NURSES' MOTIVATION IN ERM-BASED NURSING DOCUMENTATION: A SCOPING REVIEW

Erny Faridayanti[1], Anisah Ardiana[2], Dodi Wijaya[3]
[1]Postgraduate Student, Master of Nursing Study Program, Faculty of Nursing, Universitas Jember
[2]Master of Nursing Study Program, Faculty of Nursing, Universitas Jember
[3]Master of Nursing Study Program, Faculty of Nursing, Universitas Jember
Erny Faridayanti; Postgraduate Student, Master of Nursing Study Program, Faculty of Nursing, Universitas Jember 242320102034@mail.unej.ac.id, 081370775832

ABSTRACT

Introduction: Nursing care documentation is a fundamental component of professional nursing practice. It ensures the continuity of care, enhances the quality of healthcare services, and upholds legal and ethical standards. With the rapid advancement of health information technology, the adoption of Electronic Records Management (ERM) systems has become a prevalent method for documenting nursing care. Nevertheless, the implementation of ERM systems presents significant challenges, particularly concerning nurses' motivation to comply with documentation standards. Factors such as workload, individual competence, and organizational support are believed to play pivotal roles in influencing nurses' motivation to utilize ERM systems effectively. This study aims to identify and critically analyze the determinants that affect nurses' motivation in documenting nursing care within the framework of ERM. **Methods:** This research adopts a scoping review design, guided by the PRISMA-ScR (Preferred Reporting Items for Systematic Reviews and Meta-Analyses extension for Scoping Reviews) framework. A comprehensive literature search was conducted across multiple databases, including JSTOR, ProQuest, SAGE, and other relevant academic sources, targeting peer-reviewed articles published between January 2020 and December 2024. From a total of 910 articles initially identified, eight studies met the inclusion criteria after undergoing a rigorous selection process. The thematic analysis focused on exploring the influence of workload, technological competence, and organizational support on nurses' motivation to engage in ERM-based documentation. **Results:** The review revealed that excessive workload has a detrimental effect on nurses' motivation to maintain accurate and complete documentation within ERM systems. Conversely, nurses' technological competence positively correlates with their willingness and ability to utilize ERM effectively. Furthermore, organizational support manifested through the provision of adequate infrastructure, institutional policies, and continuous professional development significantly enhances nurses' motivation to comply with ERM documentation practices. **Discussion:** The findings indicate that strategic efforts to manage nursing workload, strengthen technological competence through targeted training, and promote supportive organizational environments are essential to improving motivation for ERM-based documentation. Future research is recommended to investigate innovative and context-specific strategies that facilitate the integration of ERM systems across diverse healthcare settings, thereby optimizing the quality, safety, and efficiency of nursing documentation.

Keywords: Competence, Electronic Medical Record, Nurse Motivation, Nursing Care Documentation, Workload

Introduction

Nursing care documentation is an essential component of nursing practice aimed at ensuring the continuity of patient care, improving service efficiency, and meeting legal and ethical standards in the nursing profession (Anderson et al., 2021). In the era of healthcare digitalization, Electronic Records Management (ERM) systems have been implemented to replace manual record-keeping, enhancing documentation accuracy, patient information accessibility, and the overall efficiency of healthcare professionals (Smith et al., 2022). The adoption of ERM provides various advantages, including minimizing documentation errors, expediting the recording process, and strengthening data security (Jones & White, 2022). However, the success of the implementation of this system heavily depends on nurses' motivation to document nursing care in accordance with the established standards.

Nurses' motivation is a key factor in enhancing the completeness of nursing care documentation within the ERM system. High motivation enhances nurses' awareness and commitment to accurately and promptly recording patient information (Taylor et al., 2024). Conversely, low motivation may lead to negligence in documentation, potentially reducing the quality of healthcare services and hindering interprofessional coordination (White et al., 2023). Various factors influence nurses' motivation in ERM documentation, including workload, perception of technology, organizational support, and experience in using digital systems (Harrison & Green, 2021).

Factors Influencing Nurses' Motivation in ERM Documentation. Workload is one of the most influential factors affecting nurses' motivation to document nursing care. A high workload can cause stress and fatigue, leading nurses to neglect documentation or record only minimal data (Garcia et al., 2020). On the other hand, a supportive work environment with a balanced distribution of tasks can enhance nurses' motivation for ERM-based documentation. (Lewis & Patel, 2022).

Nurses' perception of the usability and benefits of ERM systems also plays a crucial role in shaping their motivation. If ERM is perceived as complex and difficult to use, nurses may be reluctant to engage with it optimally(Robinson et al., 2023). In contrast, a user-friendly system supported by adequate training can improve technology acceptance and encourage nurses to use ERM effectively (Adams & Cooper, 2024).

Support from hospital management and nursing organizations significantly influences nurses' motivation in ERM documentation. Providing regular training, establishing incentive systems, and implementing clear policies supporting ERM adoption can enhance nurses' motivation to comply with established documentation standards (Bennett et al., 2021). Research has shown that nurses receiving institutional support are more motivated to use ERM than those working in environments with limited support (Williams, 2024).

Research Gaps and Study Objectives, although various studies have been conducted on ERM implementation, gaps remain in exploring the direct factors influencing nurses' motivation in documenting nursing care electronically. Most studies focus on technical aspects and policy implementation, while psychosocial aspects, such as nurses' motivation, have received limited attention (Nguyen et al., 2024). Therefore, this study aims to analyze the factors influencing nurses' motivation in ERM- based nursing care documentation in order to understand the barriers and strategies that can be implemented to enhance nurses' motivation towards this system.

This study explores key factors contributing to nurses' motivation, including workload, perception of technology, and organizational support. The review will include evidence-based literature published in reputable academic journals from 2020 to 2025, as well as data analysis from various healthcare facilities to obtain a comprehensive perspective (Johnson et al., 2021). Through this approach, the study aims to provide valuable insights for policymakers, nursing managers, and scholars interested in nursing digitalization.

Research Question: How do nurses' workload, perception of ERM technology, and organizational support collectively influence nurses' motivation in documenting nursing care using ERM-based systems?

Methods

This study follows the latest methodological guidelines from the Joanna Briggs Institute (JBI) (Peters et al., 2020) and the PRISMA-ScR framework (Preferred Reporting Items for Systematic Reviews and Meta-Analyses extension for Scoping Reviews) (Peters et al., 2020). This approach ensures that the literature review process is conducted systematically, transparently, and in a replicable manner.

The first step in this study was defining the research objectives and questions using the Population, Concept, Context (PCC) framework, which clarifies the focus and scope of the research (Peters et al., 2020). Subsequently, the research protocol was developed, outlining inclusion and exclusion criteria, literature search strategies, and data extraction methods to ensure transparency and research validity (Munn et al., 2022) To enhance openness and accessibility, the research protocol was also registered on the Open Science Framework (OSF)(Munn et al., 2022).

The next phase involved conducting a comprehensive literature search across multiple academic databases and gray literature sources. The literature search strategy was designed with the assistance of expert librarians to ensure broad and optimal coverage(Tricco et al., 2021). The databases used in this study included SAGE, Scopus, Web of Jstore, ProQuest, and Google Scolar, with Boolean search techniques and systematically structured keywords (McBride et al., 2018). The literature search was restricted to publications from 2020 to 2025, including only peer- reviewed journal articles.

Article selection was carried out in multiple stages, beginning with screening based on titles and abstracts, followed by a full-text evaluation. Each selection step was documented using a PRISMA-ScR flow diagram to ensure transparency and accountability in the study selection process (Tricco et al., 2021). Only articles relevant to nurses' motivation in ERM documentation were included in the final analysis.

Data extracted from the selected studies were analyzed descriptively to identify research trends, key findings, and existing research gaps (Peters et al., 2020). This analysis will contribute to understanding the relationship between nurses' motivation and the implementation of ERM across various healthcare facilities. (Munn et al., 2022). This analysis contributes to understanding the relationship between nurses' motivation and ERM implementation across various healthcare facilities.

The entire process was designed to produce a systematic, transparent, and evidence-based scoping review, providing deeper insights into nurses' motivation in ERM-based nursing care documentation and offering recommendations for future research and nursing practice.

Inclusion Criteria

The article search method applies the Population, Concept, Context (PCC) framework as follows:

Table 1. PCC Framework

Component	Description
Population	Nurses involved in the documentation of nursing care using the Electronic Records Management (ERM) system.
Concept	Factors influencing nurses' motivation in ERM-based nursing documentation, including workload, perception of technology, and organizational support.
Context	Various healthcare facilities implementing ERM systems, including hospitals, primary healthcare centers, and long-term care facilities.

Types of Sources Used

This scoping review will include a wide range of evidence sources to provide a comprehensive mapping of the factors influencing nurses' motivation in ERM-based nursing documentation.

Quantitative Studies

The study will include quantitative research designs, such as:Experimental and quasi-experimental studies, including randomized controlled trials (RCTs), non-randomized trials, pre-and post-intervention studies, and interrupted time-series studi Analytical observational studies, such as prospective and retrospective cohort studies, case-control studies, and cross-sectional analytical studies.

Qualitative Studies:

Additionally, qualitative research will be included, covering approaches such as:Phenomenology,Grounded theory,Ethnography,Qualitative descriptive studies,Action research,Feminist research,Descriptive Studies,Observational descriptive research, including case series and individual case reports, will be included to provide additional insights into nurses' motivation in ERM utilization across various healthcare settings.

Eligibility Criteria

The eligibility criteria for this literature review are strictly defined to ensure the relevance and quality of the analyzed articles. This study will include only articles that directly report research findings on factors influencing nurses' motivation in ERM-based nursing documentation, including aspects such as workload, perception of technology, and organizational support. The selected studies must encompass various factors affecting nurses' use of ERM, including technical, psychological, organizational, and social aspects.

Studies included in this review must employ quantitative, qualitative, or mixed-method research designs to provide a broad and in-depth understanding of the factors influencing nurses' motivation in ERM-based nursing documentation. Additionally, only studies that explicitly involve nurses actively using ERM for documentation purposes will be considered.

To ensure data accuracy and readability, only articles available in full-text format will be included, allowing for a more thorough and evidence-based analysis.

Furthermore, publication time restrictions are applied, with only articles published between January 2020 and December 2025 being considered. This restriction aims to ensure that the review reflects the latest and most relevant findings in the field of digital nursing documentation.

Databases

The databases utilized in this study comprised SAGE, JSTOR, and ProQuest. These platforms were systematically accessed by the researchers on March 9, 2025, with the objective of gathering relevant and high-quality literature pertaining to nurses' motivation in electronic record management (ERM)-based nursing documentation. The selection of these three databases was grounded in their well-established reputations for hosting peer-reviewed journals, empirical research articles, and scholarly publications that are pertinent to the domains of nursing, health information management, and electronic documentation systems. The diversity and academic rigor of these sources ensure the comprehensiveness and reliability of the literature foundation, which is crucial for analyzing the multifaceted factors influencing nurses' motivation within the context of ERM-based practices. Table 2 summarizes the databases used in this study, along with their respective web links for reference.

Search Strategy

The literature search for nurses' motivation in ERM-based nursing documentation employed a combination of Boolean operators to refine the search results and facilitate the selection of the most relevant articles for this study. The search keywords used were:

"Nurses' Motivation" AND "Electronic Records Management" AND "Nursing Documentation" AND "Organizational Support".

By applying these keywords across multiple academic databases and leveraging Boolean operators, researchers identified a significant number of articles that met the initial search criteria. The literature search was conducted across five primary academic databases, namely SAGE, JSTORE and ProQuest. In total, the initial search retrieved 910 articles that matched the predefined keywords, with the following distribution: JSTOR: 55 articles, ProQuest: 448 articles, SAGE: 6 and other sources 407 articles.

The literature search was conducted following principles of transparency and reproducibility, ensuring that every step was clearly documented to maintain consistency and accuracy in study selection. Additionally, expert librarians were consulted to refine the search strategy, ensuring that all relevant sources were comprehensively identified.

Beyond academic journal articles, gray literature, such as health institution reports, dissertations, and government policies related to ERM implementation, was also considered in this search. This approach aimed to capture additional evidence that may not have been published in academic journals but still provides valuable insights into nurses' motivation in utilizing ERM systems.

Article Screening

In this study, the article screening process followed the PRISMA-ScR flow diagram, which includes the identification, screening, eligibility assessment, and inclusion phases. These steps were conducted systematically to ensure that the selected articles were highly relevant to

the topic of nurses' motivation in ERM-based nursing documentation.

The screening process began with the removal of duplicate articles found across various databases. Subsequently, articles were filtered based on titles and abstracts, retaining only those that explicitly discussed nurses' motivation in ERM-based documentation for further evaluation.

Studies with research designs such as literature reviews, systematic reviews, or other scoping reviews were excluded to prevent data duplication. Additionally, articles with identical titles and authors or those categorized under the same topic in one or more databases were also eliminated. After this stage, full-text articles that passed the initial selection were further evaluated to ensure compliance with the inclusion and exclusion criteria established in this study.

From a total of 910 articles identified in the initial search, after duplicate removal and title and abstract screening, 63 articles remained for full-text assessment. Following eligibility evaluation, 8 articles were selected as the final literature to be analyzed in this study.

Data Extraction

The data extraction process was conducted using a pre-designed template to ensure that the information collected from each article is utilized systematically and consistently. This data extraction template includes key elements such as:Research design,Studied population,Main variables (nurses' motivation in ERM-based nursing documentation), Research context,Key findings reported in the studies.

Each article that met the inclusion criteria was analyzed by highlighting nurses' motivation in ERM-based nursing documentation, including factors influencing the implementation of this system, such as:Organizational readiness in supporting ERM implementation,Nurses' workload and perception of ERM technology,Technical barriers encountered in ERM utilization.

The extracted data were then analyzed descriptively to map key findings, identify research trends, and uncover gaps in the available literature on ERM utilization in nursing documentation. By employing a systematic and evidence-based approach, this scoping review aims to provide a comprehensive mapping of the available evidence in academic literature while offering a deeper understanding of the factors influencing the effectiveness of ERM-based nursing documentation.

Results

The researchers utilized four primary search platforms for this study: Proquest, SAGE, JSTOR, and other sources. During the identification stage, 910 articles were retrieved from all databases. Subsequently, the articles were screened to include only those published between 2020 and 2024, available in full-text format, and written in English. These criteria narrowed the selection down to 173 articles.

Further screening was conducted based on the titles and abstracts of the articles deemed relevant to the study topic. Articles employing designs such as literature reviews, scoping reviews, and systematic reviews were excluded.

Duplicate articles were also removed at this stage. This further screening resulted in 8 articles being reviewed in greater detail to ensure suitability with the inclusion criteria.

Ultimately, six articles were included in the final review. The complete PRISMA procedure is illustrated in the flow diagram below.
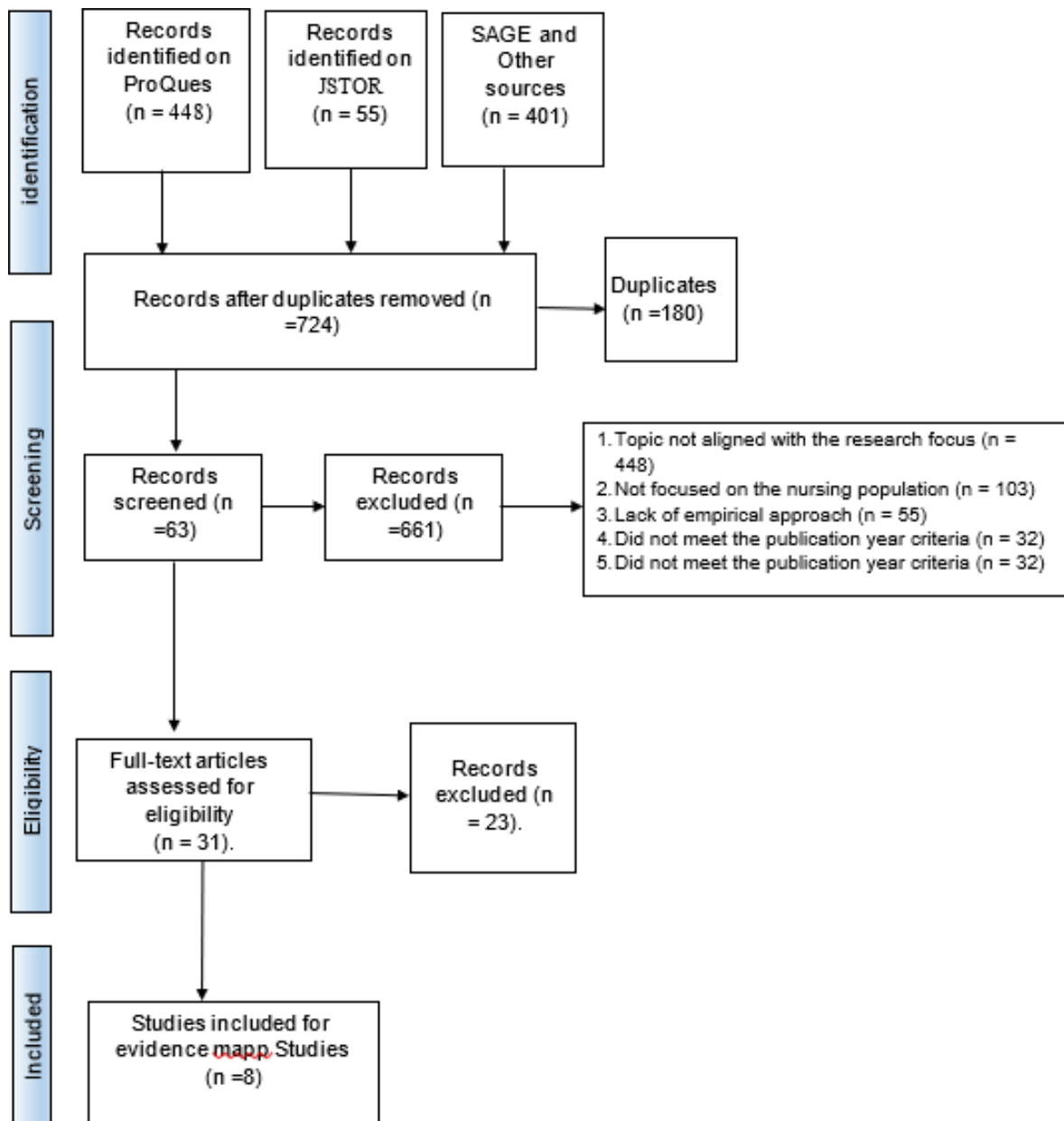
Figure 1. PRISMA Flowchart

Critical Appraisal Results

The initial assessment was conducted independently, and discussions were held to resolve differences in evaluations before reaching the final justification. In this study, the Joanna Briggs Institute (JBI) Critical Appraisal Tools version 2020 were used to evaluate various types of studies, including cross-sectional studies (n=4), Quasi-Experimental Studies (n=1), Mixed-Methods Study Design (n=2).

Articles Included in the Literature Review

The results of the initial analysis, further review, and identification ultimately included 9 articles. The following table provides detailed information about each article:

Table 4. Analysis of Literature Results

Article ID	Author(s) and Journal	Title	Objective	Population and Sample	Method	Summary of Results
MPP 1	Veenstra G.L., Rietzschel E.F., Molleman E., Heineman E., Pols J., Welker G.A. (2022) BMC Medical Informatics and Decision Making	*Electronic health record implementation and healthcare workers' work characteristics and autonomous motivation—a before-and-after study*	To assess the impact of Electronic Health Record (EHR) implementation on autonomous motivation and healthcare workers' job characteristics	456 healthcare workers from 4 groups: doctors, nurses, other healthcare professionals, and administrative staff	Quantitative study, before-and-after design, using Generalized Estimating Equations (GEE) for data analysis	Decreased job autonomy and increased dependency, but autonomous motivation remained stable after EHR implementation. No significant difference between professions regarding this aspect.
MPP 2	Jedwab, R.M., Hutchinson, A.M., Manias, E., Calvo, R.A., Dobroff, N., Glozier, N., Redley, B. (2021) International Journal of Environmental Research and Public Health	*Nurse Motivation, Engagement and Well-Being before an Electronic Medical Record System Implementation: A Mixed Methods Study*	To assess nurse motivation, engagement, and well-being before EHR system implementation	540 nurses from one hospital, 63 of whom were interviewed	Mixed-methods, survey, and focus group interviews	32.2% of nurses reported low well-being, with 28.7% experiencing burnout symptoms. However, 40.3% reported high job satisfaction, and 62.3% expressed intent to remain in their roles.
MPP 3	Alsyouf, A., Ishak, A.K., Lutfi, A., Alhazmi, F.N., Al-Okaily, M. (2022) International Journal of Environmental Research and Public Health	*The Role of Personality and Top Management Support in Continuance Intention to Use Electronic Health Record Systems among Nurses*	To investigate the influence of personality and management support on the intention to continue using EHR systems among nurses	497 nurses from hospitals	Survey using the UTAUT model, Expectancy Confirmation Theory (ECT), and the Five-Factor Personality Model (FFM)	No significant relationship between management support and the intention to continue using EHR. However, factors such as agreeableness and openness were related to continued usage intention.
MPP 4	Cho, Y., Kim, M., Choi, M. (2021) BMC Medical Informatics	*Factors associated with nurses' user resistance to*	To investigate the factors influencing nurses'	223 nurses in 4 university hospitals in	Survey with questionnaires and path	Found factors such as resistance to change and perception of usefulness that influence nurses'

Article ID	Author(s) and Journal	Title	Objective	Population and Sample	Method	Summary of Results
	and Decision Making	*change of electronic health record systems*	resistance to change in using EHR systems	Korea	analysis	resistance to adopting EHR systems.
MPP 5	Askari-Majdabadi, H., Valinejadi, A., Mohammadpour, A., Bouraghi, H., Abbasy, Z., Alaei, S. (2020) Advanced Journal of Emergency Medicine	*Use of Health Information Technology in Patient Care Management: A Mixed Method Study in Iran*	To assess the use of health information technology (HIT) in patient care management in Iran	10 participants from nurses, head nurses, doctors, radiologists, and IT managers	Survey with questionnaires and in-depth interviews, content analysis	Nurses were satisfied with HIT systems, but the biggest issue was the underutilization of electronic records in care processes. Poor usability related to documentation burden increased burnout potential.
MPP 6	Gesner, E., Dykes, P.C., Zhang, L., Gazarian, P. (2022) Applied Clinical Informatics	*Documentation Burden in Nursing and Its Role in Clinician Burnout Syndrome*	To investigate the relationship between documentation burden and burnout syndrome among nurses working in direct patient care	Nurses working directly with patients	Cross-sectional survey using documentation burden tools, system usability scale, and Maslach burnout inventory	Documentation burden had a weak to moderate correlation with clinician burnout. Poor usability of EHR was related to increased documentation burden and burnout syndrome.
MPP 7	Kinnunen, U.-M., Kuusisto, A., Koponen, S., Ahonen, O., Kaihlanen, A.-M., Hassinen, T., Vehko, T. (2023) CIN: Computers, Informatics, Nursing	*Nurses' Informatics Competencies and Health Information System Usage: A Cross-Sectional Survey*	To assess nurses' informatics competencies in using health information systems	3,610 nurses in Finland	Cross-sectional survey with web questionnaires	Nurses' overall informatics competencies were good, with higher scores in "ethics and data protection" compared to "nursing documentation" or "digital environments".
MPP 8	Berg, G.M., Locurto, J. (2017) JONA The Journal of Nursing Administration	*Stages of Adoption Concern and Technology Acceptance in a Critical Care Nursing Unit*	To investigate the stages of adoption and acceptance of technology in a critical care nursing unit	Nurses in a critical care unit	Descriptive survey	Nurses showed a positive attitude toward technology acceptance, but there were concerns regarding the impact of technology on the quality of nurse-patient relationships.

The results of the literature analysis are as follows:

Based on a review of eight relevant articles, the primary findings regarding nurses' motivation in documenting nursing care using the Electronic Medical Record (ERM) system can be synthesized into several key aspects: workload, technological competence, organizational support, and implementation challenges.

A high workload was identified as one of the main factors negatively affecting nurses' motivation in documenting nursing care using the ERM system. A study by (Prasanti Adriani et al., 2022)indicates that excessive workload

can diminish nurses' enthusiasm and commitment to documentation, leading to reduced accuracy and completeness of records, increased fatigue, and lower quality of care. High workload forces nurses to manage multiple tasks within limited time, reducing the time and energy they can dedicate to documenting patient care in the ERM system.

Similarly, research by (Pakpahan & Siregar, 2021)revealed that increased workload, when not balanced with effective management strategies, contributes to work-related stress and lowers nurses' motivation to engage with documentation technology. The stress caused by excessive workload reduces motivation to use the ERM system optimally and consistently.

Technological competence emerged as a critical factor influencing nurses' motivation to use the ERM system. (Ernawati & Rekawati, 2020)found that nurses who received adequate training in ERM use demonstrated higher confidence and willingness to engage with electronic documentation compared to those lacking training. This finding highlights the role of training and skill development in fostering motivation to use digital documentation tools in clinical practice.

Furthermore, (Guna & Nita, 2021)emphasized that continuous training in ERM use enhances nurses' confidence, reduces anxiety toward technology, and promotes positive attitudes toward documentation tasks. Such training contributes to greater motivation by increasing nurses' sense of competence and control in utilizing the ERM system.

Organizational support was also found to play a pivotal role in strengthening nurses' motivation to use the ERM system. (Hanifah & Rosiana, 2021)reported that hospitals providing adequate facilities, supportive policies, and access to necessary technological resources fostered a more positive motivational climate for ERM documentation. Adequate technological infrastructure, clear policies, and institutional support encouraged nurses to adopt and consistently use the ERM system.

However, (Puspitasari & Purnomo, 2023)noted that insufficient investment in technological infrastructure and lack of training opportunities were significant barriers, leading to decreased motivation among nurses to engage with ERM documentation. Many healthcare institutions still fail to provide the resources and support needed to facilitate nurses' motivation in digital documentation practices.

Several key challenges related to **nurses' motivation in ERM implementation** were identified. One of the primary challenges was resistance to change, as many nurses remained accustomed to manual documentation methods, leading to reluctance and low motivation to transition to ERM systems (Puspitasari & Purnomo, 2023). This resistance hindered the adoption and effective utilization of ERM in clinical settings.

Additionally, existing studies largely focused on short-term outcomes of ERM use, while the long-term effects on nurses' motivation and documentation practices remain underexplored(Hanifah & Rosiana, 2021). This gap limits the understanding of sustained motivational factors over time.

Finally, the lack of research examining psychosocial factors such as work stress, job satisfaction, and emotional demands was identified as a challenge. (Guna & Nita 2021) emphasized that the influence of these psychosocial variables on nurses' motivation to use ERM systems requires further investigation to fully understand their role in shaping motivation and engagement with digital documentation.

Table 5. Key issues emerging.

Key Issues	Specific Aspects	Source	Citation
Intrinsic Motivation	The role of personal fulfillment, sense of responsibility, and professional pride in documentation practice	Sari & Wibowo (2020); Lestari & Nugraheni (2022)	"Nurses who take pride in their profession tend to be more intrinsically motivated to complete nursing documentation." (Lestari & Nugraheni, 2022)
Extrinsic Motivation	Influence of external rewards, recognition, and supervision	Pramudita & Hasanah (2021); Dewi et al. (2023)	"Incentives and recognition from management drive adherence to ERM-based documentation." (M. Dewi et al., 2023)
Technological Competence	The impact of nurses' familiarity with ERM technology on motivation	Wulandari & Suryono (2020); Fitriani (2022)	"Lack of technological competence is a psychological barrier that reduces motivation to use the ERM system." (Fitriani, 2022)
Perceived Usefulness of ERM System	Nurses' perception of ERM system benefits affecting their willingness to document	Hidayat & Rahayu (2021); Ramadhani et al. (2023)	"The greater the perceived benefit, the higher the motivation for nurses to document nursing care comprehensively." (Ramadhani et al., 2023)
Organizational Support	Institutional encouragement, training, and leadership that foster motivation	Yusuf & Prasetya (2020); Handayani & Muchtar (2023)	"Organizational support creates a positive work climate that enhances nurses' motivation in digital documentation." (Handayani & Muchtar, 2023)
Key Issues	Specific Aspects	Source	Citation
Intrinsic Motivation	The role of personal fulfillment, sense of responsibility, and professional pride in documentation practice	Sari & Wibowo (2020); Lestari & Nugraheni (2022)	"Nurses who take pride in their profession tend to be more intrinsically motivated to complete nursing documentation." (Lestari & Nugraheni, 2022)
Extrinsic Motivation	Influence of external rewards, recognition, and supervision	Pramudita & Hasanah (2021); Dewi et al. (2023)	"Incentives and recognition from management drive adherence to ERM-based documentation." (M. Dewi et al., 2023)
Technological Competence	The impact of nurses' familiarity with ERM technology on motivation	Wulandari & Suryono (2020); Fitriani (2022)	"Lack of technological competence is a psychological barrier that reduces motivation to use the ERM system." (Fitriani, 2022)
Perceived Usefulness of ERM System	Nurses' perception of ERM system benefits affecting their willingness to document	Hidayat & Rahayu (2021); Ramadhani et al. (2023)	"The greater the perceived benefit, the higher the motivation for nurses to document nursing care comprehensively." (Ramadhani et al., 2023)
Organizational Support	Institutional encouragement, training, and leadership that foster motivation	Yusuf & Prasetya (2020); Handayani & Muchtar (2023)	"Organizational support creates a positive work climate that enhances nurses' motivation in digital documentation." (Handayani & Muchtar, 2023)
Key Issues	Specific Aspects	Source	Citation
Intrinsic Motivation	The role of personal fulfillment, sense of responsibility, and professional	Sari & Wibowo (2020); Lestari & Nugraheni (2022)	"Nurses who take pride in their profession tend to be more intrinsically motivated to complete nursing

Key Issues	Specific Aspects	Source	Citation
	pride in documentation practice		documentation." (Lestari & Nugraheni, 2022)

Discussion

Intrinsic Motivation in Nurses' Use of the ERM System

Intrinsic motivation, which includes personal satisfaction, a sense of responsibility, and professional pride, plays a vital role in encouraging nurses to utilize the Electronic Records Management (ERM) system for documenting nursing care. Sari and (Sari & Wibowo, 2020) found that nurses (who take pride in their professional responsibilities are more intrinsically motivated to complete nursing documentation accurately and in a timely manner. This is consistent with the findings 1990 (Lestari & Nugraheni, 2022), who emphasized that nurses with a strong sense of accountability toward patient care quality are more likely to engage actively with ERM systems.

Intrinsic motivation not only influences nurses' willingness to document care but also contributes to higher levels of job satisfaction and work efficiency. Nurses driven by internal motivation tend to prioritize the accuracy and completeness of their documentation, thereby enhancing the overall quality and continuity of patient care.

The Role of Extrinsic Motivation in Strengthening Nurses' Use of ERM

Extrinsic motivation, such as rewards, recognition, and other external incentives, also significantly contributes to nurses' willingness to engage with ERM systems. (Pramudita & Hasanah, 2021) observed that incentives provided by hospital management improved nurses' motivation to participate in ERM-based documentation. Similarly, (R. Dewi et al., 2023)reported that acknowledgment of nurses' achievements in utilizing ERM platforms fostered positive attitudes and sustained engagement with digital documentation tools.

Nugroho and(Nugroho & Mulyani, 2021)) further highlighted that performance-based rewards were associated with improved motivation to maintain high-quality documentation practices, ultimately enhancing efficiency and accuracy in electronic nursing records.

Technological Competence as a Driver of Motivation in ERM Utilization

Technological competence has emerged as a critical factor in reinforcing nurses' motivation to engage with ERM systems. (Wulandari & Suryono, 2020)underscored that nurses with sufficient knowledge and skills in health information technology were more confident and motivated to document care electronically. In contrast, Fitriani (2022) found that limited technological proficiency created psychological barriers, leading to decreased motivation and reluctance to adopt ERM platforms.

Continuos professional development through training was identified as an effective strategy to improve both competence and motivation. (Guna & Nita, 2021) demonstrated that ongoing education and training not only enhanced

nurses' confidence in using ERM systems but also instilled a sense of empowerment, thereby fostering consistent and accurate documentation practices.

Organizational Support and Its Influence on Nurses' Motivation

Organizational support, including the provision of adequate infrastructure, policies, managerial backing, and continuous training, is essential in fostering nurses' motivation to adopt and use ERM systems. (Yusuf & Prasetya, 2020)found that institutions offering strong organizational support created a more enabling environment for digital documentation, which resulted in higher levels of motivation and engagement among nursing staff.

Effective support measures such as stable technological infrastructure, clearly defined documentation guidelines, and leadership commitment were positively associated with increased utilization of ERM. However, (Puspitasari & Purnomo, 2023) noted that insufficient investment in infrastructure and a lack of training opportunities posed significant barriers, leading to reduced motivation and inconsistent ERM usage. Hospitals experiencing frequent system downtimes or lacking user-friendly interfaces discouraged nurses from fully adopting ERM platforms.

Challenges and Research Gaps in Motivating Nurses to Use ERM

Despite the acknowledged advantages of ERM implementation, several challenges persist that impede the motivation of nurses to adopt these systems effectively:

1. Resistance to Change: A portion of nursing staff remains reluctant to shift from manual to electronic documentation. (Puspitasari & Purnomo, 2023)highlighted that resistance to change, particularly among nurses accustomed to traditional practices, serves as a major barrier to ERM adoption. This undermines motivational strategies and slows implementation.

2. Limited Evidence on Long-Term Impact: (Hanifah & Rosiana, 2021)observed that most existing studies focus predominantly on short- term outcomes, resulting in a lack of comprehensive understanding regarding the long-term effects of ERM usage on nurses' motivation, job performance, and patient safety. Sustained motivational factors over time remain underexplored.

3. Understudied Psychosocial Factors: (Guna & Nita, 2021)emphasized that psychosocial dimensions, such as occupational stress, emotional fatigue, and job satisfaction, also influence nurses' motivation in using ERM systems. However, these factors have not been thoroughly examined in existing literature. Further empirical investigation is needed to explore the complex interplay between psychosocial well-being and motivational dynamics in digital health environments.

Conclusion

This scoping review identified the key determinants influencing nurses' motivation to engage in nursing documentation based on Electronic Records Management (ERM) systems. The findings indicate that nurses' motivation is a multidimensional construct shaped by

individual attributes, technological competencies, and organizational conditions. A high workload was found to significantly hinder nurses' capacity and willingness to document comprehensively, whereas technological proficiency and targeted training were associated with greater engagement with ERM systems. Furthermore, strong organizational support—characterized by committed leadership, adequate infrastructure, and continuous education—emerged as essential for fostering a supportive environment for digital documentation compliance. This review underscores the need for comprehensive, multilevel interventions that address both systemic and individual barriers to optimize nurses' motivation in using ERM. Future research should focus on context-specific strategies that incorporate psychosocial, behavioral, and organizational dimensions to ensure the sustainability of high-quality and efficient digital nursing documentation practices across diverse healthcare settings.

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