



Artikel Penelitian

Digital Nursing Management System and Its Impact on Nursing Documentation Compliance and Efficiency

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Article Info	Abstrak
Article History: Submit: March 10th 2026 Accepted: May 20th 2026 Publish: May 31st 2026 Key words: Digital Management System; Documentation Compliance; Nursing Efficiency	Non-compliant nursing documentation contributes to discontinuity of care and decreased patient safety, while manual recording systems have been shown to waste nurses' unproductive work time. This study aims to analyze the effect of a digital nursing management system on nursing documentation compliance, identify its impact on nurses' work efficiency, and explore factors influencing its successful implementation. The method used was a quantitative approach with a quasi-experimental pre-post test with control group design involving 72 nurses at Karawang Regional General Hospital, divided into an intervention group and a control group of 36 people each through purposive sampling. The results showed that the implementation of the digital system significantly increased documentation compliance from an average of 61.4 to 84.7 in the intervention group ($p = 0.000$), and resulted in an average documentation time savings of 23.3 minutes per shift. Digital literacy competency, institutional management support, and the quality of information technology infrastructure were identified as the main determinants of successful implementation. These findings confirm that digitizing a nursing management system is an evidence-based intervention capable of transforming clinical documentation practices while measurably increasing nursing workforce productivity. The implementation of a digital nursing system needs to be accompanied by strengthening human resource capacity and consistent institutional commitment.

INTRODUCTION

The digital transformation in the healthcare sector has brought fundamental changes to the way nursing staff carry out their professional duties. Digital-based nursing management systems, also known as *digital nursing management systems*, are now a strategic component in efforts to improve the quality of care in hospitals and other healthcare facilities. The use of information technology in nursing practice is not only

related to operational efficiency but also has a direct impact on the quality of clinical documentation that forms the basis for medical and nursing decision-making (Duck et al., 2021). Physical activity and postural balance in rural community-dwelling older adults. Nursing documentation is a crucial element in the healthcare system because it serves as a track record of care provided to patients and as an instrument of professional accountability. However, in practice, non-compliance with

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documentation standards remains a significant problem. Several studies report that the compliance rate for manual nursing documentation ranges from 40–70%, noting that incomplete documentation is often related to high workloads, time constraints, and minimal information system integration (Vanhanen et al., 2023). Data from *the World Health Organization* (WHO) also indicates that errors in clinical documentation contribute to approximately 15% of adverse events in global healthcare facilities.

The urgency of this research is increasingly relevant given the increasing demand for safe, efficient, and evidence-based nursing services. Non-compliance with documentation results in discontinuity in patient care, decreased patient safety, and the risk of legal issues for healthcare workers. Furthermore, low nursing efficiency due to manual and fragmented documentation systems consumes a significant portion of nurses' work time unproductively, reducing direct patient contact (Muinga et al., 2021). Several international studies have examined the effectiveness of digital systems in the nursing context. A study by Torab-Miandoab et al. (2025) found that implementing *electronic nursing records* significantly increased documentation completeness by up to 89% compared to manual systems. Similarly, research by Ruksakulpiwat et al. (2025) demonstrated that the use of a *clinical decision support system* integrated into a digital nursing platform reduced care errors by 32%. Furthermore, Kelley et al. (2021) reported that nurses using a *mobile-based information system* experienced an average increase in documentation efficiency of 28 minutes per shift. A study by White (2021) confirmed that the adoption of digital technology in nursing has been shown to increase nurse job satisfaction and reduce *burnout rates*, which indirectly correlate positively with documentation quality. These findings collectively strengthen the argument that digital nursing management

systems are not simply administrative innovations, but rather evidence-based interventions that significantly impact nursing practice (Pepito & Locsin, 2022).

However, the implementation of digital systems in Indonesian healthcare facilities is still uneven and has not been studied in depth, particularly regarding its impact on documentation compliance and nursing efficiency simultaneously. This research gap is the basis for the development of this research idea, namely to comprehensively evaluate the real impact of the implementation of a digital nursing management system in a hospital environment on these two main variables. Based on the background above, the research problem formulations in this study are: (1) How does a digital nursing management system affect nursing documentation compliance? (2) How does a digital nursing management system affect nurses' work efficiency? (3) What factors influence the success of implementing a digital nursing management system in hospitals?

The objectives of this study are: (1) To analyze the influence of digital nursing management systems on the level of nursing documentation compliance; (2) To identify the influence of digital nursing management systems on the work efficiency of nursing staff; (3) To explore the factors that influence the successful implementation of digital nursing management systems in healthcare facilities. This study is expected to provide theoretical benefits in the form of strengthening empirical evidence in the field of *nursing informatics*, practical benefits in the form of references for hospital management in implementing effective digital nursing systems to improve documentation compliance and nurse work efficiency, and policy benefits in the form of strategic input for health policy makers in developing comprehensive and standardized regulations for the digitalization of nursing services in order to

realize quality healthcare services that are oriented towards patient *safety*.

METHOD

This study used a quantitative approach with a *quasi-experimental pre-post test with control group design*. This design was chosen to measure differences in documentation compliance and nursing efficiency levels before and after the implementation of a *digital nursing management system*, by comparing the intervention and control groups simultaneously. The independent variable in this study was the implementation of a digital nursing management system, while the dependent variable included two things: nursing documentation compliance and nurse work efficiency. Factors for the success of the system implementation served as moderating variables that were also examined.

The study subjects were nurses actively working in the inpatient ward of Karawang Regional Hospital. Inclusion criteria included nurses with a minimum of one year of service, access to the hospital information system, and willingness to participate voluntarily. Nurses on leave or in formal education were excluded from the study. The sample size was determined using the *Slovin formula* with a 5% margin of error, resulting in a total of 72 respondents, divided into 36 in the intervention group and 36 in the control group. The sampling technique used was *purposive sampling* based on compliance with the established criteria (Creswell & Creswell, 2022).

The research was conducted at Karawang Regional General Hospital, Jalan Galuh Mas Raya, Karawang Regency, West Java, specifically in the internal medicine and

surgical inpatient wards that have implemented a digital-based nursing information system. The instrument used was a questionnaire developed by the research team based on the *Nursing Informatics Competency and Documentation Compliance Checklist indicators*. The questionnaire measured three main indicators: the completeness of nursing care documentation, the timeliness of recording, and the efficiency of nurses' work time use. Validity testing was carried out using *Pearson Product Moment correlation* with a calculated *r value* of >0.3 , while reliability was tested using *Cronbach's Alpha* with a value of >0.7 , thus the instrument was declared valid and reliable (Polit & Beck, 2022).

Data collection was carried out in three stages. First, a *pre-test* was conducted to measure the initial conditions of both groups. Second, the intervention group received the implementation of a digital nursing management system for three months. Third, a *post-test* was conducted to measure changes that occurred after the intervention. The collected data were managed through the stages of *editing, coding, data entry, and cleaning*. Statistical analysis used the *Paired T-Test* for normally distributed data and the *Wilcoxon test* if the data distribution was not normal, with a 95% confidence level using SPSS version 26 software. This study has obtained approval from the Health Research Ethics Committee of Karawang Regional Hospital with letter number 045/KEPK-RSUD-KRW/III/2025. The ethical principles applied include *informed consent*, confidentiality of respondent identity (*confidentiality*), freedom to withdraw (*autonomy*), and guarantee of no risk that harms the subject (*non-maleficence*) (World Medical Association, 2022).

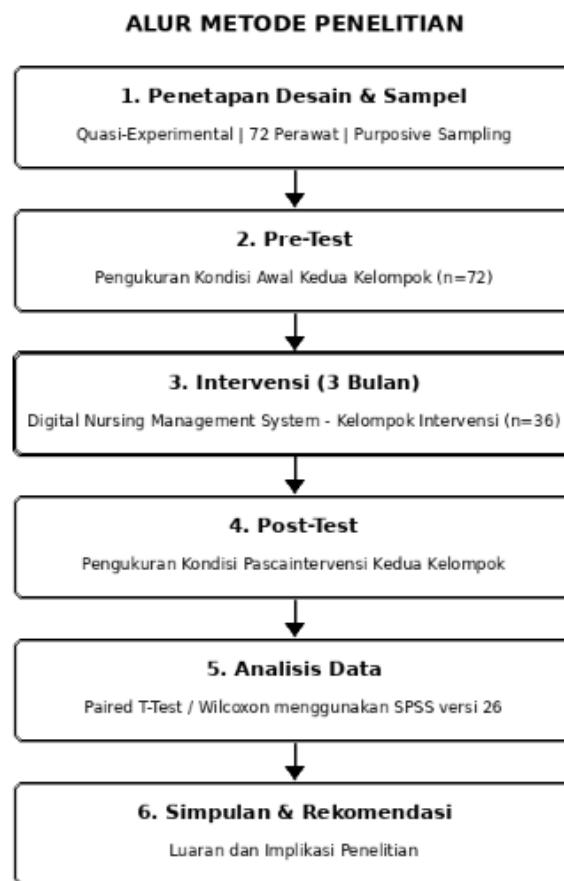


Figure 1.
Research Method Flow
Source: Researcher, 2026

RESULTS

This results section systematically presents the research findings, covering three main aspects: the demographic characteristics of the respondents, a comparison of nursing documentation compliance levels before and after the intervention, and changes in nurses' work efficiency in the intervention and control groups. The data are presented in descriptive narrative form, complemented by four tables to clarify the quantitative findings.

Respondent Characteristics

This study involved 72 nurses working in the inpatient ward of Karawang Regional

Hospital, with a balanced distribution between the intervention group and the control group, each totaling 36 people. Overall, the demographic characteristics of the respondents reflect a representative profile of clinical nurses. The majority of respondents were female (79.2%), with the largest age range being in the 26–35 year group (55.6%). The educational level was dominated by D-III Nursing graduates (58.3%), followed by S1/Nursing Profession graduates (41.7%). The length of service of the respondents was mostly in the range of 1–5 years (47.2%), indicating that most nurses are still in the early productive phase of their professional careers. A complete description of the respondents' characteristics is presented in Table 1.

Table 1.
Demographic Characteristics of Respondents (n=72)

Characteristics	Category	Intervention (n=36)	Control (n=36)	Total (%)
Gender	Woman	29 (80.6%)	28 (77.8%)	57 (79.2%)
	Man	7 (19.4%)	8 (22.2%)	15 (20.8%)
Age	20–25 years	6 (16.7%)	7 (19.4%)	13 (18.1%)
	26–35 years	20 (55.6%)	20 (55.6%)	40 (55.6%)
	>35 years	10 (27.8%)	9 (25.0%)	19 (26.4%)
Education	D-III Nursing	21 (58.3%)	21 (58.3%)	42 (58.3%)
	Bachelor's Degree/Nursing Profession	15 (41.7%)	15 (41.7%)	30 (41.7%)
Years of service	1–5 years	17 (47.2%)	17 (47.2%)	34 (47.2%)
	6–10 years	12 (33.3%)	11 (30.6%)	23 (31.9%)
	>10 years	7 (19.4%)	8 (22.2%)	15 (20.8%)

Source: Researcher's processed results, 2026

Based on Table 1, both groups have a relatively homogeneous demographic composition, so that comparisons between groups can be carried out validly without any significant initial characteristic bias.

The Influence of Digital Systems on Nursing Documentation Compliance

This study found that the implementation of a *digital nursing management system* significantly increased the level of nursing documentation compliance in the intervention group. The mean

documentation compliance score of the intervention group increased from 61.4 in the *pre-test phase* to 84.7 in the *post-test phase*, with a difference of 23.3 points. In contrast, the control group only showed a marginal increase from 60.8 to 63.2. The results of the *Paired T-Test* showed a p value = 0.000 ($p < 0.05$) in the intervention group, which means there was a statistically significant difference between the conditions before and after the implementation of the digital system. Details of the comparison of documentation compliance values are presented in Table 2.

Table 2.
Comparison of Nursing Documentation Compliance Pre-Test and Post-Test

Group	Pre-Test (Mean±SD)	Post-Test (Mean±SD)	Difference	p-value
Intervention	61.4 ± 7.23	84.7 ± 5.81	+23.3	0,000*
Control	60.8 ± 6.94	63.2 ± 7.10	+2.4	0.214

*statistically significant ($p < 0.05$)

Source: Researcher's processed results, 2026

Table 2 shows that the increase in documentation compliance in the intervention group far exceeded that in the control group, indicating that the digital nursing management system plays a real role in encouraging consistency and completeness of nursing care recording.

The Influence of Digital Systems on Nurses' Work Efficiency

This study also found that the implementation of the digital system had a significant positive impact on nurses' work efficiency. The average time required to complete documentation per *shift* in the intervention group decreased significantly from 47.6 minutes to 24.3 minutes, equivalent to an average time savings of 23.3 minutes per *shift*. Meanwhile, the

control group showed no significant change, from 46.9 minutes to 45.1 minutes. The *Paired T-Test* again yielded a p-value of

0.000 in the intervention group. Complete data are presented in Table 3.

Table 3.
Comparison of Documentation Time Efficiency Per Shift Pre-Test and Post-Test

Group	Pre-Test (Minutes)	Post-Test (Minutes)	Efficiency	p-value
Intervention	47.6 ± 6.14	24.3 ± 4.92	-23.3 minutes	0,000*
Control	46.9 ± 5.87	45.1 ± 6.03	-1.8 minutes	0.382

*statistically significant ($p < 0.05$)

Source: Researcher's processed results, 2026

The findings in Table 3 show that nurses' working time previously spent on manual documentation activities can be substantially reduced through the use of digital systems, thereby opening up greater opportunities for nurses to allocate their time to direct interactions with patients.

Factors Influencing Successful Implementation

This study also explored factors contributing to the successful

implementation of a digital nursing management system. Based on questionnaire data analysis, three dominant factors were identified: nurses' digital literacy competency, institutional support from hospital management, and the quality of information technology infrastructure. Digital literacy competency received the highest importance score at 87.5%, followed by management support at 83.3%, and infrastructure quality at 79.2%. The distribution of implementation success factors is presented in detail in Table 4.

Table 4.
Success Factors for Implementing a Digital Nursing Management System

Factor	Very influential (%)	Influential (%)	Less Influential (%)
Nurses' digital literacy competencies	87.5	9.7	2.8
Institutional management support	83.3	12.5	4.2
IT infrastructure quality	79.2	15.3	5.6
System usage training	76.4	18.1	5.6
Nurse involvement in planning	69.4	22.2	8.3

Source: Researcher's processed results, 2026

Table 4 indicates that the success of digital system implementation is not solely determined by the availability of technology, but is also significantly influenced by human resource readiness and institutional commitment. This finding confirms that a holistic approach integrating technological, human, and organizational aspects is a fundamental prerequisite for ensuring the sustainability and effectiveness of *digital nursing management system implementation* in healthcare facilities.

DISCUSSION

The Influence of Digital Nursing Management Systems on Nursing Documentation Compliance

The results of this study indicate that the implementation of a *digital nursing management system* significantly increased the level of nursing documentation compliance in the intervention group, with an increase in the mean score from 61.4 to 84.7 ($p = 0.000$). This finding proves that the transformation from a manual recording system to a digital platform is able to

encourage consistency, completeness, and timeliness in nursing care documentation in a measurable and statistically significant manner. This finding is in line with the results of a study by Setyowati et al. (2025) conducted at Cengkareng Regional General Hospital, where the *chi-square test* produced a p value = 0.000, which proved a significant relationship between the implementation of electronic nursing documentation and an increase in the quality of nursing care documentation in the inpatient ward. The relevance of this finding is also strengthened by the study by Mila et al. (2025) on 178 inpatient nurses at a national referral hospital in Jakarta, which found that the use of computer-based documentation had a significant association with work efficiency (OR 53.167) and quality of nursing care (OR 22.733) with a p value <0.05.

high *odds ratio* indicates that nurses who use a digital documentation system have a significantly greater chance of producing high-quality documentation compared to those who still rely on manual recording (Mila et al., 2025). From a scientific development perspective, the findings of this study provide a meaningful empirical contribution to the field of *nursing informatics*, particularly in validating the effectiveness of digital interventions as instruments for improving the quality of clinical documentation. The substantial increase in documentation compliance post-intervention confirms that digital system features such as structured *templates*, reminder notifications, and automatic validation act as effective quality control mechanisms. The researchers argue that this increase in compliance is not solely technological, but also reflects changes in nurses' professional behavior driven by the ease of access and intuitive system interface, thereby significantly minimizing psychological barriers to documentation (Setyowati et al., 2025).

The Impact of Digital Nursing Management Systems on Nurses' Work Efficiency

This study found that the implementation of the digital system resulted in an average documentation time savings of 23.3 minutes per *shift* in the intervention group, with a mean decrease from 47.6 minutes to 24.3 minutes (p = 0.000). This significant temporal efficiency directly impacts the redistribution of nurses' work time from administrative activities to higher-quality clinical interactions with patients. Comparison with international studies strengthens the validity of these findings. Mila et al. (2025) reported that reduced time spent on manual documentation is one of the main mechanisms explaining the increase in nurses' work efficiency in the context of digitalization. Furthermore, Ginting et al. (2025) conducted a phenomenological study with 10 nurses in a private hospital in Pekanbaru. They revealed that nurses directly experienced the effectiveness and efficiency of *Electronic Medical Records* (EMR) in the documentation process, although implementation barriers still exist that require management attention. The subjective experiences of nurses presented in this study align with the quantitative data generated in this study, thus strengthening the triangulation of evidence from two different methodological perspectives (Ginting et al., 2025).

A study by Hutahaeen & Simangunsong (2025) in a Scopus database-based *systematic review* for the 2020–2025 period also adds a relevant dimension, namely that digital technologies such as *the Internet of Things* (IoT) and *telemedicine* have been shown to improve overall care efficiency, although nurses' digital readiness and limited technological infrastructure remain major challenges that need to be anticipated. The findings of this study contribute to scientific development by providing quantitative evidence based on *experimental design* that work efficiency is

not merely a subjective perception, but rather a phenomenon that can be measured and empirically proven through standardized time indicators (Hutahaeen & Simangunsong, 2025). The researchers argue that time savings obtained from digitizing documentation must be accompanied by clear managerial policies regarding the reallocation of this time, so that the benefits can be optimally felt by patients in the form of increased contact and quality of direct care.

Factors Influencing the Successful Implementation of a Digital Nursing Management System

This study identified three dominant factors influencing the successful implementation of digital systems: nurses' *digital literacy competency* (87.5%), institutional management support (83.3%), and the quality of information technology infrastructure (79.2%). These findings confirm that the success of nursing digitalization is the result of multidimensional readiness encompassing human resources, institutional, and technological aspects simultaneously. According to Arif et al. (2025), in their research at Dr. M Salamun Air Force Hospital, nurses' knowledge and attitudes significantly influenced the implementation of digital nursing care ($p = 0.001$ and $p = 0.000$), with attitude as the most dominant determinant. These findings strongly resonate with the results of this study, which placed *digital literacy competency* as the most influential factor. Both collectively demonstrate that *the human capital dimension* is far more determinant than purely technical aspects in the successful adoption of nursing technology (Arif et al., 2025).

Indrayani & Siswadi (2025) in a systematic review analyzing nine articles from the PubMed, ScienceDirect, and EBSCO databases added evidence that training is an effective intervention in improving the completeness of electronic nursing care

documentation. The majority of nurses who received training showed a better level of documentation completeness than before, which directly supports the study's finding that system use training achieved an impact score of 76.4% (Indrayani & Siswadi, 2025). Argentina et al. (2025) broadened the perspective by emphasizing that the successful implementation of electronic documentation depends not only on the information system itself, but also on the synergy between user competence, adequate facilities and infrastructure, and consistent institutional support. The integration of these factors within a cohesive ecosystem is a fundamental prerequisite for digital technology to truly transform documentation practices and improve patient safety (Argentina et al., 2025).

From a scientific perspective, the mapping of implementation success factors generated by this study provides an analytical framework that can be used as a reference for healthcare institutions in designing comprehensive and sustainable technology adoption strategies. The researchers assert that a single intervention focused solely on technology system procurement without strengthening human resource capacity and managerial commitment will tend to result in suboptimal implementation, as also expressed in the concept of *sociotechnical systems theory*, which emphasizes the interdependence between humans and technology in healthcare organizations (Asmaningrum et al., 2021).

CONCLUSION

This study successfully demonstrated that the implementation of a *digital nursing management system* significantly improved nursing documentation compliance at Karawang Regional General Hospital. The digital-based management system was proven to promote consistency, completeness, and accuracy in nursing care recording in a measurable and meaningful

manner, surpassing the results achieved through conventional documentation approaches. Furthermore, the implementation of the digital system was also shown to significantly contribute to improved nurses' work efficiency, as indicated by a substantial reduction in the time allocated for documentation activities per *shift*. This condition opened up more space for nurses to dedicate their time to providing direct care oriented towards patient safety and satisfaction. The success of the implementation of a digital nursing management system is not a single factor, but is determined by the interaction of multifactors that include nurses' *digital literacy competencies*, institutional support from hospital management, the quality of information technology infrastructure, the effectiveness of training, and the active involvement of nurses in the system planning process. The synergy between these three dimensions—human, organizational, and technological—is a fundamental prerequisite for realizing a sustainable, effective, and quality-oriented digital transformation of nursing.

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