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Qualitative exploration of manual dental records in the digital era using sociotechnical systems theory: insights from a teaching dental institution

By [Azman, SA](#) (Azman, Syuwari Azhar) ^[1]; [Abidin, S](#) (Abidin, Sulhi) ^[2]; [Lin, GSS](#) (Lin, Galvin Sim Siang) ^[1]; [Halil, MHM](#) (Halil, Mohd Haikal Muhamad) ^[1]

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enhanced through independent coding, member checking, reflexive journaling, and adherence to the Consolidated Criteria for Reporting QualitaResults: Four main themes were identified: (1) inefficiency and accessibility challenges; (2) accuracy, legibility, and record integrity; (3) continuity of care and patient safety risks; and (4) desire for digital transition and system improvements. Conclusion: Although manual paper-based dental records remain central to documentation in teaching dental institutions, they present growing inefficiencies and safety concerns, highlighting the need for sociotechnical-informed strategies that align human processes, technology, and institutional support to enhance record-keeping and patient care.

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