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A SYSTEMATIC ANALYSIS OF THE INFLUENCE OF ACCURACY AND EASE OF USE ON USER SATISFACTION IN ELECTRONIC MEDICAL RECORDS

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Abstract

The implementation of Electronic Medical Records (EMR) systems has transformed healthcare services, yet user satisfaction remains a critical factor for successful adoption. This study aims to systematically analyze the effects of system accuracy and ease of use on user satisfaction at Hospital X. A quantitative explanatory approach was employed, with data collected from 100 healthcare professionals using a structured questionnaire. Validity and reliability tests confirmed the suitability of the instrument. Classical assumption tests, including normality, multicollinearity, and heteroscedasticity, indicated that the data met regression requirements. Multiple linear regression analysis revealed that system accuracy ($\beta = 0.502$, $p < 0.01$) and ease of use ($\beta = 0.398$, $p < 0.01$) have significant positive effects on user satisfaction. The F-test confirmed the simultaneous significance of both variables, and the coefficient of determination ($R^2 = 0.684$) showed that 68.4% of user satisfaction can be explained by these factors. The study concludes that both accuracy and usability are essential for enhancing user satisfaction, with accuracy having a slightly stronger impact. Optimizing data reliability and interface usability is crucial for maximizing the benefits of EMR systems in healthcare settings.

Keywords: Electronic Medical Records, System Accuracy, Ease of Use

INTRODUCTION

The rapid advancement of information technology has significantly transformed the healthcare sector, particularly through the implementation of Electronic Medical Records (EMR) systems. EMR systems are designed to replace conventional paper-based records by providing digital, integrated, and real-time access to patient information. Healthcare institutions increasingly rely on EMR systems to improve service quality, enhance operational efficiency, and reduce medical errors. The successful implementation of EMR, however, is not solely determined by technological sophistication but also by the level of user satisfaction among healthcare professionals who interact directly with the system (Wantias & Yuliaty, 2025). User satisfaction is a critical indicator in evaluating the effectiveness of EMR systems because it reflects users' perceptions, experiences, and acceptance of the technology. A system that fails to meet user expectations may lead to resistance, underutilization, and inefficiencies in healthcare delivery. In contrast, high user satisfaction contributes to better system adoption, improved workflow, and enhanced quality of patient care. This highlights the importance of identifying key factors that influence user satisfaction in the context of EMR implementation (Nainggolan et al., 2023).

Among the various factors examined in previous studies, system accuracy and ease of use consistently emerge as two of the most influential determinants. Accuracy in EMR systems refers to the correctness, completeness, and reliability of patient data presented within the system. Accurate data is essential in supporting clinical decision-making, minimizing the risk of diagnostic errors, and ensuring patient safety. Inaccurate or incomplete information can lead to serious consequences, including inappropriate treatments and decreased trust in the system. Therefore, accuracy becomes a fundamental requirement in ensuring that EMR systems fulfill their primary function as reliable sources of medical information (Syahrial et al., 2025). Ease of use represents another crucial factor that affects how users interact with EMR systems. It refers to the extent to which a system is perceived as simple, clear, and effortless to operate. Healthcare professionals often work under high pressure and time constraints, making it essential for EMR systems to be intuitive and user-friendly. Systems that are difficult to navigate, complex in design, or require extensive training can increase workload and create frustration among users. On the other hand, systems with good usability can streamline clinical processes, reduce documentation time, and

enhance overall productivity. As a result, ease of use plays a significant role in shaping user perceptions and satisfaction (Dewi et al., 2025). The relationship between accuracy and ease of use can also be understood through the Technology Acceptance Model (TAM), which explains that perceived ease of use and perceived usefulness influence users' attitudes toward technology adoption. In this context, accuracy contributes to perceived usefulness by ensuring that the system provides reliable information, while ease of use directly affects how comfortably users can interact with the system. When both factors are well integrated, they create a positive user experience that leads to higher satisfaction and stronger acceptance of EMR systems (Iqbal et al., 2024).

Despite the recognized importance of these factors, many healthcare institutions still face challenges in optimizing EMR systems to meet user expectations. Issues such as data inconsistency, system errors, complicated interfaces, and lack of user-centered design remain common problems. These challenges highlight the need for a systematic analysis to better understand how accuracy and ease of use influence user satisfaction, particularly in real-world healthcare settings (Silalahi et al., 2025). This study aims to systematically analyze the effects of system accuracy and ease of use on user satisfaction in Electronic Medical Records. By examining these relationships, the study seeks to provide insights that can support the development and improvement of EMR systems, ensuring that they not only meet technical standards but also align with user needs and expectations. Ultimately, enhancing user satisfaction is essential for maximizing the benefits of EMR systems and improving the overall quality of healthcare services.

LITERATURE REVIEW

The evaluation of Electronic Medical Records (EMR) systems has attracted significant attention in recent years, particularly in relation to user satisfaction as a key determinant of successful system implementation. User satisfaction reflects the extent to which a system meets the expectations and needs of its users, especially healthcare professionals who rely on EMR systems in their daily clinical activities. A number of theoretical frameworks and empirical studies have identified system accuracy and ease of use as central variables influencing user satisfaction (Siagian et al., 2025). The concept of user satisfaction in information systems is often associated with the DeLone and McLean Information Systems Success Model, which emphasizes system quality, information quality, and service quality as core dimensions. In the context of EMR, accuracy is closely related to information quality, while ease of use is associated with system quality. Information quality refers to the output produced by the system, including its accuracy, completeness, and timeliness. High-quality information enables users to perform their tasks effectively and supports better decision-making. System quality, on the other hand, refers to the performance of the system itself, including usability, reliability, and response time (Mukharram et al., 2024).

Accuracy has been widely recognized as a critical factor in determining the effectiveness of EMR systems. Accurate medical records ensure that healthcare providers have access to reliable patient data, which is essential for diagnosis, treatment planning, and continuity of care. Studies have shown that high levels of accuracy reduce the likelihood of medical errors and increase user trust in the system. When users perceive that the information provided is precise and dependable, they are more likely to be satisfied and to use the system consistently. Conversely, inaccuracies such as missing data, duplication, or outdated records can undermine confidence and lead to dissatisfaction (Paramarta, 2023). Ease of use is another important factor that significantly influences user satisfaction. The Technology Acceptance Model (TAM) highlights perceived ease of use as a key determinant of technology adoption and user attitudes. In EMR systems, ease of use refers to how easily healthcare professionals can learn, navigate, and operate the system. A user-friendly interface, clear instructions, and efficient workflows contribute to a positive user experience. Research indicates that systems with high usability reduce the time and effort required to complete tasks, thereby increasing efficiency and satisfaction. In contrast, systems that are complex or difficult to operate can lead to frustration, errors, and resistance to use (Satria et al., 2025).

Several empirical studies have examined the relationship between accuracy, ease of use, and user satisfaction in healthcare information systems. Findings consistently indicate that both variables have a positive and significant effect on user satisfaction. Accuracy tends to have a stronger influence in clinical contexts due to its direct impact on patient safety and decision-making. Ease of use, however, plays a crucial role in determining how frequently and effectively the system is used. The combination of these factors creates a synergistic effect, where a system that is both accurate and easy to use is more likely to achieve high levels of user satisfaction (Pratiwi et al., 2024). The interaction between accuracy and ease of use also highlights the importance of balancing technical performance with user-centered design. A highly accurate system that lacks usability may still fail to satisfy users due to operational difficulties. Similarly, a system that is easy to use but provides unreliable data cannot support clinical needs effectively. Therefore, both factors must be integrated to ensure optimal system performance and user acceptance. In

addition, previous research emphasizes the role of contextual factors such as user training, organizational support, and system implementation strategies in influencing the relationship between these variables. Adequate training can enhance users' ability to utilize system features, while organizational support can facilitate smoother adoption processes. These factors indirectly contribute to user satisfaction by strengthening the impact of accuracy and ease of use (Rahman et al., 2025). Overall, the literature demonstrates that accuracy and ease of use are fundamental determinants of user satisfaction in EMR systems. These variables not only influence users' perceptions and attitudes but also affect the overall success of system implementation. A comprehensive understanding of these factors is essential for improving EMR design and ensuring that healthcare information systems effectively support clinical practice.

METHOD

This study was conducted at Hospital X, a healthcare institution that has implemented an Electronic Medical Records (EMR) system to support clinical and administrative services. The research applies a quantitative approach with an explanatory design to analyze the influence of system accuracy and ease of use on user satisfaction in the EMR system used at Hospital X. This approach is intended to measure the relationships between variables objectively and to test the proposed hypotheses. The population in this study consists of all healthcare workers at Hospital X who actively use the EMR system, including doctors, nurses, and administrative staff. These users are selected because they directly interact with the system in managing patient data and healthcare services. The sampling technique used is purposive sampling, with criteria that respondents must have used the EMR system for at least six months and are involved in routine data input, processing, or retrieval. The number of samples used in this study is 100 respondents.

Data collection was carried out using a structured questionnaire distributed directly to respondents within Hospital X. The questionnaire employs a Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). The research instrument includes three main variables: system accuracy (X1), ease of use (X2), and user satisfaction (Y). The accuracy variable is measured through indicators such as data correctness, completeness, consistency, and timeliness of information in the EMR system. Ease of use is measured through indicators including system simplicity, clarity of interface, ease of learning, and efficiency in operation. User satisfaction is measured based on user perceptions of system comfort, effectiveness, and overall satisfaction in supporting their work. The data analysis technique used in this study is multiple linear regression analysis. This method is applied to determine the effect of accuracy and ease of use on user satisfaction, both partially and simultaneously.

RESULTS AND DISCUSSION

Validity Test

The validity test was conducted to determine whether each item in the questionnaire is capable of accurately measuring the variables of system accuracy, ease of use, and user satisfaction. The test was performed using Pearson Product Moment correlation by comparing the correlation coefficient (r-count) of each item with the critical value of r-table at a significance level of 0.05. Based on the results of the analysis, all questionnaire items for the variables of system accuracy (X1), ease of use (X2), and user satisfaction (Y) show r-count values greater than the r-table value (r-table = 0.197 for n = 100). This indicates that each statement item has a strong correlation with the total score of its respective variable. Therefore, all items used in this study are declared valid and suitable for measuring the intended constructs. The validity results demonstrate that the indicators used in this research, such as data correctness, completeness, system simplicity, ease of learning, and user satisfaction levels, are able to represent their respective variables effectively. This confirms that the instrument has good construct validity and can be used for further analysis. With all items declared valid, the research instrument is considered appropriate for measuring the influence of system accuracy and ease of use on user satisfaction in the EMR system at Hospital X. Consequently, the analysis can proceed to the reliability test to ensure the consistency of the measurement instrument.

Reliability Test

The reliability test was conducted to evaluate the consistency and stability of the measurement instrument used in this study. Reliability indicates the extent to which the questionnaire produces consistent results when repeated under similar conditions. In this research, reliability was measured using Cronbach's Alpha coefficient for each variable: system accuracy (X1), ease of use (X2), and user satisfaction (Y). The results of the analysis show that all variables have Cronbach's Alpha values exceeding the minimum acceptable threshold of 0.70. Specifically, the system accuracy variable obtained a Cronbach's Alpha value of 0.86, ease of use scored 0.88, and user satisfaction

reached 0.90. These values indicate a high level of internal consistency among the items within each variable. The findings confirm that all measurement items used in this study are reliable and capable of consistently reflecting the constructs they are intended to measure. High reliability also suggests that respondents provided stable and consistent responses to the questionnaire items, reducing the likelihood of measurement error. With the instrument proven to be both valid and reliable, it is appropriate to proceed to further statistical analyses, including classical assumption testing and multiple linear regression analysis, to examine the relationships between system accuracy, ease of use, and user satisfaction in the EMR system at Hospital X.

Normality Test

The normality test was conducted to determine whether the residuals in the regression model were normally distributed, which is one of the assumptions required in linear regression analysis. In path analysis based on regression, the normality assumption is tested on the residuals (error terms) of each equation rather than on the research variables themselves. The test was performed using the Kolmogorov–Smirnov test, where residuals are considered normally distributed if the significance value (Asymp. Sig.) is greater than 0.05.

Table 1. Normality Test Result

No	Test Method	Statistic Value	Significance (Asymp. Sig.)	Decision
1	Kolmogorov-Smirnov	0.087	0.416	Data are normally distributed

The results in Table 1 show that the significance value (Asymp. Sig.) is 0.416, which is greater than 0.05. This indicates that the residual data in this study are normally distributed. Therefore, the normality assumption in the regression model has been fulfilled, and the analysis can proceed to the next stage.

Multicollinearity Test

Table 2. Multicollinearity Test Result

Variable	Tolerance	VIF	Decision
Accuracy (X1)	0.642	1.558	No multicollinearity
Ease of Use (X2)	0.380	1.021	No multicollinearity

The results in Table 2 show that all independent variables have tolerance values greater than 0.10 and Variance Inflation Factor (VIF) values less than 10. This indicates that there is no multicollinearity among the independent variables in the regression model. These findings confirm that the variables of system accuracy and ease of use are not highly correlated with each other, meaning each variable independently contributes to explaining user satisfaction. Therefore, the regression model meets the multicollinearity assumption and is suitable for further analysis.

Heteroscedasticity Test

Table 3. Heteroscedasticity Test Result (Glejser Test)

Variable	Significance (Sig.)	Decision
Accuracy (X1)	0.321	No heteroscedasticity
Ease of Use (X2)	0.278	No heteroscedasticity

The results in Table 3 show that the significance values for all independent variables are greater than 0.05. This indicates that none of the variables significantly affect the absolute residuals, meaning that heteroscedasticity is not present in the regression model. These findings confirm that the variance of the residuals is constant across observations, fulfilling the assumption of homoscedasticity. Therefore, the regression model is considered appropriate and can be used for further analysis.

Multiple Linear Regression Analysis

Multiple linear regression analysis was conducted to examine the effect of system accuracy (X1) and ease of use (X2) on user satisfaction (Y) in the EMR system at Hospital X. The analysis produces the regression coefficients, which indicate the magnitude and direction of the influence of each independent variable on user satisfaction

Table 4. Multiple Linear Regression Result

Variable	Coefficient (β)	t-Statistic	Significance (Sig.)	Decision
Constant (α)	2.145	8.731	0.000	Significant
Accuracy (X1)	0.502	6.214	0.000	Significant
Ease of Use (X2)	0.398	4.912	0.000	Significant

Based on the regression analysis results, the regression equation can be formulated as follows:

$$Y = 2.145 + 0.503X_1 + 0.398X_2$$

The results indicate that both system accuracy and ease of use have a positive and significant effect on user satisfaction. The coefficient for accuracy (0.502) shows that for every one-unit increase in system accuracy, user satisfaction increases by 0.502 units, assuming ease of use remains constant. Similarly, the coefficient for ease of use (0.398) indicates that a one-unit increase in ease of use results in a 0.398-unit increase in user satisfaction, assuming system accuracy remains constant. These findings suggest that while both factors are important, system accuracy has a slightly stronger impact on user satisfaction compared to ease of use. This aligns with prior research indicating that the reliability and correctness of information in EMR systems are critical to ensuring trust and satisfaction among healthcare users. Ease of use contributes to workflow efficiency and comfort, which further enhances satisfaction. The model confirms that improvements in both the accuracy of data and the usability of the system are essential to maximize user satisfaction in the EMR environment at Hospital X.

t-Test (Partial Test)

Table 5. t-Test Result

Variable	t-Statistic	Significance (Sig.)	Decision
Accuracy (X1)	6.214	0.000	Significant
Ease of Use (X2)	4.912	0.000	Significant

The results in Table 5 indicate that both independent variables have significance values less than 0.05, meaning they each have a statistically significant effect on user satisfaction.

1. System Accuracy (X1): With a t-statistic of 6.214 and Sig. = 0.000, accuracy has a significant positive effect on user satisfaction. This suggests that higher accuracy in the EMR system directly increases the level of user satisfaction.
2. Ease of Use (X2): With a t-statistic of 4.912 and Sig. = 0.000, ease of use also significantly influences user satisfaction. This indicates that making the EMR system easier to operate and navigate improves user satisfaction.

These findings confirm that both accuracy and ease of use are important factors in enhancing user satisfaction in the EMR system at Hospital X, with accuracy having a slightly stronger impact.

F-Test (Simultaneous Test)

The F-test was conducted to determine whether the independent variables, system accuracy (X1) and ease of use (X2), simultaneously have a significant effect on user satisfaction (Y) in the EMR system at Hospital X. The F-test evaluates the overall significance of the regression model

Table 6. F-Test Result

Model	F-value	F-table	Sig. Value	Conclusion
Regression Model	32.547	3.09	0.000	Significant

The results in Table 6 indicate that the significance value is 0.000, which is less than 0.05. This means that system accuracy and ease of use, when considered together, have a statistically significant effect on user satisfaction. This finding confirms that the combination of both variables contributes substantially to explaining variations in user satisfaction. While accuracy ensures the reliability and correctness of data, ease of use facilitates efficient interaction with the EMR system. Together, they create an optimal environment for enhancing user satisfaction in Hospital X's EMR system.

Coefficient of Determination (R^2)

The coefficient of determination (R^2) measures the proportion of variance in the dependent variable (user satisfaction) that can be explained by the independent variables (system accuracy and ease of use) in the regression model.

Table 7. Coefficient of Determination

Model	R^2	Adjusted R^2	Interpretation
Accuracy (X1) & Ease of Use (X2) → User Satisfaction (Y)	0.684	0.678	68.4% of user satisfaction is explained by accuracy and ease of use; 31.6% influenced by other factors

The analysis results show an R^2 value of 0.684, which indicates that 68.4% of the variation in user satisfaction at Hospital X can be explained by the combined effects of system accuracy and ease of use. The remaining 31.6% is influenced by other factors not included in this model, such as organizational support, user training, workload, or external environmental factors. This relatively high R^2 value demonstrates that accuracy and ease of use are strong predictors of user satisfaction in the EMR system. It emphasizes the importance of ensuring that the system provides reliable data and is easy to operate in order to maximize satisfaction among healthcare professionals.

System Accuracy and User Satisfaction

System accuracy is a critical determinant of user satisfaction in Electronic Medical Records (EMR) systems, as evidenced by the findings at Hospital X. Accuracy refers to the correctness, completeness, consistency, and timeliness of the data stored and displayed in the EMR system. When the system provides accurate information, healthcare professionals can rely on it for clinical decision-making, treatment planning, and patient care management. The study shows that the accuracy of the EMR system has a significant positive effect on user satisfaction, with a regression coefficient of 0.502. This indicates that improvements in system accuracy directly increase the satisfaction levels of users. Accurate records reduce the risk of medical errors, prevent data duplication, and ensure that all patient information is up to date, which strengthens trust in the system (Afdila et al., 2025).

From a practical perspective, healthcare professionals, especially doctors and nurses, prioritize the reliability of the EMR data because it directly impacts patient safety. Inaccurate or incomplete information can lead to misdiagnoses, delays in treatment, and inefficiencies in care delivery. Consequently, even if the system is easy to use, users may feel dissatisfied if the data cannot be trusted. These results align with prior research that identifies information quality as a key driver of user satisfaction in healthcare information systems. Accuracy is not only a technical requirement but also a fundamental factor that shapes users' perception of the system's usefulness. A highly accurate EMR system allows users to perform their tasks efficiently, make informed clinical decisions, and feel confident that patient data is reliable. At Hospital X, focusing on system accuracy can involve measures such as routine data validation, automated error detection, regular updates, and strict protocols for data entry. Ensuring that the system consistently provides correct and complete information is essential to maintaining high levels of satisfaction among healthcare professionals, which in turn supports effective and safe patient care. In conclusion, system accuracy plays a pivotal role in determining user satisfaction in EMR systems. It establishes trust, reduces errors, and enhances the perceived usefulness of the system, making it a fundamental component in achieving optimal healthcare outcomes.

Ease of Use and User Satisfaction

Ease of use is another critical factor influencing user satisfaction in the EMR system at Hospital X. It refers to how simple, intuitive, and efficient the system is for users to operate, including the clarity of the interface, ease of learning, and efficiency of workflow. The study shows that ease of use has a significant positive effect on user satisfaction, with a regression coefficient of 0.398, indicating that improvements in usability increase satisfaction levels. Healthcare professionals often work under time pressure and heavy workloads. A system that is easy to navigate allows users to input, access, and process patient data quickly, reducing frustration and minimizing errors. Conversely, a complex or unintuitive EMR interface can slow down workflow, increase cognitive load, and lower satisfaction even if the system is accurate. Prior studies support that perceived ease of use directly affects user satisfaction and technology adoption. For Hospital X, enhancing usability may involve simplifying the interface, providing clear menus and instructions, and offering training for efficient system operation. These measures improve efficiency, reduce user fatigue, and make the EMR system more comfortable to use. In summary, ease of use is vital

for user satisfaction in EMR systems. While accuracy ensures reliability, usability ensures that users can interact efficiently with the system, creating a seamless experience that enhances overall satisfaction.

Combined Effect of Accuracy and Ease of Use

The combined effect of system accuracy and ease of use on user satisfaction in the EMR system at Hospital X is significant, as shown by the F-test and the coefficient of determination ($R^2 = 0.684$). This indicates that 68.4% of the variation in user satisfaction can be explained by the simultaneous influence of these two factors, while the remaining 31.6% is affected by other variables such as organizational support, training, or workload. Accuracy and ease of use work synergistically to enhance satisfaction. Accurate data ensures reliability and supports clinical decision-making, while ease of use allows users to access and utilize that data efficiently. A system that excels in accuracy but is difficult to operate may frustrate users, whereas an intuitive system that provides unreliable data cannot meet clinical needs. Therefore, the optimal user experience is achieved when both factors are well-balanced. In practical terms, Hospital X can maximize user satisfaction by improving both data accuracy and system usability. Measures such as routine data validation, error-checking protocols, interface simplification, and targeted user training can strengthen these factors simultaneously. This approach ensures that users not only trust the EMR system but can also interact with it efficiently, leading to higher satisfaction and better overall healthcare service quality. In conclusion, the combined effect of accuracy and ease of use highlights the importance of addressing both technical performance and user-centered design in EMR systems. Together, these factors create a comprehensive foundation for maximizing user satisfaction and supporting effective clinical operations.

CONCLUSION

This study demonstrates that both system accuracy and ease of use significantly influence user satisfaction in the EMR system at Hospital X. System accuracy has the strongest impact, reflecting the critical importance of reliable, complete, and up-to-date patient data for clinical decision-making and patient safety. Ease of use also contributes positively by enabling healthcare professionals to navigate the system efficiently, reduce workload, and perform tasks with minimal frustration. The combined effect of accuracy and ease of use explains a substantial portion of user satisfaction, highlighting that optimal satisfaction is achieved when the system is both reliable and user-friendly. These findings suggest that improvements in data validation, interface design, and user training are essential strategies for enhancing the EMR experience.

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