%), while the lowest proportion was "Yes", with 18 respondents (23.7%). For Question No. 4, the highest proportion of responses was "No", with 64 respondents (84.2%), while the lowest proportion was "Yes", with 12 respondents (15.8%). For Question No. 5, the highest proportion of responses was "Yes", with 42 respondents (55.3%), while the lowest proportion was "No", with 34 respondents (44.7%). For Question No. 6, the highest proportion of responses was "No", with 62 respondents (81.6%), while the lowest proportion was "Yes", with 14 respondents (18.4%). Furthermore, for Question No. 7, the highest proportion of responses was "No", with 61 respondents (80.3%), while the lowest proportion was "Yes", with 15 respondents (19.7%). For Question No. 8, the highest proportion of responses was "Yes", with 40 respondents (52.6%), while the lowest proportion was "No", with 36 respondents (47.4%). For Question No. 9, the highest proportion of responses was "No", with 62 respondents (81.6%), while the lowest proportion was "Yes", with 14 respondents (18.4%). For Question No. 10, the highest proportion of responses was "No", with 55 respondents (72.4%), while the lowest proportion was "Yes", with 21 respondents (27.6%). For Question No. 11, the highest proportion of responses was "Yes", with 42 respondents (55.3%), while the lowest proportion was "No", with 34 respondents (44.7%). For Question No. 12, the highest proportion of responses was "No", with 53 respondents (69.7%), while the lowest proportion was "Yes", with 23 respondents (30.3%).

Based on the distribution of respondents' responses, the frequency of EMR use among respondents can be categorized as follows:

Table 3. Frequency Distribution of Electronic Medical Record (EMR) Use at Wulan Windy General Hospital

No	Distribution	F	%
1.	Good	43	56,6
2.	Poor	34	43,4
	Total	76	100

Based on Table 3, it can be seen that among the 76 respondents, 43 respondents (56.6%) had a good level of Frequency of Use.

3.3 Daily Time Usage

Table 4. Frequency Distribution of Respondents' Responses Based on Daily Time Usage of Electronic Medical Records (EMR) at Wulan Windy General Hospital

No	Statement	Responses Results %					
		No		Ya		Total	
		F	%	F	F	F	%
1.	Do you allocate more than 30% of your working time to using the electronic medical record system	49	64,5	27	35,5	76	100
2.	Do you use the electronic medical record system continuously for more than two hours without taking a break	53	69,7	23	30,3	76	100
3.	Have you ever spent more than one hour per day updating patient data in the electronic medical record system	55	72,4	21	27,6	76	100
4.	Do you use the electronic medical record system for no more than 15 minutes per day	51	67,1	25	32,9	76	100
5.	Do you allocate more than 40% of your working time to patient documentation using the electronic medical record system	53	69,7	23	30,3	76	100
6.	Do you spend more than three hours per day using the electronic medical record system to monitor patients' conditions	55	72,4	21	27,6	76	100
7.	Do you spend more than two hours per day communicating with the healthcare team via the electronic medical record system	51	67,1	25	32,9	76	100
8.	Do you spend more than four hours per day using the electronic medical record system to manage patient data	54	71,1	22	28,9	76	100
9.	Do you spend more than one hour per day on accessing and updating patient data in the electronic medical record system	53	69,7	23	30,3	76	100
10.	Do you spend more than five hours per day using the electronic medical record system for administrative tasks	55	72,4	21	27,6	76	100
11.	Have you ever used the electronic medical record system only a few times per day	47	61,8	29	38,2	76	100
12.	Do you use the electronic medical record system for no more than 10 minutes per day	44	57,9	32	42,1	76	100

Based on Table 4, the frequency distribution of respondents' answers regarding the Daily Time Usage variable shows that for Question No. 1, the highest number of responses was "No", with 49 respondents (64.5%), while the lowest was "Yes", with 27 respondents (35.5%). For Question No. 2, the highest number of responses was "No", with 53 respondents (69.7%), while the lowest was "Yes", with 23 respondents (30.3%). For Question No. 3, the highest number of responses was "No", with 55 respondents (72.4%), while the lowest was "Yes", with 21 respondents (27.6%). For Question No. 4, the highest number of responses was "No", with 51 respondents (67.1%), while the lowest was "Yes", with 25 respondents (32.9%). For Question No. 5, the highest number of responses was "No", with 53 respondents (69.7%), while the lowest was "Yes",

with 23 respondents (30.3%). For Question No. 6, the highest number of responses was "No", with 55 respondents (72.4%), while the lowest was "Yes", with 21 respondents (27.6%).

Furthermore, for Question No. 7, the highest number of responses was "No", with 51 respondents (67.1%), while the lowest was "Yes", with 25 respondents (32.9%). For Question No. 8, the highest number of responses was "No", with 54 respondents (71.1%), while the lowest was "Yes", with 22 respondents (28.9%). For Question No. 9, the highest number of responses was "No", with 53 respondents (69.7%), while the lowest was "Yes", with 23 respondents (30.3%). For Question No. 10, the highest number of responses was "No", with 55 respondents (72.4%), while the lowest was "Yes", with 21 respondents (27.6%). For Question No. 11, the highest number of responses was "No", with 47 respondents (61.8%), while the lowest was "Yes", with 29 respondents (38.2%). For Question No. 12, the highest number of responses was "No", with 44 respondents (57.9%), while the lowest was "Yes", with 32 respondents (42.1%).

Based on the distribution of respondents' answers, the Daily Time Usage of Electronic Medical Record (EMR) among respondents can be categorized as follows:

Table 5. Frequency Distribution of Daily Time Usage of Electronic Medical Records (EMR) at Wulan Windy General Hospital

No	Daily Time Usage	F	%
1.	Good	46	60,5
2.	Poor	30	39.5
	Total	76	100

Based on Table 5, it can be seen that among the 76 respondents, 46 respondents (60.5%) had a good level of Daily Time Usage, while 30 respondents (39.5%) had a poor level of Daily Time Usage.

3.4 Job Satisfaction of Nurses

Table 6. Frequency Distribution of Respondents' Responses Based on Nurses' Job Satisfaction at Wulan Windy General Hospital

No	Statement	Responses Results %					
		No		Yes		Total	
		F	%	F	F	F	%
1.	Does the use of the electronic medical record system influence your ability to deliver timely nursing care	45	59,2	31	40,8	76	100
2.	Do you believe that the electronic medical record system assists you in identifying changes in patients' conditions	43	56,6	33	43,4	76	100
3.	Does the use of the electronic medical record system influence your ability to deliver quality nursing care	54	71,1	22	28,9	76	100
4.	Do you believe that the information technology infrastructure in your workplace supports the use of the electronic medical record system	44	57,9	32	42,1	76	100
5.	Does the use of the electronic medical record system cause you to feel stressed in your work	56	73,7	20	26,3	76	100
6.	Does the use of the electronic medical record system influence your ability to work collaboratively with other healthcare professionals	49	64,5	27	35,5	76	100
7.	Does the use of the electronic medical record system influence your ability to perform tasks independently	56	73,7	20	26,3	76	100
8.	Do your current working conditions enable you to update patient data in the electronic medical record system promptly	50	65,8	26	34,2	76	100
9.	Do you believe that your current working conditions influence your ability to use the electronic medical record system during emergency situations	56	73,7	20	26,3	76	100

No	Statement	Responses Results %					
		No		Yes		Total	
		F	%	F	F	F	%
10.	Have you ever experienced having to wait a significant amount of time for the server to return to normal operation following a network error	47	61,8	29	38,2	76	100
11.	Users have not received adequate training in the use of the Electronic Medical Record (EMR) system	50	65,8	26	34,2	76	100
12.	Do you believe that your current working conditions are sufficient to support the effective use of the electronic medical record system	49	64,5	27	35,5	76	100
13.	Do you believe that your current working conditions are sufficient to support the use of the electronic medical record system in collaboration with the healthcare team	58	76,3	18	23,7	76	100

Based on Table 6, the frequency distribution of respondents' answers regarding the Nurses' Job Satisfaction variable showed that for Question No. 1, the highest number of responses was "No", with 45 respondents (59.2%). For Question No. 2, the highest number of responses was "No", with 43 respondents (56.6%), For Question No. 3, the highest number of responses was "No", with 54 respondents (71.1%). For Question No. 4, the highest number of responses was "No", with 44 respondents (57.9%). For Question No. 5, the highest number of responses was "No", with 56 respondents (73.7%). For Question No. 6, the highest number of responses was "No", with 49 respondents (64.5%),

Furthermore, for Question No. 7, the highest number of responses was "No", with 56 respondents (73.7%). For Question No. 8, the highest number of responses was "No", with 50 respondents (65.8%). For Question No. 9, the highest number of responses was "No", with 56 respondents (73.7%). For Question No. 10, the highest number of responses was "No", with 47 respondents (61.8%). For Question No. 11, the highest number of responses was "No", with 50 respondents (65.8%). For Question No. 12, the highest number of responses was "No", with 49 respondents (64.5%). For Question No. 13, the highest number of responses was "No", with 58 respondents (76.3%), Based on the distribution of respondents' responses, the respondents' level of nurses' job satisfaction can be categorized as follows:

Table 7. Distribution of Respondents Based on Nurses' Job Satisfaction at Wulan Windy General Hospital

No	Job Satisfaction of Nurses	F	%
1.	Satisfied	50	65,8
2.	Dissatisfied	26	34,2
	Total	76	100

Based on Table 7, it can be seen that among the 76 respondents, 50 respondents (65.8%) were satisfied with their job, while 26 respondents (34.2%) were dissatisfied with their job.

3.5 Bivariate Analysis

Table 8. Cross-Tabulation Between Frequency of Use and Nurses' Satisfaction at Wulan Windy General Hospital

No.	Frequency of Use	Nurse Satisfaction				Total		P-value
		Dissatisfied		Satisfied				
		F	%	F	%	F	%	
1.	Poor	17	22,4	16	21,1	33	43.4	0,011
2.	Good	9	11,8	34	56,6	43	56,6	
	Total	25	34,2	50	65,8	76	100	

Source: Primary Research Data

Based on Table 8, the cross-tabulation results of 76 respondents showed that 43 respondents (56.6%) had a good Frequency of Use. Among these respondents, 34 (44.7%) were satisfied with their job, while 9 (11.8%) were dissatisfied. Meanwhile, 33 respondents (43.4%) reported a poor Frequency of Use. Among them, 16 respondents (21.1%) were satisfied, and 17 respondents (22.4%) were dissatisfied with their job. Based on the results of the Chi-square test, the table shows a significance value of p = 0.011, which is less than 0.05 ($p < 0.05$). This finding indicates that there is a significant relationship between the Frequency of Use and Nurses' Job Satisfaction in the Inpatient Installation of Wulan Windy General Hospital.

3.6 Association Between Daily Usage Duration and Nurses' Satisfaction

Table 9. Cross-Tabulation of Daily EMR Usage Duration and Nurses' Satisfaction at Wulan Windy General Hospital

No.	Daily Time	Nurse Satisfaction				Total		P-value
		Dissatisfied		Satisfied				
		F	%	F	%	F	%	
1.	Poor	3	3,9	27	35,5	30	39,5	0,001
2.	Good	23	30,3	23	30,3	46	60,5	
	Total	26	34,2	50	65,8	76	100	

Source: Primary Research Data

Based on Table 9, the cross-tabulation results of 76 respondents showed that 46 respondents (60.5%) had a good Daily Time Usage. Among these respondents, 23 (30.3%) were satisfied with their job, while 23 (30.3%) were dissatisfied. Meanwhile, 30 respondents (39.5%) reported a poor Daily Time Usage. Among them, 27 respondents (35.5%) were satisfied, and 3 respondents (3.9%) were dissatisfied with their job. Based on the results of the Chi-square test, the table shows a significance value of p = 0.001, which is less than 0.05 ($p < 0.05$). This finding indicates that there is a significant relationship between Daily Time Usage and Nurses' Job Satisfaction in the Inpatient Installation of Wulan Windy General Hospital.

4. Discussion

4.1 The Relationship Between Frequency of Use and Inpatient Nurses' Satisfaction at Wulan Windy General Hospital, Medan

Based on the results of the study using the Chi-square test, there is a significant relationship between the frequency of use variable and nurses' job satisfaction in the inpatient unit of Wulan Windy General Hospital, Medan, with a *p-value* of 0.011 (< 0.05). This indicates that there is a relationship between the frequency of use variable and nurses' job satisfaction in the inpatient unit of Wulan Windy General Hospital. The researcher assumes that the frequency of use of the (EMR) system is significantly associated with nurses' job satisfaction because nurses who frequently use the EMR system tend to become more proficient, thereby reducing input errors and documentation delays. In addition, frequent use facilitates work coordination, as regularly updated patient data makes it easier for nurses to communicate and collaborate with other healthcare professionals. Furthermore, it reduces the burden of manual documentation. By being accustomed to the digital system, nurses perceive their work as more practical and efficient.

4.2 Relationship Between Daily Use Time and the Satisfaction of Inpatient Ward Nurses at Wulan Windy General Hospital, Medan

Based on the results of the study using the Chi-square test, there is a significant relationship between the daily time usage variable and nurses' job satisfaction in the inpatient unit of Wulan Windy General Hospital, Medan, in 2025, with a *p-value* of 0.001 (< 0.05). This indicates that there

is a relationship between daily time usage and nurses' job satisfaction in the inpatient unit of Wulan Windy General Hospital.

The researcher assumes that the daily use of the electronic medical record (EMR) system is significantly associated with nurses' job satisfaction because patient information becomes more quickly available without the need to search for manual documents. In addition, it increases the effectiveness of healthcare services, allowing nurses to focus more on direct patient care rather than time-consuming administrative tasks. It also reduces work-related stress, as delays or difficulties in accessing data can create pressure during service delivery. Furthermore, an efficient system supports the smooth execution of daily tasks and enhances nurses' confidence in fulfilling their responsibilities. It also reduces task overlap, since patient information is more readily accessible without manual document retrieval.

5. Conclusion

There is a significant relationship between the frequency of EMR use (p = 0.011), daily EMR use time (p = 0.001) and nurse satisfaction. It is recommended that the hospital continue to develop EMR features in accordance with user needs and provide easy-to-understand operational guidelines to maximize the utilization of EMRs in inpatient care units.

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