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Digital Literacy Knowledge as an Intervening Variable Strengthens the Relationship between Perceived Ease and Usefulness and Intention to Use EMR at Koja Hospital

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Abstract. *Digital transformation in the health sector is an urgent need, especially with the increasing demands for efficiency, accuracy, and security in managing medical information. This study aims to analyze the effect of perceived ease and perceived usefulness on the intention to use Electronic Medical Records (EMR) with digital literacy knowledge as an intervening variable in outpatient nurses at Koja Regional Hospital. The research method used is quantitative with a cross-sectional design. The sample consisted of 104 nurses selected using a purposive sampling technique. Data collection was carried out through a questionnaire using a 4-point Likert scale, covering the variables of perceived ease, perceived usefulness, digital literacy knowledge, and intention to use EMR. Data analysis was carried out using Lisrel software. Most of the subjects were female 82.7%, an average age of 41-50 years 40.4%, NERS education 52.9%, and work experience> 10 years 61.5%. Perceived ease and perceived usefulness have a positive and significant effect on the intention to use EMR. Digital literacy knowledge acts as an intervening variable that strengthens the relationship between perceived ease and usefulness on the intention to use. Thus, hospitals need to create a supportive work environment, by providing ongoing training and encouraging a collaborative culture in using new technologies in an effort to improve RME usage skills.*

Keywords: *Digital Literacy Knowledge, Intention to Use RME, Outpatient Nurses, Perceived Ease, Perceived Usefulness.*

1. INTRODUCTION

Digital transformation in the health sector is increasingly becoming an urgent need, especially with the increasing demands for efficiency, accuracy, and security in the management of medical information. The existence of computers in the current development of ICT is increasingly used as an aid in various fields, one of which is in the health sector which aims to improve health services to be easier (Gartee, 2017). One of the health services that currently uses computers in the medical records unit is the Electronic Medical Records (EMR) system. EMR is a solution for hospitals to overcome various problems that often occur such as large storage space, loss of medical records, and release of required data (Ahmed, Rahman & Othman, 2020).

Based on the results of the interview with the Director of the Koja Regional Hospital, it was found that the initial management target to complete the implementation of RME in two years had not been achieved. The human resource factor was also an obstacle, where there were still medical personnel and nurses who were not yet skilled in accessing and using RME. Outpatient ward nurses indicated that nurses often felt that they only played a role as

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administrative officers and did not understand how the implementation of RME could be directly related to improving the quality of service. This information shows that there are problems in the implementation of RME at Koja Regional Hospital, which causes the implementation process to take longer than expected.

Preliminary studies stated that around 66% of nurses stated that their knowledge of the EMR system had decreased, especially in self-development and technical skills. As many as 80% of nurses felt that their digital knowledge was not enough to fully utilize EMR, and 70% felt uncomfortable using technology in their daily work. Digital literacy knowledge has a positive and significant effect on the intention to use Electronic Medical Records (Sham, Adan & Kasim, 2024;Bawden, 2008). From the various research results found, there are still limitations, namely the lack of studies related to additional factors that influence the influence of digital literacy knowledge on the intention to use Electronic Medical Records. Therefore, the purpose of this study was to analyze the effect of perceived ease and perceived usefulness on the intention to use Electronic Medical Records (EMR) with digital literacy knowledge as an intervening variable in outpatient nurses at Koja Regional Hospital.

2. METHOD

The research method used is quantitative with a cross-sectional design. This study comes from primary data in the form of a questionnaire addressed to nurses at Koja Regional Hospital. Data collection was conducted in September - November 2024. The sample consisted of 104 nurses selected using a purposive sampling technique. Data collection was carried out through a questionnaire using a 4-point Likert scale, covering the variables of perceived ease, perceived usefulness, digital literacy knowledge, and intention to use RME. Data collection was carried out by visiting respondents directly to submit and collect questionnaires. This study was conducted by manually distributing questionnaires to nurse respondents at Koja Regional Hospital. Data analysis was carried out using Lisrel software.

Before collecting data from subjects at the study location, researchers conducted validity and reliability tests on the instruments used. A total of 30 subjects participated in the instrument test. From the results of the validity test, the variables Intention to Use RME (Y), Perception of Ease (X1), Perception of Usefulness (X2), and Digital Literacy Knowledge (Z) were obtained. All items in the four variables have a calculated r value > r table (0.361), which means that all questionnaire items are valid.

In addition, the Cronbach's alpha value for all variables is above 0.60, with the highest value in the Digital Literacy Knowledge variable (Z) of 0.937. This shows that all questionnaire instruments have a high level of internal consistency, meaning they can be relied on to measure respondents' behavior and perceptions consistently. Thus, the results of the validity and reliability tests support the reliability of the research instruments, ensuring that the data generated can be trusted for further analysis.

3. RESULTS AND DISCUSSION

The characteristics of respondents in this study are divided into several categories, namely: Age, Gender, Last education.

Table 1. Characteristics of Respondents

Respondent Characteristics	Frequency	Prosentase
Gender		
Male	18	17.3
Female	86	82.7
Age		
≤ 30 Years	16	15.4
31 - 40 Years	35	33.7
41 - 50 Years	42	40.4
> 50 Years	11	10.6
Education		
D3	35	33.7
NERS	55	52.9
S1	14	13.5
Years of service		
1 - 3 Years	4	3.8
3 - 6 Years	9	8.7
6 - 10 Years	27	26.0
> 10 Years	64	61.5

Table 1. describes the characteristics of respondents in this study based on gender, age, education, and length of service. Based on these data, the majority of respondents were female, with a total of 86 people or 82.7%. This shows that the nursing profession at Koja Regional Hospital is mostly filled by women, reflecting the general trend in the health sector. In terms of age, the 41-50 age group dominates with 42 people (40.4%), indicating that most respondents are in their mature age, who usually have better work experience and honed skills. In terms of education, most respondents have a NERS professional education, with a total of 55 people (52.9%). This shows that the majority of nurses have an adequate educational background to support their work in the health care system. In addition, more than half of the respondents (61.5%) have worked for more than 10 years. This finding indicates that respondents have sufficient experience in their work, which can contribute to their competence and expertise in using technology, such as Electronic Medical Records (EMR).

The Hybrid Model (Full SEM) using Lisrel 8.80 is as shown in Figure 1 and Figure 2.

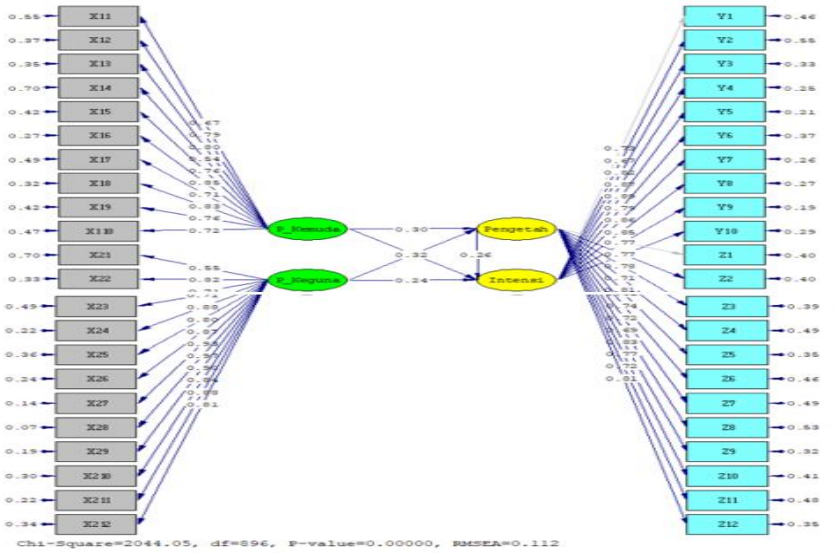

Image 1. Hybrid Model (Full Model) t-value
Source: Results Processed Data LISREL 8.80, 2024

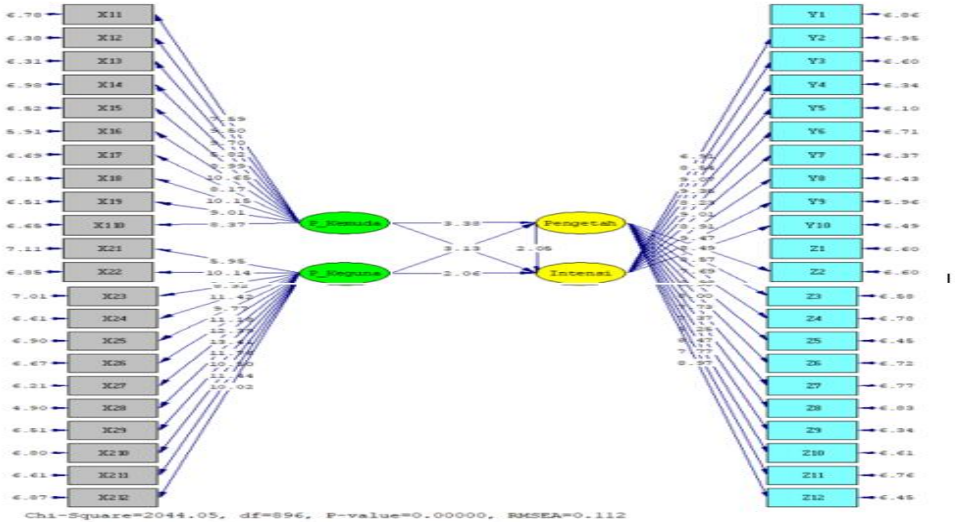

Image 2. Hybrid Model (Full Model) t-value
Source: Results Processed Data LISREL 8.80, 2024

Based on Figures 1 and 2, it can be seen that there is a relationship between exogenous variables and endogenous variables. The results of the significance test of the relationship between latent variables, or the path between two latent variables, can be seen in the table below. The table below shows the resulting coefficient values along with the tvalue values. If the structural path has a tvalue ≥ 1.96, then the coefficient of the path is declared significant, and if the tvalue <1.96, then it is concluded that the coefficient of the path is not significant.

Table 2.
Significance Between Variables

Structural Trajectory	*Path Coef.*	*tvalue*	*tcriteria*	Test Results
Perceived Ease (X1)->Digital literacy knowledge (Z)	0.30	3.38	1.96	Significant
Perception of Usefulness (X2)->Digital literacy knowledge (Z)	0.57	5.63	1.96	Significant
Perceived Ease (X1) -> Intention to use Electronic Medical Records (Y)	0.32	3.13	1.96	Significant
Perceived Usefulness (X2)->Intention to use Electronic Medical Records (Y)	0.24	2.06	1.96	Significant
Digital literacy knowledge (Z)->Intention to use Electronic Medical Records (Y)	0.26	2.05	1.96	Significant

Source: Processing Results with LISREL 8.80 (2024)

Based on the results of the Three Box Method analysis, it was found that all research variables, namely Perceived Ease (X1), Perceived Usefulness (X2), Digital Literacy Knowledge (Z), and Intention to Use Electronic Medical Records (Y), were in the High category with Very Good behavior. The average answer score index for all variables ranged from 78 to 104, indicating that respondents had a very positive perception of all aspects measured.

With this high score, it can be concluded that outpatient nurses at Koja Regional Hospital generally have a positive perception regarding the ease of use and usefulness of the Electronic Medical Record (EMR) system, and have good digital literacy knowledge. This supports their intention to use EMR in daily practice. High scores on Perceived Ease (X1) and Perceived Usefulness (X2) indicate that nurses feel that EMR is easy to learn and use, and provides significant benefits in their work. This is in line with the Technology Acceptance Model (TAM), which emphasizes that perceived ease and usefulness are the main factors influencing a person's intention to adopt technology.

Similarly, a high score on Digital Literacy Knowledge (Z) indicates that nurses have good digital literacy, including an understanding of patient data security, which is critical in the use of technologies such as EMR. This digital literacy knowledge is an intervening variable that strengthens nurses' intentions to adopt and use EMR effectively. In this context, adequate knowledge of information technology and electronic data management will affect nurses' confidence in using the system, thereby further strengthening their commitment to utilizing technology to improve health services. A high score on Intention to Use EMR (Y) reflects nurses' strong intention to continue using EMR.

The Influence of Perceived Ease of Use, Perceived Usefulness, and Digital Literacy Knowledge Simultaneously on Intention to Use Electronic Medical Records

Based on the research results, perceived ease, perceived usefulness, and digital literacy knowledge simultaneously have a positive and significant effect on the intention to use Electronic Medical Records of nurses at Koja Regional Hospital. In this context, perceived ease refers to the extent to which users feel the technology is easy to use, while perceived usefulness relates to the benefits felt by users from implementing this technology. Digital literacy knowledge also plays an important role in supporting the understanding and effective use of the technology.

The successful implementation of new technologies, such as Electronic Medical Records, is greatly influenced by a combination of perceived ease of use, perceived usefulness, and digital literacy levels (Cope & Kalantzis, 2000; Choi. et al 2023). Simultaneously, these three variables provide a strong basis for individuals in making decisions to use the technology. Perceived ease and usefulness indicate that the technology is relevant and can provide clear benefits, while digital literacy knowledge ensures that users have adequate understanding of how to use the technology (Davenport, & Prusak, 1998;Davis, Bagozzi,& Warshaw, 2023). Without the right combination of these three factors, the intention to use EMR can be compromised. Therefore, it is important for hospitals and other healthcare institutions to be aware of and manage these variables to increase the adoption rate of EMR among medical and administrative personnel.

The Influence of Perceived Ease of Use on Digital Literacy Knowledge

The results of this study indicate that nurses who view RME as a useful system in improving their performance tend to be more motivated to improve their digital literacy. The highest score results from the perceived ease variable provide an illustration that most respondents feel that RME makes it very easy to access patient medical record data. Meanwhile, the lowest score provides an illustration that there are some challenges in understanding the workflow of this system. Thus, although there are some challenges in understanding the workflow, this system is overall seen as an easy-to-use technology and provides convenience in achieving patient medical record data.

Donabedian (1988) through the Structure-Process-Outcome (SPO) theory explains that ease in organizational structure, such as the availability of good technological infrastructure, plays a role in improving work processes and, ultimately, outcomes in the form of digital literacy knowledge of medical personnel. The easier the EMR system is to operate, the more likely medical personnel are to improve their digital skills in managing medical records (Aase

& Braithwaite, 2016). In addition, within the framework of the Technology Acceptance Model (TAM), Davis (1989) showed that the perception of ease of use of technology influences the acceptance of the technology; the ease of use of EMR directly increases user knowledge of how to operate the system. Ajzen's (1991) Theory of Planned Behavior (TPB) also revealed that the perception of ease of use of EMR can increase the control felt by medical personnel, strengthen their intention to learn more about technology and improve their digital literacy (Ajzen, 1991; Madden, Ellen & Ajzen 1992).

The Influence of Perceived Usefulness on Digital Literacy Knowledge

The results of this study indicate that nurses who view RME as a useful system in improving their performance tend to be more motivated to improve their digital literacy. From the highest score on the perception of usefulness, it was found that RME is recognized as providing benefits in improving the quality of health services. While the lowest score indicates that this system has not fully increased the productivity of medical personnel in terms of the number of patients that can be handled. Thus, the respondents' perception of the usefulness of RME as a whole is in the high category, although there is still room for improvement in terms of productivity.

Donabedian (2002) through the Structure-Process-Outcome (SPO) theory emphasized that a system that is perceived as useful in supporting work will contribute to improving the quality of work results, including understanding the technology used. When medical personnel feel that RME helps improve the quality of service, they tend to better understand and master the use of the technology (Shin, Yoo, & Han, 2021). In the context of the Technology Acceptance Model (TAM), Davis et al. (2023) revealed that perceived usefulness greatly influences a person's decision to accept and utilize technology to the maximum; in other words, the more useful the RME is considered, the higher the digital literacy knowledge achieved. Ajzen (1991) in the Theory of Planned Behavior (TPB) also showed that perceived usefulness influences a person's intention to interact with technology more deeply, thereby increasing their understanding of its use. Other studies support that high perceived usefulness of technology encourages users to be more active in learning how to use the system (Nainggolan, Liana & Markam (2023); (Tubaishat, 2017).

The Influence of Perceived Ease of Use on Intention to Use Electronic Medical Records

These results indicate that the easier it is for nurses to perceive RME technology, the higher their intention to continue using the system in their daily work. The Structure-Process-Outcome (SPO) theory developed by Donabedian (2002) states that structural factors such as ease of access and use of the system support efficient processes, which ultimately increase

outcomes in the form of system usage intentions. In addition, the Technology Acceptance Model (TAM) proposed by Davis (1989) explains that the perception of ease of use of technology influences the user's intention to adopt and continue using the technology. [In this context, the easier the RME is to use, the higher the intention of medical personnel to continue using the system. Ajzen (1991) in the Theory of Planned Behavior (TPB) added that perceived ease is directly related to perceived behavioral control, which leads to a stronger intention to continue using the technology. This is in line with other studies that support that ease of use of information systems influences the user's intention to continue using the system (Siswanto, & Kusumapradja, 2024; Ebnehoseini, et al 2020).

The Influence of Perceived Usefulness on Intention to Use Electronic Medical Records

These results indicate that the more nurses perceive the real benefits of using RME in improving their performance, the greater their intention to continue using the system. In theory, Donabedian (1988) in the Structure-Process-Outcome (SPO) theory emphasizes that clear and tangible system benefits for medical personnel improve the quality of work processes, which ultimately affect outcomes in the form of intentions to use technology. Furthermore, within the framework of the Technology Acceptance Model (TAM), Davis et al. (2023) showed that perceived usefulness plays a major factor in determining a person's intention to adopt technology, including RME. The more useful the system is perceived, the greater the intention of medical personnel to use it. Ajzen (1991) through the Theory of Planned Behavior (TPB) added that perceived usefulness influences subjective norms and perceived behavioral control, which in turn strengthens the intention of medical personnel to use RME. Research in line with this states that the perceived benefits of using RME increase the desire to continue using it (Zaman,2021; Sukadana & Lestari, 2023).

The Influence of Digital Literacy Knowledge on Intention to Use Electronic Medical Records

These results indicate that the better the nurses' digital literacy, the higher their intention to use RME. According to the Structure-Process-Outcome (SPO) theory proposed by Donabedian (2002), a good understanding of technology will affect the work process and improve the desired outcome, namely the optimal use of technology. With high digital literacy knowledge, medical personnel are more likely to have the intention to use RME effectively. In the Technology Acceptance Model (TAM) framework, it is stated that individuals with high levels of digital literacy tend to have positive attitudes towards technology, which will strengthen their intention to use the technology (Shin, Yoo & Han, 2021). The Theory of Planned Behavior (TPB) also shows that mastery of digital literacy provides a greater sense of

control over technology, which leads to a stronger intention to use it (Ajzen, 1991). This is in line with research that states that digital literacy is a determining factor in the intention to use medical technology, because the better a person's digital knowledge, the greater their interest in using RME (Berg & Bergen, 2004); Mulyani, et al 2024).

The Influence of Perceived Ease of Use on Intention to Use Electronic Medical Records through Digital Literacy Knowledge

In the analysis, it was found that digital literacy knowledge acts as an intervening variable that strengthens the relationship between perceived ease and intention to use RME. This is in line with research that states that good digital knowledge can strengthen the positive influence of perceived ease on intention to use RME. In addition, digital literacy functions as a link between perceived ease and the decision to use RME. (Kuek & Hakkennes, 2020; Zaman, et.al, 2021; Sukadana & Lestari, 2023).

The Influence of Perceived Usefulness on Intention to Use Electronic Medical Records through Digital Literacy Knowledge

These results indicate that nurses' understanding of the benefits of RME technology will be stronger if they have good digital literacy. This is in line with other studies that support where the development of digital literacy plays a role in strengthening the relationship between perceived usefulness and the intention to use health information systems (Rajagukguk, Hilmy & Mulyani, 2023; Tegegne, Mekonnen, & Taye, 2023). Thus, digital literacy knowledge acts as a mediator that strengthens the influence of perceived usefulness on the intention to use RME among outpatient nurses at Koja Regional Hospital.

4. CONCLUSION, SUGGESTIONS AND IMPLICATIONS

Digital literacy knowledge can strengthen the relationship between perceived ease and usefulness and intention to use RME at Koja Hospital. These findings indicate that nurses' digital literacy plays a key role in increasing perceived ease and usefulness of RME, as well as in strengthening perceived behavioral control. Therefore, hospitals need to design comprehensive policies to improve nurses' digital skills, strengthen technology infrastructure support, and create an organizational culture that supports technology adoption. Implementation of training policies that focus on developing digital literacy and strengthening organizational structures and processes can improve the quality of health services and facilitate effective adoption of RME in hospitals. Furthermore, hospitals are advised to implement a performance-based reward system in the use of RME.

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