

Factors Influencing the Performance of Nursing Care Documentation in Inpatient Ward of Azizah Hospital

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ABSTRACT

Nursing care documentation is an important indicator that can influence the provision of nursing care. The purpose of this study is to determine the factors that influence the performance of nursing care documentation in the inpatient room of Azizah Hospital, Metro City in 2025. The research method used is quantitative with a cross-sectional research design. The population of this study was 41 nurses in the inpatient room of Azizah Hospital, Metro City. The number of samples taken was 41 nurses with a total sampling technique. This research was conducted in January 2026. Data collection used questionnaires and observation sheets. The results of the study using the chi-square test showed a relationship between motivation and documentation performance with a p-value of 0.048, workload with a p-value of 0.021, knowledge with a p-value of 0.043, and facilities with a p-value of 0.027. This indicates that nursing documentation covering all nursing activities in the management service unit of Azizah Hospital, Metro City, contributes significantly to improving nursing care in the inpatient ward.

INTRODUCTION

Nursing documentation is a fundamental component of quality healthcare services, serving as a written record of patient care and an important communication tool for members of the healthcare profession. Nurses participate in providing direct nursing care to patients through several stages. This nursing care needs to be documented as legal evidence that nurses have provided healthcare services to patients. Nurses demonstrate various behavioral activities in documenting nursing care. The activities of writing nursing documentation, from assessment, diagnosis, intervention, implementation, and evaluation, constitute a series of nursing behaviors that serve as evidence of documented nursing care (Wahyudi et al., 2025).

This documentation is a crucial component of safe, ethical, and effective nursing practice, whether in manual or electronic form. Nursing documentation must meet legal requirements for documentation of nursing care. In Indonesia, several studies show varying levels of completeness in the quality of nursing documentation, ranging from adequate (50-70%) to nearly complete (90+%), depending on the unit and the implementation of standards. When providing nursing services or care, particularly in Indonesia, nurses must document nursing care in accordance with professional standards established by professional organizations. In Indonesia, nursing documentation is viewed as crucial for providing quality care, yet the availability of adequate nursing documentation remains a challenge (Kamil et al., 2018). Furthermore, there is no

standard documentation form for independent nursing practice. A notable phenomenon is that most independent nursing practitioners in Lampung Province imitate the documentation used in community health centers (Puskesmas) using registers or utilize forms used by the Community Health Nursing (Perkesmas) program.

Research by Primadilla (2022) explains that inadequate documentation in home care services at community health centers includes incomplete forms, inaccurate diagnoses, and nursing plans, which are largely educational. The low quality of nursing documentation is caused by several factors (WHO, 2023).

Factors influencing incomplete documentation include social factors: recognition, salary rewards, behavior, facilities, supervision, and workload. Psychosocial factors: documentation skills, work experience, knowledge of nursing documentation, motivation, abilities, and attitudes. Incomplete nursing care documentation in the ward results in inaccurate, inaccurate, and invalid information received in the medical record. Furthermore, incomplete nursing care documentation in the medical record can impact the usefulness of the medical record for administrative, legal, financial, research, educational, and documentation purposes (Wahyudi et al., 2025).

A nurse's workload is all the activities or actions a nurse performs while working in a healthcare unit. If a nurse's workload exceeds their capacity, it can negatively impact their productivity and the quality of care they provide. The sheer amount of documentation a nurse must write and complete will increase their workload. The documentation required to complete the

necessary reports is crucial for making assessments, diagnoses, developing nursing plans, implementing, and evaluating nursing activities. These are structured, valid, and legally accountable nursing activities. Without proper and clear documentation, the healthcare activities performed by a nurse cannot be accounted for in efforts to improve client health status and improve the quality of care in the hospital.

Motivation is also a crucial factor in increasing nurses' work enthusiasm. Nurses with low motivation tend to have low performance. Conversely, nurses with high motivation will perform well. The work motivation of the 41 nurses across all wards at Azizah Hospital is still considered poor. This can be seen from several factors, such as unfair incentives, an uncomfortable working environment for nurses, the lack of clear work procedures, a lack of recognition for nurses' performance, limited opportunities for nurses to develop their careers, and so on. Work motivation significantly impacts organizational performance. Poor nurse performance also impacts hospital productivity, so organizations need to address the various needs of their employees to increase motivation and improve performance.

Incomplete nursing documentation is not only associated with suboptimal service delivery; healthcare providers can be held accountable for errors in documentation implementation. Factors influencing suboptimal documentation implementation include limited time, a large number of patients, lack of time, and a lack of space for documentation. Challenges to documentation implementation include a shortage of nurses, inadequate knowledge of the importance of documentation, a large

number of patients, lack of training, and lack of support from the ward leader. Quality nursing documentation can improve effective communication with other healthcare teams about patients and their care.

Research by Lismayanti (2021) shows that well-motivated nurses also perform well in documentation. Nurse motivation can be increased by providing training, career advancement, and appropriate compensation. Individuals with high motivation will be more productive and their work attendance or behavior will be more creative because they will carry out their work with sincerity and well. Research results (Satria et al., 2024) show that knowledge has a significant relationship with completeness in documentation. Nurses with high knowledge will be more complete in carrying out documentation compared to those with poor knowledge. The statistical test results showed a p-value of 0.000 ($p < 0.05$), indicating a significant relationship between knowledge level and the comprehensiveness of nursing care documentation.

Meanwhile, research (Rakhmawati & Heindri, 2024) identified factors related to the comprehensiveness of nursing care documentation, namely knowledge, attitude, and workload. Another study by Roihmah (2023) concluded that there is a relationship between knowledge, attitude, motivation, and supervision and the comprehensiveness of nursing care documentation. This nursing documentation has a very important meaning in several aspects, namely the legal aspect, where all patient information is a legal document that can be used as evidence in court, the quality of service can improve the quality of nurse performance.

Nursing documentation is used as a principle in the implementation of nursing work from the aspect of communication, financial aspects of nursing documentation can be used as a benchmark, and consideration of patient care costs, accreditation aspects, training aspects and research aspects (Asmadi & Meinap, 2024).

Azizah Hospital Koita Meitroi is a public health service institution under the auspices of PT. Graha Azizah Saida which was formerly the Azizah Main Clinic which was then transformed into Azizah Hospital, Azizah Hospital was inaugurated on January 24, 2019 with a Letter of Permit No. 441/03/D-15/IRS/2018 from the Department of Moidal Plantation and One-Stop Integrated Services dated December 19, 2018, and was inaugurated as a Type D Hospital. Azizah Hospital was initially a Main Clinic with 4 basic specialists, existing services include general polyclinic, maternal and child health polyclinic, Internal Medicine Polyclinic and Mother's Clinic. However, with its main clinic status, Azizah Main Clinic has not yet been granted permission to perform surgical procedures. In line with current healthcare service needs, Azizah Main Clinic is poised to become Azizah Hospital to expand its services by gaining support and participation from various parties. Azizah Hospital, Kota Meitroi, has a stated goal: "To provide comprehensive, high-quality, and non-discriminatory referral healthcare services" (Azizah Meitroi Hospital Profile, Azizah Hospital History, 2025).

Based on the results of a pre-survey on October 10, 2025 at Azizah Hospital, Kota Meitroi, it was found that the hospital had 101 nurses, with 45 nurses assigned to inpatient wards spread across three rooms, namely: Ceindana (Class I, VIP, VVIP),

Boiugeinvillei (Class II and III), and Anggreik (Class I). The nursing staff in the inpatient ward consisted of 41 nurses, 1 ward leader, and 3 team leaders. In the last three years, Azizah Hospital has implemented SIMRS-based nursing care documentation. Based on pre-survey data in the last three months, the nursing care documentation performance assessment survey shows that the hospital has set a standard of 100% with complete and accurate criteria. However, the achievement of documentation completeness varies, namely: August 88% complete and 12% incomplete, September 93% complete and 4% incomplete, October 80% complete and 20% incomplete, and November 85% complete and 15% incomplete. This indicates that a small portion of documentation still requires attention to improve its future so that documentation can be carried out more optimally. Several factors suspected of influencing this condition include nurses' varying understanding of EIRM features, insufficient training, increasing workloads in line with the number of patients, the availability of documentation facilities and network stability that still need to be improved, and nurses' varying levels of motivation in implementing documentation.

Based on these conditions, researchers are interested in conducting research at Azizah Koita Meitroi Hospital to find out what factors influence the performance of nursing care documentation in the inpatient room, with the research title: "Factors that Influence the Performance of Nursing Care Documentation in the Inpatient Room of Azizah Koita Meitroi Hospital in 2025."

METHOD

Research participants

The population of this study was all nurses in the Inpatient Ward of Azizah Koita Meitroi Hospital in 2025, totaling 41 nurses. The sample in this study was 41 nurses.

Research procedure

1. The researcher will apply for a research permit from Azizah Koita Meitroi Hospital.
2. The researcher will submit the research permit to Azizah Koita Meitroi Hospital.
3. After obtaining the research permit, the researcher will search for a researcher who meets the criteria for the research period by adjusting the researcher's work shift.
4. Before visiting the researcher, the researcher will be assisted by two researchers: a Nursing undergraduate student and a healthcare professional at the hospital. The researcher will first conduct a preliminary survey with the researchers.
5. After obtaining the data, the researcher first explains the purpose and benefits of the study.

6. After obtaining the data, the researcher provides a consent form to the respondents so they can complete the questionnaire and observation form provided by the researcher.
7. After completing the questionnaire and observation form, the researcher collects the questionnaires and analyzes the data using a computerized computation program.

Instrument

The instrument in this study used a questionnaire.

Data Analysis

Bivariate analysis is used to see the factors that influence the effectiveness of nurses' performance on the implementation of nursing care documentation in the inpatient ward of the hospital. In this study, the researcher uses the chi-square test, if after conducting data processing there is a $p\text{-value} \leq 0.05$, then H_a is accepted, and vice versa if there is a $p\text{-value} > 0.05$, then H_a is accepted.

RESULTS AND DISCUSSION

Table 1. Respondent Characteristics

Respondent Characteristics	Frequency (n)	Percentage (%)
Gender		
Male	9	26,6
Female	32	73,4
Ages		
21-30 years	19	46,3
31-40 years	20	47,3
41-45 years	3	7,3
Study		
D3	19	46,3

S1	14	34,1
Profesion	8	19,5
Long term of work		
>2 years	31	75,6
<2 years	10	24,4
Total	41	100,0

Based on table 4.1, the results of 41 respondents based on the highest gender were 32 (73.4%) in the highest age group of 31-40 years with 20 respondents (47.3%), the highest education was D3 with 19 respondents (46.3%) and the highest work period was > 2 years with 31 respondents (75.6%).

Table 2. Relationship between Motivation and Nursing Care Documentation in the Inpatient Ward of Azizah Hospital, Metro City

Motivation	Nursing Care Documentation				Total	%	P-Value	OR 95%
	Good	%	Not good	%				
Low	5	26,8	11	12,2	16	39,0	0,048	1.211- 18.041
High	17	19,5	8	41,5	25	61,0		(4.672)

Based on the results of table above it was obtained from 41 respondents that there are high motivation with good documentation as many as 17 (19.5%) and high motivation with poor documentation as many as 11 respondents (12.2%). Based on the chi square test, the P-value was 0.048 <0.05, which means there is a relationship between motivation and documentation of nursing care at Azizah Koita Meitroi Hospital with an OiR value of 4.672.

Table 3. Relationship between Workload and Nursing Care Documentation Performance in the Inpatient Ward of Azizah Hospital, Metro City

Workload	Nursing Care Documentation				Total	%	P- Value	OR 95%
	Good	%	Not good	%				
Low	10	24,4	14	34,1	24	100%	0,021	0.896-
High	12	29,3	5	12,2	17			12.600 (3.360)

Based on the results of the table, out of 41 surveys, 12 (29.3%) had high workload with good documentation, and 14 (34.1%) had high workload with poor documentation. A chi-square test yielded a p-value of 0.021 <0.05, indicating a relationship between workload and nursing care documentation performance at Azizah Hospital, Metro City, with an OIR of 3.360.

Table 4. The Relationship between Knowledge of Documentation and Nursing Care Documentation Performance in the Inpatient Ward of Azizah Hospital, Metro City

Knowledge	Nursing Care Documentation				Total	%	P-Value	OR 95%
	Good	%	Not good	%				
Good	13	31,7	8	19,5	21	100%	0,043	1.033-13.914 (3.792)
pretty good	6	14,6	14	34,1	20			

Based on the results of Table above out of 41 respondents, 13 (31.7%) had good knowledge of documentation, and 14 (34.1%) had fair knowledge of documentation. A chi-square test yielded a p-value of 0.043 <0.05, indicating a relationship between knowledge and nursing care documentation performance at Azizah Hospital, Metro City, with an OIR of 3.792.

Table 5. The Relationship between Documentation Format Facilities and Nursing Care Documentation Performance in the Inpatient Ward of Azizah Hospital, Metro City

Facilities	Nursing Care Documentation				Total	%	P-Value	OR 95%
	Good	%	Not good	%				
Complete	10	24,4	5	12,2	15	100%	0,027	0.986-14.479 (3.778)
Not Complete	9	22,0	17	41,5	26			

Based on the results of Table 4.15, out of 41 surveys, 10 (24.4%) had complete facilities with good documentation, and 17 (41.5%) had incomplete facilities with poor documentation. A chi-square test yielded a p-value of 0.027 <0.05, indicating a relationship between facilities and nursing care documentation performance at Azizah Hospital, Metro City, with an OIR of 3.778.

The large number of forms that must be filled in to record data and nursing interventions on patients makes nurses overwhelmed, while the lack of nursing staff or limitations in a health service setting allows nurses (their staff limitations) to work only focused on actions. The results of this study are in line with the results of research conducted by Nurhayati (2013) which shows that most nurses in private inpatient care units have a workload of 52.0%. Another study conducted by Manuhoi (2015) also showed similar results, namely that the majority of nurses (56.25%) had a high workload.

This is consistent with Tarwaka's (2014) findings, which state that external factors influencing nurses' workload include physical tasks such as layout, work environment, tools and equipment, work

conditions, and work attitudes. Meanwhile, complex tasks include work complexity, difficulty, and responsibility. Furthermore, organizational factors also influence nurses' workload, such as length of work hours, rest periods, shifts, night shifts, wage systems, organizational structure, delegation of tasks and supervision, and the work environment, which consists of the physical, chemical, bio-physiological, and psycho-physiological work environments.

According to researchers in a study that can implement comprehensive nursing care innovation, this can be caused by several factors, including age, education level, income, and workload. This condition is in accordance with the opinions of several experts who state that factors related to the performance of nurses in the internationalization of nursing care include

the lack of basic professional education and the lack of professional nursing education, nurses not being able to provide themselves as sources of information for clients, lack of understanding and attitudes to carry out nursing research, poor salary standards, and the lack of nurses occupying structural positions (Nursalam, 2020). In the practice of establishing quality nursing care services, knowledge is needed as a guide and basis in establishing nursing interventions, but this is sometimes not realized by nurses. This shows that knowledge about nursing care documentation will stimulate nurses' performance in nursing care documentation at Azizah Hospital because behavior based on knowledge will be more lasting than behavior that is not based on knowledge. This is supported by the fact that all of the nurses participating in the research were Diploma III nursing graduates, most of whom had graduated only one to two years ago from a specialized hospital program.

This is in line with research by Nuryani & Hariyati (2014), which found that nurses in the Mawar, Meilati, and Heart wards of RS. H.'s inpatient unit had poor knowledge of nursing care documentation, with nurses lacking knowledge of the data required for nursing documentation. Mastini's research also stated that fewer than half of the researchers could answer questions about nursing documentation data sources. Wulandini et al. (2022) stated that the lack of nurses' knowledge regarding nursing documentation can occur due to a lack of training in nursing documentation or the absence of nursing documentation guidance. Based on the data collected, it is known that in the last three years only two researchers wrote that they had conducted

training or guidance related to nursing documentation. According to the researcher's analysis, the cause of poor nursing care documentation is nurses' understanding and nurses' priority is more on direct action. A significant influence was also explained on the time factor needed to conduct the internship. Other factors that may be related to nursing internship are the nurse's motivation, skills, and psychophysiology, which were not examined in this study.

This finding aligns with Teioiri Doinabeidian's theory, which states that the quality of healthcare services is influenced by three main components: structure, process, and outcomes. In this study, nursing work facilities are included in the structural aspect, which includes physical facilities (such as medical equipment and documentation systems), infrastructure (such as workspaces, ventilation, and lighting), workplace layout, human resources, and the welfare of nursing staff.

Work facilities in this study include facilities, infrastructure, medical equipment, personal protective equipment (PPE), documentation systems, rest rooms, and management support. Good facilities create a comfortable and safe work environment, which can increase productivity and accuracy in the provision of care. This study also shows that most respondents have 6–10 years of work experience. Sufficient work experience influences skills in documentation and clinical decision-making. Amaliah's study (2024) supports this with the finding that length of service is related to the quality of nursing documentation.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

1. It is known that in the Inpatient Ward of Azizah Koita Meitroi Hospital in 2025, most of the nurses are female, aged 31–40 years, with a D3 education with a work period of > 2 years.
2. It is known that in the Inpatient Ward of Azizah Koita Meitroi Hospital in 2025, most of the nurses have poor nursing care documentation performance, namely 71 observation sheets of review (52.7%), and it is known that regarding Nursing Care Documentation Performance is the quality of documentation that includes factual, accurate, comprehensive, timely, and organized aspects. The results of the research with good documentation performance are factual as much as 53.7%, accurate as much as 39.0%, complete as much as 61.0%, timely as much as 35.8%, and organized as much as 54.5%. The best aspect was comprehensiveness (61.0%), where nurses generally recorded existing data comprehensively, from assessment to nursing evaluation. The worst aspect was accuracy (39.0%), due to time constraints in conducting inpatient assessments, and timeliness (35.8%), due to high workloads, resulting in inpatient assessments not being carried out on time or often at the end of the shift.
3. In the Inpatient Ward of Azizah Koita Meitroi Hospital in 2025, high motivation among nurses, with 25 percent (61.0%), significantly influenced performance. Nursing care documentation with an OiR value of 4,672, indicating that motivation is four times more likely to be a factor in the performance of nursing care documentation.
4. In the Inpatient Ward of Azizah Kota Meitroi Hospital in 2025, the high

workload factor for nurses, with 24 responses (58.5%), influenced the performance of nursing care documentation with an OiR value of 3,360. This means that workload is three times more likely to be a factor in the occurrence of nursing care documentation performance outcomes.

5. In the Inpatient Ward of Azizah Koita Meitroi Hospital in 2025, good knowledge of documentation, with 21 points (51.2%) influencing the performance of nursing care documentation, has an OiR value of 3.792. This means that knowledge is three times more likely to be a factor in the occurrence of nursing care documentation performance outcomes.
6. In the Inpatient Ward of Azizah Koita Meitroi Hospital in 2025, incomplete facilities are a factor. In the documentation format, 26 respondents accounted for 63.4% of the impact on the documentation performance of nursing care, with a value of 3.778. This means that facilities are three times more likely to be a factor in the occurrence of documentation performance outcomes in nursing care.
7. The dominant variable in this study was motivation, with an OiR value of 4.672, which means that motivation is four times more likely to be a factor in the occurrence of documentation performance outcomes in nursing care.

Recommendations

1. For Hospitals

The results of this study are expected to serve as a reference for hospitals so that nurses can maximize their nursing care documentation performance. This includes increasing nurse motivation through intensive consideration, appreciation, and feedback or rewards from management for work results. Minimizing workloads so that they have ample time to effectively document nursing care

documentation. Providing nurses with training to ensure they have good and continuously updated knowledge. Providing nursing care documentation facilities so that documentation can be easily filled and accessed.

The results of this study regarding nursing care documentation performance suggest that hospital management should evaluate nurses' workload, provide training or refresh documentation standards in accordance with the principles of the Indonesian National Nurses Association (PPNI), and conduct regular documentation supervision and audits. Furthermore, implementing an electronically based documentation system can also be an alternative to improve accuracy and timeliness, thus optimizing the quality of nursing services.

2. For Respondents

The results of this study regarding nursing care documentation performance indicate that nurses are expected to improve their accuracy in recording data to reflect the patient's condition and to conduct documentation immediately after nursing interventions to avoid recording at the end of the shift.

3. For Universitas Mitra Indonesia

It is hoped that the results of this study can serve as additional reference for other students conducting similar research on factors influencing the performance of nursing care documentation.

4. For Future Researchers

It is hoped that the results of this study will broaden the insights and experiences of future researchers, thus identifying risk factors and policies that can be implemented to prevent poor nursing care documentation performance in hospitals, including factors such as education, attitude, tenure, and supervision.

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