



The Effect of Management Commitment and Team Orientation on Compliance in Filling Electronic Medical Records with Competence as an Intervening Variable in the Inpatient Installation of Hermina Hospital, Depok

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Abstract. Background: Incomplete electronic medical record filling by doctors can hinder effective action or treatment by other health workers. This non-compliance problem includes incomplete filling and writing of less specific diagnoses, which can potentially lead to errors in nursing action planning. **Purposes:** This study aims to test the influence of management commitment and team orientation on compliance in filling electronic medical records with competence as an intervening variable in the inpatient installation of Hermina Hospital, Depok. **Methods:** This research method is quantitative with a cross-sectional study design. The population is doctors at Hermina Hospital Depok who work in the inpatient installation totaling 133 people. The results of the sample calculation obtained 100 respondents. The data collection technique used a questionnaire, and the analysis method used SEM-PLS. **Result:** The results of the study showed that management commitment, team orientation, and doctor competence had a simultaneous effect on compliance in filling electronic medical records at Hermina Hospital, Depok. Management commitment and team orientation had a significant effect on doctor competence, which in turn also had a direct effect on compliance in filling out medical records. In addition, doctor competence mediated the relationship between management commitment and team orientation on compliance. Improving doctor competence is the main key to ensuring compliance. **Conclusion:** The conclusion of this study confirms that to improve compliance in filling electronic medical records at Hermina Hospital, Depok, attention is needed to management commitment and team orientation. Improving doctor competence is the main key in ensuring compliance, with competence functioning as a mediator between management commitment and team orientation towards compliance.

Keywords: Management Commitment, Team Orientation, Competence, Compliance in Filling Electronic Medical Records

Abstrak. Latar Belakang: Ketidaklengkapan pengisian rekam medis elektronik oleh dokter dapat menghambat tindakan atau penanganan efektif oleh tenaga kesehatan lainnya. Masalah ketidakpatuhan ini mencakup pengisian yang tidak lengkap serta penulisan diagnosis yang kurang spesifik, yang berpotensi menimbulkan kesalahan dalam perencanaan tindakan keperawatan. **Tujuan:** Penelitian ini bertujuan untuk menguji pengaruh komitmen manajemen dan orientasi tim terhadap kepatuhan dalam pengisian rekam medis elektronik dengan kompetensi sebagai variabel intervening di instalasi rawat inap RS Hermina Depok. **Metode:** Metode penelitian yang digunakan adalah kuantitatif dengan desain studi potong lintang (cross-sectional). Populasi penelitian adalah dokter di RS Hermina Depok yang bekerja di instalasi rawat inap sebanyak 133 orang. Hasil perhitungan sampel diperoleh 100 responden. Teknik pengumpulan data menggunakan kuesioner dan metode analisis menggunakan SEM-PLS. **Hasil:** Hasil penelitian menunjukkan bahwa komitmen manajemen, orientasi tim, dan kompetensi dokter secara simultan berpengaruh terhadap kepatuhan dalam pengisian rekam medis elektronik di RS Hermina Depok. Komitmen manajemen dan orientasi tim berpengaruh signifikan terhadap kompetensi dokter, yang selanjutnya juga berpengaruh langsung terhadap kepatuhan dalam pengisian rekam medis. Selain itu, kompetensi dokter memediasi hubungan antara komitmen manajemen dan orientasi tim terhadap kepatuhan. Peningkatan kompetensi dokter menjadi kunci utama dalam memastikan kepatuhan. **Kesimpulan:** Kesimpulan dari penelitian ini menegaskan bahwa untuk meningkatkan kepatuhan dalam pengisian rekam medis elektronik di RS Hermina Depok, diperlukan perhatian terhadap komitmen manajemen dan orientasi tim. Peningkatan kompetensi dokter merupakan kunci utama dalam memastikan kepatuhan, dengan kompetensi berfungsi sebagai mediator antara komitmen manajemen dan orientasi tim terhadap kepatuhan.

Kata kunci: Komitmen Manajemen, Orientasi Tim, Kompetensi, Kepatuhan dalam Pengisian Rekam Medis Elektronik

Introduction

Completeness of medical records is very important because it affects the service process carried out by medical personnel and affects the quality of services at a hospital, and medical records must be made completely after the patient receives services.

Completeness in filling out medical record files by doctors will make it easier for other health workers to provide action or treatment to patients, and can be used as a data source in determining the evaluation and development of health services (Ondogan et al., 2023). Problems that often arise in filling out electronic medical records are that the filling process is incomplete, and the doctor's writing is not specific enough regarding the diagnosis (Aulia et al., 2022), and incomplete electronic medical record filling has the potential to cause errors in nursing action planning (Prananingtias et al., 2023), besides that, this situation will have an impact on the internal and external aspects of the hospital, because the results of data processing are the basis for making internal hospital reports and external hospital reports (Binarti & Fitriyana, 2022).

Doctors' compliance in completing patient medical records sometimes has obstacles that are quite at odds with patient handling time, because of the large number of patients that must be handled, making doctors' compliance in completing electronic medical records often neglected (Fajariyani et al., 2020). The form of doctor compliance can be formed through full commitment of management (Ashill et al., 2019), in addition, management orientation towards team work results to produce quality services, forms the behavior of doctors who comply with the completeness of filling in the patient's electronic medical records (Ismawati et al., 2022), and with adequate competence regarding the function of patient medical records, it becomes a determinant of doctor compliance with the completeness of filling in the patient's electronic medical records (Kee et al., 2020), where the level of compliance is related to the aspects of trusting, accepting and carrying out (Altman & Taylor, 1973).

Management commitment is related to involvement in shaping individual behavior in achieving a goal (Marutha & Ngoepe, 2019), because management commitment affects the competence of health workers (Tamsah et al., 2023).

Management commitment is needed to establish doctor compliance in completing electronic medical records (Alkureishi et al., 2019), because management's commitment focuses on achieving the established mission, thus determining the level of compliance in filling electronic medical records completely (Sharifi et al., 2021), and management commitment determines individual consistency towards achieving organizational goals (Nderitu et al., 2019), and management commitment has an impact on doctors' compliance in filling electronic medical records completely (Shehu Mashi et al., 2019).

In addition to management commitment, management orientation towards team work results, determines that the members involved have the competence to collaborate and carry out effective service coordination (Weaver et al., 2019), because team orientation has an impact on increasing competence (Bragadóttir et al., 2023). Management orientation towards team work results will unite the shared vision of its members to strive to realize quality services, thus forming compliance with the completeness of filling in the patient's electronic medical records (Jimma & Enyew, 2022; Morales-Huamán et al., 2023; Rajamani et al., 2021).

Basically, an individual's ability to react to responsibility in completing work depends on the competencies he or she has, so that he or she is able to produce optimal performance (Rochmawati & Indiyati, 2022), competence determines the level of knowledge of doctors

about the importance of filling out a patient's electronic medical records completely (Kusmiati et al., 2023), on the other hand, competence does not affect the level of compliance of doctors in filling out electronic medical records when faced with a large number of patients (Htay & Whitehead, 2021), but with the competence possessed by doctors, it will create an awareness that the completeness of filling in electronic medical records is necessary for planning further medical actions, thus influencing the level of doctor compliance in filling in the completeness of patient medical records (Bryl et al., 2022; Detering et al., 2020; Hanganu & Ioan, 2022; Laarman et al., 2020).

Hermina Hospital, Depok faces serious challenges related to doctors' compliance in completing electronic patient medical records, with a compliance rate that has not reached 100%. Data shows that only 85% of medical record forms are complete, 39% of discharge summary forms are empty, and 67% of initial assessments have not been filled in. Discussions with 10 doctors revealed that 70% of them found it difficult to input data due to the large number of patients to be treated in one day, while 30% felt burdened by the obligation and tended to delay filling it in. This incompleteness results in the risk of data loss, patient information exchange, and potential errors in patient treatment.

Based on information from the head of the medical records department regarding the achievement of completeness of filling in electronic medical records for patients which has only reached 63%, it shows the low level of doctor compliance with compliance in filling in electronic medical records, and this, when connected with information from the results of discussions with 10 doctors, shows that there are problems with management commitment, team orientation and competence, where this is reinforced by previous research which concluded that the level of doctor compliance in filling in electronic medical records is influenced by management commitment (Ashill et al., 2019), team orientation (Ismawati et al., 2022), and competence (Kee et al., 2020). But these studies were conducted by each study, where none have combined the variables of management commitment, team orientation and competence in influencing the level of doctor compliance in filling out patient electronic medical records in one complete study, so that this study has a novelty that unites these variables in a more comprehensive research model.

Based on the description above, the hypothesis proposed in this study is as follows:

H1: Simultaneously, management commitment, team orientation and competence influence compliance in filling electronic medical records by doctors at the inpatient installation of Hermina Hospital, Depok.

H2: Management commitment influences the competence of doctors at Hermina Hospital, Depok.

H3: Team orientation influences the competence of doctors at Hermina Hospital, Depok.

H4: Management commitment influences compliance with filling out electronic medical records by doctors at Hermina Hospital, Depok.

H5: Team orientation influences compliance in filling electronic medical records by doctors at Hermina Hospital, Depok.

H6: Competence influences compliance in filling electronic medical records by doctors at Hermina Hospital, Depok.

H7: Competence mediates the relationship between management commitment and compliance in filling electronic medical records by doctors at Hermina Hospital, Depok.

H8: Competence mediates the relationship between team orientation and compliance in filling electronic medical records by doctors at Hermina Hospital, Depok.

Research methods

This research was conducted at Hermina Hospital, Depok located at Jl. Siliwangi No. 50, Depok, Pancoran Mas District, Depok City, West Java 16436. In compiling the completion of this thesis, research was conducted from May to November 2024.

This type of research is included in quantitative research with a cross-sectional study design that functions to describe the relationship between risk-causing variables and the resulting effects. In this study, there are 2 independent variables, namely management commitment (X1) and team orientation (X2) which will be measured for their influence on the dependent variable, namely compliance with filling in electronic medical records (Y) and also the existence of an intervening variable, namely competence (X3).

The population in this study were doctors at Hermina Hospital, Depok who worked in the inpatient installation totaling 133. The sampling technique was carried out using the non-probability sampling technique. Determination of the number of samples using the Slovin formula with an error rate of 5%, obtained a sample size of 100 respondents. Data analysis was carried out using the Partial Least Square (PLS) method using SmartPLS software version 3.

Results and Discussion

Results

Demographic data shows the characteristics of respondents with the majority being male (59%) and over 40 years old (80%). Most respondents have specialist degrees (96%), while only 4% have doctoral degrees. In terms of length of service, 35% of respondents have 1-5 years of experience, while 13% have worked for 11-15 years. The majority of respondents are part-timers (82%), indicating a respondent profile that is dominated by men, elderly, highly educated, and part-time workers.

Management Commitment

The management commitment variable consists of 4 dimensions with 8 statement items.

Table 1. Three Box Method Analysis of Management Commitment Variable (X1)

Dimensions	Index	category
Planning	68.25	Moderate
Organizing	66.13	Moderate
Direction	64.75	Moderate
Supervision	67	Moderate
Average Management Commitment Index	66.53	Moderate

Source: Primary Data, 2024

Based on Table 1, the analysis of management commitment to filling out electronic medical records (EMR) shows that the highest dimension is planning with an index of 68.25, where the highest statement is "Management makes EMR a means of supporting quality services" with a score of 68.50. The "moderate" category in this context illustrates that

management has made quite good efforts, but there is still room for improvement and strengthening in the implementation of EMR.

On the other hand, the lowest dimension is direction with an index of 64.75, and the lowest statement is "Management directs doctors to divide their time in filling out the RME" which scored 64.25. The "moderate" category here indicates that although there are efforts to provide direction to doctors, its effectiveness is still less than optimal and requires more attention to improve compliance in filling out medical records. Overall, although all dimensions are in the moderate category, there is a need to improve various aspects so that compliance in filling out the RME can be maximized.

Team Orientation

The Team Orientation variable consists of 2 dimensions with 4 statement items.

Table 2. Three Box Method Analysis of Team Orientation Variable (X2)

Dimensions	Index	Category
Relationship between superiors and subordinates	69.75	Moderate
Teamwork	68.25	Moderate
Team Orientation Average Index	69	Moderate

Source: Primary Data, 2024

Based on Table 2, all categories show a "moderate" score, reflecting that many respondents agree that the orientation and relationship between superiors and subordinates and teamwork are going well. The highest index is in statement number 1, "Leaders form a vision to maintain doctor compliance in filling out RME," with a score of 70.25, underlining the importance of leadership vision in ensuring compliance. In contrast, the two statements with the lowest scores are related to "Teamwork." This indicates that leadership direction to maintain doctor focus on filling out RME and involving other units in reminding doctors still needs to be improved.

Competence

The competency variable consists of 3 dimensions with 6 statement items.

Table 3. Three Box Method Analysis of Competency Variable (X3)

Dimensions	Index	Category
Knowledge	65.13	Moderate
Skills	64.75	Moderate
Attitude	66.25	Moderate
Average Competency Index	65.38	Moderate

Source: Primary Data, 2024

Based on Table 3 shows that all categories are in the "moderate" score, reflecting that doctors have sufficient understanding of the knowledge and skills in filling out the RME. The highest index is in the Attitude dimension, with statement number 5, "I complete the RME filling for proper patient treatment planning," and statement number 6, "I view the completeness of the RME filling as a form of compliance," both having a score of 66.25. This shows the respondents' positive attitude towards the importance of filling out the RME.

On the other hand, the lowest scores are in the Knowledge and Skills dimension. In the Knowledge dimension, statement number 2, "I know how to be thorough in filling out the

RME," has a score of 64.50, indicating a lack of confidence among some respondents in the thoroughness of filling out the RME. In the Skills dimension, statement number 3, "I can make time to fill out the RME even when I am busy," also has a score of 64.50, indicating a challenge for some respondents to make time amidst their busy schedules.

Compliance in filling electronic medical records

Variables compliance in filling electronic medical records consists of 5 dimensions with 10 statement items.

Table4. Three Box Method Analysis of Compliance in Filling Electronic Medical Records (Y)

Dimensions	Index	Category
Perception of Benefits	67.38	Moderate
Perception of Ease	69.75	Moderate
Attitude	70.28	Moderate
Subjective Norms	70.28	Moderate
Behavior Control	69.50	Moderate
Average compliance in filling electronic medical records Index	69.48	Moderate

Source: Primary Data, 2024

Table 4 shows that all categories are in the "moderate" score approaching high, reflecting that doctors are compliant in filling out the RME, although not yet at a high stage. The highest index is in the Subjective Norm dimension, with statement number 7, "I believe that RME will improve the efficiency of health services in the hospital," which has a score of 72.00. This high score indicates the respondent's belief that the use of RME can have a positive impact on the efficiency of health services, which is important to encourage the acceptance of RME among health workers.

In contrast, the lowest score was in the Perceived Benefits dimension, with statement number 1, "I use RME to make it easier to monitor the development of the patient's condition," which had a score of 67.25, indicating that the use of RME has not completely facilitated monitoring the development of the patient's condition.

Table 5. Average Matrix Analysis Three Box Method

No	Variables	R	S	T	Behavior
1	Management Commitment		√		Commitment
2	Team Orientation		√		Collaboration
3	Competence		√		Development
4	Compliance in filling electronic medical records		√		Obedient

Source: Data Processing Results by Researchers, 2024

Table 5 explains that management commitment behavior is commitment, namely behavior that describes how management plays a role in providing resources, policies, and a conducive environment to achieve organizational goals. Team orientation is closely related to collaboration, where team members work together effectively to achieve common goals, share information, and support each other. Competence is related to development, where individuals continuously improve their skills and knowledge to meet job demands and adapt to change.

The context of compliance with filling out electronic medical records, compliance is behavior that shows how health workers routinely and timely fill out electronic medical records in accordance with established standards and guidelines.

Outer Model Evaluation

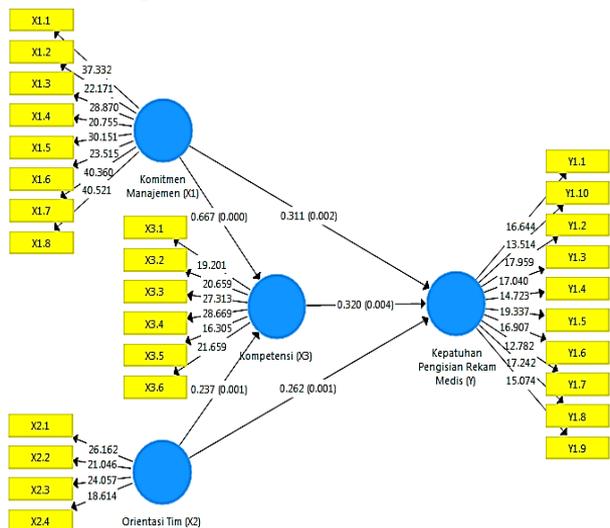
The results of the Convergent Validity test show that all items in the Management Commitment variable are valid, with item X1.8 having the highest value of 0.885. The Team Orientation variable also shows that all items are valid, with X2.1 reaching 0.832. In the Competence variable, the highest value is X3.4 at 0.835, while all items in the Electronic Medical Record Compliance variable are valid, with Y1.5 at the top with a value of 0.789. Overall, all items show a significant contribution to the construct being measured.

Furthermore, the discriminant validity test shows The AVE value of each variable is above 0.50 so that the AVE value for the discriminant validity test has met the requirements for further testing and the Cronbach's Coefficient Alpha value for all variables is > 0.6 or even close to 1 and the Composite reliability value is > 0.7, so that all variables in this study are declared reliable.

The structural model fit test shows the Goodness of Fit (GoF) assessment with two main indicators: Standardized Root Mean Square Residual (SRMR) of 0.070 and Normed Fit Index (NFI) of 0.762. SRMR values below 0.08 indicate a fairly good model fit, while NFI below 0.90 indicates an adequate model fit. Overall, this model has a fairly good level of fit.

Inner Model Evaluation

The construction of the structural model test path diagram in this study uses 2 exogenous variables, 1 endogenous variable, and 1 intervening variable which describes the relationship between variables as shown in the following Figure.



Picture1. Inner Model Test Results

The results of the Determination Coefficient test show that Competence has an R-square value of 0.706, indicating that Management Commitment and Team Orientation explain about 70.6% of its variability. Meanwhile, Compliance with filling out electronic medical records has an R-square of 0.650, meaning that the three independent variables (Management Commitment, Team Orientation, and Competence) explain about 65% of its variation.

The results of the simultaneous hypothesis test show that the R-Square of Compliance with filling out electronic medical records is obtained by R² of 0.650 (65%). The number of independent variables (k) is 3 and the number of research samples (n) is 100 with a significance level of α of 5%, then the F count is 59.42 > F table 2.70, which means that the variables of organizational commitment, team orientation and competence simultaneously influence and contribute to Compliance with filling out electronic medical records by 65%, so that the first hypothesis is accepted.

Table 6. Direct Influence Test Results

Variables	Original Sample (O)	P Values
Management Commitment -> Competence	0.667	0,000
Team Orientation -> Competence	0.237	0.001
Management Commitment -> Compliance in filling electronic medical records	0.311	0.002
Team Orientation -> Electronic medical record compliance	0.262	0.001
Competence -> Compliance in filling electronic medical records	0.320	0.004

Source: Primary Data, 2024

Table 7. Indirect Effect Test Results

Variables	Original Sample (O)	P Values
Management Commitment → Competence → Compliance in filling electronic medical records	0.210	0.006
Team Orientation → Competence → Compliance in filling electronic medical records	0.070	0.024

Source: Primary Data, 2024

Discussion

The simultaneous influence of management commitment, team orientation and competence on compliance in filling electronic medical records

The results of the study showed that management commitment, team orientation and competence simultaneously influence compliance in filling electronic medical records by doctors at the inpatient installation of Hermina Hospital, Depok. This means that the higher the management commitment, the better the team orientation, and the higher the doctor's competence, the higher the level of doctor compliance in filling electronic medical records.

The results of this study are in line with the theories of experts. Management commitment, according to Fayol (2013), involves management support to create a work environment conducive to compliance. Team orientation, according to Robbins & Judge

(2017), emphasizing the importance of collaboration in achieving organizational goals, which contributes to the accuracy of electronic medical record completion. Competence, also described by Robbins & Judge, includes the individual abilities required to meet those completion standards. Finally, compliance, according to Altman & Taylor (1973), reflects the individual's willingness to comply with organizational regulations.

The results of this study are in line with previous findings Ashill et al. (2019), emphasizing the importance of management commitment in forming competitive human resources, underpinning doctor compliance. Morales-Huamán et al. (2023), showed that team orientation creates understanding among team members about management values, supports a collaborative work environment and improves the accuracy of electronic medical record completion. Research Kee et al. (2020), emphasized that competent competence in medical records is the key to doctor compliance.

Combining these findings, it can be concluded that management commitment, team orientation, and competence complement each other in creating an environment that supports physician compliance. These three factors form a framework that ensures physicians have the motivation, management support, and skills needed to meet the standards for filling out electronic medical records, highlighting the importance of a holistic approach in improving compliance at Hermina Hospital, Depok.

The Influence of Management Commitment on Competence

The results of the study showed that Management commitment has a strong and significant influence on improving the competence of doctors in the inpatient installation of Hermina Hospital, Depok. Effective management commitment is a key element in achieving the hospital's strategic goals and ensuring that health workers are able to provide care that meets the expected quality standards.

The results of this study are in line with the theory put forward by Fayol (2013), that management commitment involves active involvement and maintenance of behavior that supports others in achieving goals, by mobilizing human resources and providing motivation. and in line with the opinion of the theory Terry (1972), management commitment is an effort to plan, organize, motivate and supervise to achieve previously set goals through the use of human resources and other resources.

These findings are also supported by research McGonagle et al. (2019), concluded that when management is committed to achieving high standards in service, health workers, including doctors, are motivated to improve their competence. In addition, research by Tamsah et al. (2023), also emphasized that management commitment has a significant influence on the competence of health workers.

These findings suggest that the management of Hermina Hospital, Depok can improve the competence of doctors by providing the necessary training, facilities, and support. This includes ongoing training programs, access to up-to-date medical information, and collaboration opportunities for skill development.

The Influence of Team Orientation on Competence

The results of the study showed that team orientation has a strong and significant influence on improving the competence of doctors in the inpatient installation of Hermina

Hospital, Depok . This means that cooperation and collaboration in the medical team play an important role in improving the skills, knowledge, and attitudes of doctors. Good team orientation creates an environment where doctors and other team members can work together effectively.

The results of this study are in line with the theory put forward by Robbins & Judge (2017), team orientation aims to shape the work behavior of its members who work together to achieve organizational goals more optimally. According to Mathis & Jackson (2007), team goals are the most important thing to achieve, and team orientation will shape the team's willingness to engage in mutually beneficial working relationships.

The findings are also supported by research by Weaver et al. (2019), when management emphasizes the importance of teamwork outcomes, team members, including medical personnel, are motivated to develop essential collaborative skills. Similarly, research by Bragadottir et al. (2023), found that team orientation directly influences the increase in individual competence within the team.

The findings of this study indicate that team orientation has a positive effect on physician competence. When hospital management encourages teamwork, physicians can improve their skills and knowledge through information exchange, case discussions, and collective learning. Support and coordination within the team also increase physician motivation and their involvement in achieving organizational goals, especially in improving the quality of patient care.

The Influence of Management Commitment on compliance in filling electronic medical records

The results of the study showed that management commitment has a strong and significant influence on Compliance in filling electronic medical records by doctors in the inpatient installation of Hermina Hospital, Depok. Effective management commitment creates a supportive and conducive work environment, where doctors feel appreciated and encouraged to comply with best practices in filling out electronic medical records.

The results of this study are in line with the theory put forward by Fayol (2013), management commitment involves active involvement and maintenance of behaviors that support others in achieving organizational goals. According to Terry (1972), management commitment is a planned effort in managing human resources and other resources to achieve organizational goals. Follett (2013), adding that management commitment also includes the arrangement and direction of human resources to achieve goals.

The findings of this study are also supported by research Alkureishi et al. (2019), emphasizing that management commitment is needed to establish doctor compliance in completing electronic medical records. Sharifi et al. (2021), reveals that management's commitment focuses on achieving the established mission, thus determining the level of compliance in filling electronic medical records completely. Nderitu et al. (2019), highlights management's commitment to creating an environment where physicians feel encouraged to be consistent in completing electronic medical records. Shehu Mashi et al. (2019), also found that management commitment influences doctors' compliance in filling electronic medical records completely.

The results of this study emphasize the importance of effective management commitment is very important in improving hospital performance through optimal human resource management and emphasize the importance of the active role of management in creating a productive work environment and supporting compliance with established standards.

The Influence of Team Orientation on compliance in filling electronic medical records

The results of the study showed that team orientation has a strong and significant influence on increasing compliance in filling electronic medical records for doctors at the inpatient installation of Hermina Hospital, Depok. This means that a work approach that focuses on collaboration and teamwork can substantially increase doctor compliance in filling electronic medical records.

The results of this study are in line with the theory put forward by Robbins & Judge (2017), which emphasizes the importance of team orientation in the context of organizational management. Kreitner & Kinicki (2012), Luthans (2011), explains that team orientation focuses on collective rather than individual activities, aiming to form mutually beneficial cooperative behavior, thereby increasing the effectiveness of work results.

These findings are also supported by research Morales-Huamán et al. (2023), emphasizes that team orientation encourages adherence to established procedures. In addition, research by Jimma & Enyew (2022), shows that team orientation directly influences the level of doctor compliance in completing patient medical records.

The results of this study emphasize the importance of a strong team orientation in inpatient settings, where physicians, nurses, and other staff work in a coordinated manner to ensure that electronic medical record entries are completed accurately and in a timely manner. Support among team members also improves communication and ensures that all medical information is recorded correctly, thereby strengthening compliance with electronic medical record entries.

The Influence of Competence on compliance in filling electronic medical records

The results of the study showed that competence has a strong and significant influence on increasing compliance in filling electronic medical records of doctors at the inpatient installation of Hermina Hospital, Depok. This means that the higher the level of doctor competence, the greater the possibility of complying with the procedure for filling out electronic medical records completely and accurately.

The results of this study are in line with the theory put forward by Robbins & Judge (2017), competence is a combination of individual abilities and capacities that enable them to complete work effectively. Colquitt et al. (2018), adding that competence is related to the stable capabilities of individuals in carrying out various related activities, with measures that include knowledge, skills and assessment.

These findings are supported by research Kusmiati et al. (2023), the doctor's competence determines the level of knowledge about the importance of filling out the patient's electronic medical records completely. Furthermore, research by Detering et al. (2020), the competence possessed by doctors develops awareness of the importance of completeness of medical records, which in turn increases their level of compliance. In addition, Bryl et al.

(2022), found that doctor competence has a positive effect on compliance with filling out electronic medical records.

The results of this study emphasize that competence is key to organizational effectiveness and efficiency, especially in completing electronic medical records.

Competence mediates the relationship between management commitment and compliance in filling electronic medical records

The results of statistical tests show that competence mediates the relationship between management commitment and compliance in filling electronic medical records for doctors at the inpatient installation of Hermina Hospital, Depok. This means that strong management commitment not only directly increases doctor compliance, but also through increasing their competence.

The results of this study are also supported by several previous studies that are relevant and conclude that with the competence possessed by doctors, it will form an awareness that the completeness of filling in electronic medical records is needed for planning further medical actions, thus influencing the level of doctor compliance in filling in the completeness of patient medical records (Detering et al., 2020), and the competence of doctors in mastering a quality service system, can intervene in the relationship between management commitment in increasing doctors' compliance in filling electronic medical records (Hanganu & Ioan, 2022).

The results of this study emphasize the importance of management commitment in achieving organizational goals by setting work standards for filling out electronic medical records. Management plays a role in ensuring that doctors complete the filling, which forms compliance. When doctors' competencies are optimized, they understand that the goal of management is to prevent errors in treatment. Therefore, to improve compliance, management needs to focus on policies and procedures as well as on developing doctors' competencies through ongoing training and support.

Competence mediates the relationship between team orientation and compliance in filling electronic medical records

The results of statistical tests show that competence mediates the relationship between team orientation and compliance in filling electronic medical records for doctors at the inpatient installation of Hermina Hospital, Depok. This means that a strong team orientation not only directly increases doctor compliance, but also through increasing team competence.

The results of this study are supported by several previous studies that are relevant to concluding that the competence possessed by doctors will create an awareness that the completeness of filling in electronic medical records is necessary for planning further medical actions, thus influencing the level of doctor compliance in filling in the completeness of patient medical records (Detering et al., 2020), and competence plays an important role in mediating the relationship between team orientation and physician compliance in completing electronic medical records (Laarman et al., 2020).

The results of this study emphasize the importance of team orientation in forming an agreement that quality of service must be realized by doctors in the work unit. Management orientation towards teamwork results encourages doctors to comply with the completeness of filling in electronic medical records.

Conclusion

The conclusion of this study shows that management commitment, team orientation, and competence simultaneously influence physician compliance in filling electronic medical records in the inpatient installation of Hermina Hospital, Depok. Management commitment and team orientation have a significant direct influence on increasing physician competence, which in turn has a direct impact on compliance in filling out medical records. Physician competence acts as a mediator that influences the relationship between management commitment and compliance, as well as between team orientation and compliance. All the variables tested, physician competence made the largest contribution to this compliance, showing a stronger direct influence than other variables. Therefore, increasing physician competence is a key factor in ensuring compliance in filling electronic medical records, although management support and team orientation remain important.

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