

**SKRIPSI**

**HUBUNGAN SISTEM PENDOKUMENTASIAN KEPERAWATAN  
BERBASIS ELEKTRONIK DENGAN KUALITAS PELAYANAN  
KEPERAWATAN DI RUANG RAWAT INAP RUMAH SAKIT  
PENDIDIKAN UNIVERSITAS ANDALAS**



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Hubungan Sistem Pendokumentasian Keperawatan Berbasis Elektronik Dengan  
Kualitas Pelayanan Keperawatan Di Ruang Rawat Inap Rumah Sakit Pendidikan  
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**ABSTRAK**

Rumah sakit di Indonesia masih banyak yang belum mampu memenuhi kualitas pelayanan keperawatan yang baik dan belum melaksanakan standar pelayanan keperawatan yang memadai bagi seluruh masyarakat. Kualitas pelayanan keperawatan yang buruk ini dapat menyebabkan berbagai masalah serius. Salah satu faktor yang dapat mempengaruhi kualitas pelayanan keperawatan tersebut adalah pengimplementasian dokumentasi keperawatan elektronik. Tujuan dari penelitian ini adalah untuk mengetahui hubungan sistem pendokumentasian keperawatan berbasis elektronik dengan kualitas pelayanan keperawatan di Ruang Rawat Inap RS Unand. Penelitian ini menggunakan metode kuantitatif dengan jenis rancangan analitik dengan pendekatan *cross-sectional*. Populasi penelitian adalah perawat di ruang rawat inap yang berjumlah 125 orang. Teknik pengambilan sampel adalah *stratified random sampling* dengan jumlah responden 106 perawat. Penelitian ini dilaksanakan dari bulan April-Mei 2025. Instrumen yang digunakan yaitu kuesioner Sistem Pendokumentasian Keperawatan Berbasis Elektronik dan kuesioner Kualitas Pelayanan Keperawatan. Analisis data menggunakan rerata dan uji korelasi *spearman rank*. Hasil penelitian diperoleh penerapan sistem dokumentasi keperawatan elektronik dengan nilai median 120 dan kualitas pelayanan keperawatan dengan median 118. Terdapat hubungan yang signifikan antara sistem pendokumentasian keperawatan berbasis elektronik dengan kualitas pelayanan keperawatan di Ruang Rawat Inap RS Unand dengan  $p\text{ value}=0,001$  ( $<0,05$ ). Untuk memperbaiki kualitas pelayanan keperawatan disarankan bagi rumah sakit melakukan evaluasi rutin dan edukasi perawat mengenai etika profesi. Selanjutnya untuk penerapan sistem dokumentasi keperawatan elektronik rumah sakit disarankan untuk memperkuat infrastruktur jaringan dan dukungan teknis serta memonitor penerapan dokumentasi keperawatan agar berjalan efektif.

Kata Kunci : Kualitas Pelayanan Keperawatan, Perawat, Sistem Pendokumentasian Keperawatan Elektronik

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*The Relationship Between Electronic Nursing Documentation System and Quality of Nursing Services in the Inpatient Ward of Andalas University Hospital*

#### **ABSTRACT**

Many hospitals in Indonesia were still unable to meet good quality nursing care standards and had not yet implemented adequate nursing service standards for all members of the community. Poor quality of nursing services could lead to various serious problems. One of the factors that could influence the quality of nursing services was the implementation of electronic nursing documentation. The purpose of this study was to determine the relationship between electronic-based nursing documentation systems and the quality of nursing services in the Inpatient Room of Unand Hospital. This study used a quantitative method with an analytic design and a cross-sectional approach. The study population consisted of 125 nurses in the inpatient ward. The sampling technique used was stratified random sampling, with a total of 106 nurse respondents. The research was conducted from April to May 2025. The instruments used were the Electronic-Based Nursing Documentation System questionnaire and the Nursing Service Quality questionnaire. Data were analyzed using mean scores and Spearman rank correlation tests. The results showed that the implementation of the electronic nursing documentation system was good, with a median value of 120, and the quality of nursing services was also good, with a median value of 118. There was a significant relationship between the electronic-based nursing documentation system and the quality of nursing services in the Inpatient Room of Unand Hospital, with a  $p$ -value of 0.001 ( $<0.05$ ). To improve the quality of nursing care services, it was recommended that hospitals conduct regular evaluations and provide nurses with education on professional ethics. Furthermore, for the implementation of the electronic nursing documentation system, hospitals were advised to strengthen network infrastructure and technical support, as well as to monitor the implementation of nursing documentation to ensure it operated effectively.

**Keywords:** *Electronic Nursing Documentation System, Nurse, Quality of Nursing Services,*