

The Influence of Digital Literacy, Work Commitment, And Organizational Support System on the Speed and Accuracy of Medical Record Reporting (Study at Permata Mother and Child Hospital, Ketapang Regency, West Kalimantan)

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ABSTRACT

This study analyzes the influence of digital literacy, work commitment, and organizational support systems—both partially and simultaneously—on the speed and accuracy of medical record reporting at Permata Bunda Mother and Child Hospital, Ketapang Regency. The research was motivated by ongoing issues such as reporting delays, incomplete data, recording errors, and information discrepancies. Using a quantitative correlational approach with a total sampling technique, the study involved all healthcare and non-healthcare personnel directly engaged in medical record management. Data were collected through questionnaires and documentation, and analyzed using multiple linear regression after conducting classical assumption tests. The results showed that all three variables had a positive and significant influence, both partially and simultaneously. Work commitment was the most dominant variable, followed by organizational support systems and digital literacy. Together, the three variables explained only part of the variation in reporting speed and accuracy, with the remainder influenced by other factors outside the model. The study concludes that improving digital capabilities, strengthening work commitment, and providing adequate organizational support can enhance the speed and accuracy of medical record reporting in hospitals.

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1. INTRODUCTION

Modern health services increasingly rely on accurate and integrated information systems to support clinical decision-making and hospital service management. Medical records function as the main component that contains patient health history, diagnosis processes, medical procedures, and service outcomes, where the recording process has now shifted from a manual system to an electronic-based system that requires digital literacy skills from the health workers involved (Cita et al., 2025).

The World Health Organization notes that in 2023 there will be around 260,000 maternal deaths globally with the world Maternal Mortality Ratio reaching an estimated 211 deaths per 100,000 live births, while conflict areas show rates of up to 504 per 100,000 live births (World Health Organization, 2025). The data emphasizes the urgency of a reliable health information system to detect risks early, while the Maternal Mortality Rate in Indonesia based on the 2023 Inter-Census Population Survey reached 189 per 100,000 live births and is still far from the Sustainable Development Goals target of 70 by 2030 (Hidayat, 2025).

West Kalimantan Province recorded an increase in the Maternal Mortality Ratio to 246 per 100,000 live births with a total of 135 cases of maternal deaths due to postpartum hemorrhage, gestational hypertension, and delayed referrals in rural areas (Rosita, 2024), while the Infant Mortality Rate in the same region reached 17.47 per 1,000 live births in 2023 with low birth weight babies as the main predictors demanding the integration of hospital management information system data for better monitoring (tradingeconomics.com, 2025).

Permata Bunda Mother and Child Hospital Ketapang Regency, West Kalimantan, faces a high volume of services that trigger operational constraints, as evidenced by data from January to February 2026 which shows delays in reporting medical records exceeding 2x24 hours, incomplete data, recording errors, information mismatches, and reporting timeliness that are not optimal.

The research of Farhiyah et al. (2025) analyzed the implementation of hospital management information systems and highlighted the positive impact on waiting times and data accuracy through management and training commitments, while Syafira et al. (2025) identified success factors such as technology support and nurse motivation, so that research gaps related to the linkage of digital literacy, work commitment, and organizational support to the speed and accuracy of medical record reporting need to be immediately analyzed in an integrated manner.

2. METHOD

This study uses a quantitative design with a correlational approach to analyze the relationship and influence of independent variables on dependent variables through numerical measurement and statistical processing. This approach was chosen because the research focuses on measuring digital literacy levels, work commitments, and organizational support systems as independent variables, as well as the speed and accuracy of reporting medical records as bound variables based on empirical data at the research site.

The research population includes all health and non-health workers who are directly involved in the management of medical records at the Permata Bunda Mother and Child Hospital, Ketapang Regency with a total of 30 people. The sample withdrawal technique applied is total sampling, where all members of the population are used as research respondents because of the limited number and their direct relationship with reporting activities. Primary and secondary data collection is carried out through ordinal-scale questionnaire instruments and the review of supporting documents for the hospital's organizational structure.

The validity test proved that all statement items met the criteria because they had a greater computational value than the table of 0.361 at $df(n-2) = 28$ with a significance level of 5%, while the reliability test resulted in a Cronbach's Alpha value exceeding 0.6 in each variable, including a digital

literacy level of 0.984, work commitment of 0.982, a support system of 0.984, and the speed and accuracy of medical record reporting of 0.958.*rr*

3. RESULTS AND DISCUSSION

3.1. Results

Multiple Linear Regression Analysis

Table 1. Results of Multiple Linear Regression Analysis

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)	-2.349	8.646		-.272	.788
Literacy Level	.308	.128	.352	2.408	.023
Work Commitment	.415	.130	.467	3.193	.004
Support System	.340	.126	.388	2.700	.012

a. Dependent Variable: Reporting Accuracy Speed

Based on the results of the analysis of the multiple linear regression test, an equation model was formed. The constant value of -2.349 indicates that if all independent variables, namely Literacy Level, Work Commitment, and Organizational Support System are valued at 0, then the predicted value of Speed and Accuracy of Medical Record Reporting is at -2.349. $Y = -2.349 + 0.308X_1 + 0.415X_2 + 0.340X_3$

The regression coefficient of the Literacy Level variable () was recorded at 0.308. This number means that every 1 unit increase in the Digital Literacy Level score will increase the Speed and Accuracy of Medical Record Reporting by 0.308 units, assuming that the other variables are in a constant or constant condition. X_1

The Work Commitment variable () has a coefficient value of 0.415, which means that the addition of 1 unit of Work Commitment score is able to boost the Speed and Accuracy of Medical Record Reporting by 0.415 units if other variables are assumed to be constant. The Organizational Support System variable () provides a coefficient of 0.340, indicating that an increase of 1 unit of the Organizational Support System score will increase the Speed and Accuracy of Medical Record Reporting by 0.340 units if other variables are constant. X_2X_3

These three independent variables have been proven to have a positive influence on the dependent variables. An increase in the level of digital literacy, work commitment, and organizational support system will automatically encourage an increase in the speed and accuracy of medical record reporting. All of these independent variables have also been proven to have a significant influence.

T test

Table 2. Test Results t

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	

1	(Constant)	-2.349	8.646		-.272	.788
	Literacy Level	.308	.128	.352	2.408	.023
	Work Commitment	.415	.130	.467	3.193	.004
	<i>Support System</i>	.340	.126	.388	2.700	.012

a. Dependent Variable: Reporting Accuracy Speed

Based on the table above, the digital literacy level variable has a significance value of 0.023, work commitment of 0.004, and a *support system* of 0.012. All of these values are below 0.05 so that each independent variable has a significant effect on the speed and accuracy of medical record reporting. The level of digital literacy, work commitment, and organizational *support system* affect the speed and accuracy of medical record reporting at Permata Bunda Mother and Child Hospital, Ketapang Regency, West Kalimantan.

Test F

Table 3. Test Results F

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2620.698	3	873.566	7.692	.001b
	Residual	2952.802	26	113.569		
	Total	5573.500	29			

a. Dependent Variable: Reporting Accuracy Speed

b. Predictors: (Constant), *Support System*, Literacy Level, Work Commitment

Based on the table above, because the significance value (Sig.) of 0.001 is smaller than the significance level of 0.05, the null hypothesis (H0) is rejected. Thus, it can be concluded that the variables of Digital Literacy Level (X1), Work Commitment (X2), and *Organizational Support System* (X3) together have a significant effect on the Speed and Accuracy of Medical Record Reporting (Y).

Coefficient of Determination

Table 4. Determination Coefficient Test Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.686a	.470	.409	10.65689

a. Predictors: (Constant), *Support System*, Literacy Level, Work Commitment

Based on the table above, the R Square value was 0.470 and the Adjusted R Square was 0.409. The R Square value showed that 47.0% of the variation in the speed and accuracy of medical record reporting could be explained by the level of digital literacy, work commitment, and *organizational support system*. The remaining 53.0% was influenced by other variables outside the research model.

These results show that the model's explanatory ability is in the medium category in explaining the variation of dependent variables.

3.2. Discussion

The Effect of Digital Literacy Level on the Speed and Accuracy of Medical Record Reporting at Permata Bunda Mother and Child Hospital, Ketapang Regency, West Kalimantan

The adaptability of digital technology in the modern healthcare sector plays a crucial role in the smooth administration of hospital operations. Digital literacy includes the cognitive and technical skills of individuals in understanding, evaluating, and operating computer-based information systems to process patients' medical data. Medical administrative officers or recorders who have a deep understanding of digital architecture and hospital management applications tend to be able to complete operational tasks more efficiently. This skill minimizes data input errors, speeds up clinical information processing time, and ensures that reporting flows run in accordance with national standards. The readiness of digital competencies from human resources is the main foundation in mitigating bureaucratic delays in health data in medical facilities.

Statistical analysis proves that the Digital Literacy Level variable has a positive and partially significant influence on the speed and accuracy of medical record reporting at Permata Bunda Mother and Child Hospital, Ketapang Regency. The regression coefficient value of 0.308 indicates that every one unit increase in the officer's digital literacy ability score will increase the performance of medical record reporting by 0.308 units assuming other factors are constant. The t-test strengthens this finding through a significance value of 0.023 which is well below the threshold of the 0.05 criterion, so that hypotheses that indicate a real influence can be accepted. Officers who are capable of operating a digital medical record platform are proven to be able to cut the time of document processing and present accurate report data for the benefit of hospital management.

Digital literacy skills are crucial because hospital information systems today demand integrated data processing speeds. Officers with high digital literacy are able to understand the information system's workflow intuitively, so that technical obstacles that usually take time can be solved independently without having to wait for the help of other parties. This ability creates a smooth flow of information from the service unit to the reporting unit, which ultimately cuts processing time while reducing the risk of data input errors due to operational ignorance. Mature mastery of technology transforms complex administrative tasks into a systematic and measurable work process according to the demands of modern health digitalization.

Paul Gilster's (1997) framework reinforces this finding by explaining that digital literacy combines technical skills and critical thinking skills in evaluating information. Medical record officers who master various digital data formats are able to filter, interpret, and make optimal use of computer devices to process patient records without significant obstacles. This cognitive capacity ensures that every clinical information is transmitted appropriately, so that administrative decisions can be made quickly and accurately according to the needs of hospital management.

Digital literacy proposed by Daswin (2020) emphasizes that mastery of the five main domains of digital competence, such as access, analysis, evaluation, content creation, reflection, and action, is the main key to optimizing health information systems. Officers who are equipped with basic skills in reading and inferring electronic data tend to have a minimum error rate when transmitting clinical data. An in-depth understanding of digital medical terms and patient confidentiality ethics triggers the formation of comprehensive medical record reporting information accuracy. Practical skills in the field of information and communication technology make the process of submitting periodic files no longer constrained by procedural technical obstacles.

Previous research conducted by Cita et al. (2025) is also in line with this empirical finding, where the move of data systems from manual to electronic platforms requires massive acceleration of the

digital competence of health apparatus. The results of a scientific study from Yorismanto et al. (2025) confirm that the application of electronic medical records is able to reduce waiting times for operational services and significantly reduce the number of data entry errors. The cognitive ability of employees to sort out the validity of health data accelerates internal coordination of hospitals in compiling high-quality administrative reports. The readiness of digital literacy of implementing staff makes a real contribution to the provision of credible databases for clinical management.

The high influence of digital literacy indicates that the technical capabilities of staff are not just operational supports, but the main determinant in maintaining the quality of medical records at Permata Bunda Mother and Child Hospital, Ketapang Regency. Mastery of a qualified information system allows each officer to carry out administrative functions independently and systematically, so that dependence on external technical assistance can be reduced to a minimum. The effectiveness of medical record reporting achieved through digital literacy reflects the hospital's readiness to transform towards an accurate and fast data-based health service ecosystem. Continuous improvement of the digital skills of the workforce has proven to be an effective strategy to maintain consistent and accountable reporting quality standards.

The Effect of Work Commitment on the Speed and Accuracy of Medical Record Reporting at Permata Bunda Mother and Child Hospital, Ketapang Regency, West Kalimantan

An employee's mental attitude and emotional attachment to the institution where he or she works affect the quality and productivity of daily tasks. Work commitment reflects a degree of loyalty, high responsibility, and an individual's willingness to put in the best effort to achieve the vision of a healthcare organization. Employees who internalize hospital values will view the preparation of medical record reports as not just a routine formality, but a moral obligation that has a direct impact on the quality of patient service. This personal dedication triggers a strong internal motivation to maintain work discipline, avoid task delays, and maintain accuracy even under high workload pressure. The operational reliability of reporting is highly dependent on the integrity and consistency of the professional attitude shown by the executive staff.

The results of the multiple linear regression test showed that the Work Commitment variable had the most dominant positive impact among other independent variables with a coefficient value of 0.415. Partial statistical testing through the t-test produced a significance value of 0.004 which proves that the influence of this variable is very real and meaningful both theoretically and practically. The medical record administration staff at the Permata Bunda Mother and Child Hospital, Ketapang Regency, who have a high sense of ownership of their duties, have proven to have direct implications for accelerating the completion of report files. Strong emotional attachment and professional responsibility make officers always focus on minimizing data errors and the timeliness of periodic report distribution.

The dominance of the influence of work commitment over other variables stems from the nature of medical records work that demands a high level of accuracy and consistency at all times. Employees who have a strong emotional attachment to the hospital will tend to place data accuracy as a top priority for patient safety and service continuity. This loyalty encourages staff to continue to work in detail even under the pressure of tight deadlines, something that cannot be achieved through technical skills alone. This personal dedication is the main driving engine that makes officers not only work to drop obligations, but strive to provide the best results that drastically minimize reporting errors.

The three components of work commitment from Allen & Meyer (1991) explain why employee psychological attachment is the most dominant factor in the smooth reporting of medical records. Affective commitment and a sense of moral obligation (normative commitment) encourage staff to dedicate their best efforts in completing data recording tasks on time. These professional considerations move individuals to maintain the quality of work despite high operational pressures, so that reporting accuracy targets can be achieved consistently.

The conceptualization of work commitments, according to Astuti (2021), provides a theoretical justification that the internal drive of employees to make the best contribution is strongly correlated with compliance with institutional operational regulations. Jufrizen (2022) emphasized that a sense of

belonging to the organization fosters an individual's willingness to work beyond formal standardization in order to achieve collective goals. Medical record staff who adopt good self-awareness and self-management are able to manage administrative work rhythms in a structured manner. The moral responsibility inherent in the officer's personality minimizes the accumulation of patient files that pass the deadline of two times twenty-four hours.

Previous research conducted by Farhiyah et al. (2025) strengthens this argument by stating that the psychological loyalty of management and implementing staff is the main determinant of the efficiency of health information governance. Findings from Syafira et al. (2025) place the internal motivation of health workers as a crucial pillar for the successful adoption of modern administrative systems in the hospital environment. High personal dedication makes the administrative apparatus persistent in maintaining accurate reporting in the midst of a surge in patient volume. The consistency of employees' professional behavior directly mitigates the risk of mismatch of clinical data with digital system data.

The dominance of work commitment as the most influential factor confirms that the psychological aspect of staff is the main foundation in medical record operations at Permata Bunda Mother and Child Hospital, Ketapang Regency. Integrity and a high sense of belonging motivate employees to exceed standard technical responsibilities, so that the target of speed and accuracy of reporting can be achieved consistently despite facing fluctuating workloads. The success of institutions in fostering emotional bonds of staff has proven to be a strategic capital that strengthens data accuracy and administrative efficiency. Excellent reporting performance is not only a reflection of technical skills, but a tangible result of the dedication and deep professionalism possessed by human resources in the medical record unit.

The Influence of Organizational Support System on the Speed and Accuracy of Medical Record Reporting at Permata Bunda Mother and Child Hospital, Ketapang Regency, West Kalimantan

A conducive work environment and the availability of support facilities from the management are pillars that support the effectiveness of staff operational performance. An organization's support system includes the provision of adequate hardware and software infrastructure, periodic technical training, supportive leadership, and a supportive teamwork climate. The existence of a reliable support system reduces technical barriers that often slow down the administrative workflow in the medical record unit. Management that is responsive to the needs of work facilities provides a sense of security while stimulating employee productivity in completing their administrative responsibilities. The transformation of health data governance requires an absolute synergy between the readiness of the institutional management system and the real needs of workers in the field.

The results in this study confirm that the Organizational Support System variable has a positive and significant contribution to reporting efficiency with a regression coefficient of 0.340. The significance value of the t-test obtained is 0.012, a number that statistically meets the criterion of rejecting the zero hypothesis because the value is below 0.05. Real support from the management of Permata Bunda Mother and Child Hospital Ketapang Regency in the form of providing adequate work facilities has proven to make the task of medical record staff easier. Supportive managerial aspects help overcome operational obstacles quickly, so that the accuracy and timeliness of medical report submission can be optimally maintained.

The positive contribution of the organizational support system occurs because the infrastructure and work environment serve as a catalyst that facilitates the implementation of reporting policies in the field. Management that provides adequate work tools and continuous training removes physical barriers that have been hindering the speed of staff in accessing patient data. Real organizational support creates a sense of security for employees in carrying out administrative responsibilities, which then fosters a proactive attitude in maintaining a smooth reporting flow. The synergy between the operational needs of officers and the facilities provided by the hospital directly creates efficiency that accelerates the time of distribution of reports to management.

The concept of organizational support from Eisenberger et al. (1986) underlies the reason why work facilities and management attention are able to boost the efficiency of medical record reporting. Employees' belief that the institution appreciates their contributions triggers reciprocity in the form of increased loyalty and active involvement in completing administrative tasks. The availability of adequate infrastructure and leadership support provides a sense of security for staff to work optimally, which then manifests in accelerating the completion of periodic reports accurately.

The theoretical perspective of Rofiatin et al. (2025) outlines that trusted institutional support instruments include organizational fairness, direct supervisor support, compensation or rewards, and supportive work environment conditions. The availability of state-of-the-art technology facilities frees officers from the shackles of systemic barriers that have the potential to undermine the data submission timeline. Interactive direction and guidance from supervisors provide a sense of psychological security that spurs employees' daily productivity. Management's periodic attention to staff welfare fosters a solid collaborative climate between administrative work units.

Previous research by Amalia & Ferdianto (2022) confirms that responsive organizational structure governance has a great influence on the effectiveness of hospital information system optimization. A literature investigation by Pratiwi et al. (2025) detected that organizational prerequisites in the form of infrastructure modernization and assistance to technology vendors are absolute prerequisites for successful medical record adoption. Qualified work facilities accelerate the tracing of patients' clinical track records from service units to medical record installations. The provision of representative work facilities has proven to be effective in cutting the bureaucracy of national health report preparation.

The availability of adequate support systems has proven to be a crucial factor that bridges the managerial targets and operational reality of staff at Permata Bunda Mother and Child Hospital, Ketapang Regency. Representative facilities and management's attention to technical needs in the field create a work ecosystem that minimizes obstacles, so that the medical record reporting process runs more efficiently. The synergy between the management's commitment to providing infrastructure and the willingness of staff to work optimally is the main key to improving administrative quality. This result proves that investment in organizational support systems is a strategic step to ensure the speed and accuracy of medical data in a sustainable manner.

The Effect of Digital Literacy Level, Work Commitment, and Organizational Support System Simultaneously on the Speed and Accuracy of Medical Record Reporting at Permata Bunda Mother and Child Hospital, Ketapang Regency, West Kalimantan

The successful management of the national health information system requires a comprehensive integration between individual capacity, internal motivation, and structural aspects of the institution. The simultaneous interaction between personal digital skills, psychological commitment to tasks, and facility support from management will create a productive and error-free work ecosystem. These three pillars cannot stand alone in order to achieve the ideal standardization of the quality of medical record reporting in the era of health digitalization. Digitally intelligent and highly dedicated officers still need the support of qualified work facilities so that their maximum potential in processing data is not hampered by systemic constraints. The harmonious integration of all these elements is the main key to accelerating the quality of hospital administrative services in a sustainable manner.

The output of the statistical test simultaneously through the F test produced a significance value of 0.001 which was much smaller than the real level of 0.05, indicating the rejection of the zero hypothesis. The variables of Digital Literacy Level, Work Commitment, and Organizational Support System together have a significant influence on the Speed and Accuracy of Medical Record Reporting at Permata Bunda Mother and Child Hospital, Ketapang Regency. The determination coefficient value (R Square) of 0.470 indicates that the combined contribution of the three independent variables is able to explain 47.0% of the variation in the performance of medical record reporting, while the rest is controlled by external variables. This representation number confirms that the position of the research model is in the medium category and is suitable for use as a reference for improving the quality of medical record management.

The speed and accuracy of medical record reporting described by Putri et al. (2024) suggest that the suitability of clinical data requires a convergence of aspects of staff proficiency and the accuracy of support systems. Budiana et al. (2022) explained that the accuracy of the distribution of periodic reports is closely tied to the capabilities of work units in managing information according to the minimum time limit for health services. The integration of digital literacy indicators, internal emotional regulation of employees, and the guarantee of managerial facilities coalitions in reducing the amount of incompleteness of medical forms. The tripartite synergy of these independent variables forms a solid managerial force to ensure continuity of patient service.

Previous research by Pratiwi et al. (2025) through an approach of harmonization of qualitative and quantitative methods confirms that the success of clinical digitalization must integrate human, organizational, and technological dimensions in a balanced manner. Continuous evaluation of the work performance of health apparatus has been proven to be able to increase the degree of operational compliance with the operational standardization of hospital procedures. Individual digital proficiency coupled with a high sense of professional ownership will be lost if it is not balanced by the availability of computers and a stable internet network. The simultaneous interconnectedness of all these research instruments provides an objective picture for the formulation of strategic policies to improve the quality of medical record services.

The success of medical record reporting at Permata Bunda Mother and Child Hospital Ketapang Regency depends on an integrated synergy between staff digital skills, work commitment, and organizational support. The integration of these three variables was proven to be able to explain the variation in reporting performance by 47.0%, which indicates that improving administrative performance must be carried out holistically through human resource development as well as infrastructure fulfillment. Strategic policies of hospitals need to prioritize efforts that not only hone individual skills, but also maintain a work climate that fosters a sense of high moral responsibility among officers. Synergy between humans and this system is an absolute prerequisite for the creation of accurate, timely, and highly competitive medical record services.

4. CONCLUSION

The level of digital literacy, work commitment that holds the most dominant influence, and the support system of their respective organizations each have a positive and significant influence on the speed and accuracy of medical record reporting at Permata Bunda Mother and Child Hospital Ketapang Regency, as well as all of these independent variables have also been proven to have a simultaneous effect on the quality of medical record reporting.

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