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INFLUENCE OF COMPETENCY AND FACILITIES TOWARDS INPATIENT PATIENT SATISFACTION AT PUBLIC HEALTH CENTER IN INDRAGIRI HULU REGENCY

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Abstract

Research is conducted at the health center in Indragiri Hulu Regency Province of Riau. To test and analyze the influence of Competence and Support infrastructure on the satisfaction of patients hospitalized patients. To test and analyze the effect of compensation on the satisfaction of patients hospitalized patients. To test and analyze the influence of Means of infrastructure on patients' satisfaction at the Indragiri Hulu Regency health center. With a population of 3,618 patients hospitalized inpatient and sample 98. The data used are primary data and secondary, collecting the data with the deployment of questionnaires and engineering documentation. Analysis of the data used in the study is that the analysis of descriptive and analytical quantitative. The data analysis technique is the Instrument Test, Validity Test, Reliability Test. Classical Assumption Test; Normality Test; Linearity Test; Multicollinearity Test; Heteroscedasticity Test. And Analysis Regression Linear Regression with program SPSS 21. The study results showed that the competence and facilities infrastructures are simultaneously influenced significantly to the satisfaction of patients hospitalized inpatient. Competence is partially influenced significantly to the satisfaction of patients hospitalized inpatient. Facility Infrastructure is partially influenced significantly to patient satisfaction in health centers in the Indragiri Hulu Regency. The coefficient of determination(R²) contribution of variable competence and facilities infrastructure is simultaneous to the variable satisfaction of patient care hospitalization by 23.3%, and the remaining 76.7% is influenced by variables other was not examined in the study of this.

Keyword: Competence, Facility Infrastructure, Satisfaction Patient

INTRODUCTION

The improvement of health for the community is one of the sectors that the Government cares about; the Indragiri Hulu Regency Health Office, which conditions community service centers that are spread across all Regency in Indragiri Hulu Regency, there are 14 Regencys while the number of Public Health Center is 20, 10 Public Health Center receive inpatient services. With 52 doctors, 341 midwives, 191 medical, 165 non-medical, 103 beds, 3,618 inpatients, 149,362 outpatients.

From the calculation of the number of medical personnel, there is a significant problem with health services in the Indragiri Hulu Regency area, namely that the patient's expectations have not been fulfilled, namely the imbalance between the number of medical personnel and the number of patients seeking treatment at the Public Health Center. Ideally, the number of medical personnel for the doctor category should be one doctor to handle 30 patients, and a nurse will accompany each doctor. Adequate human resources will be owned by companies that manage their resources well to produce good performance (Rivai, 2005).

Needs and patient preference are essential things that affect patient satisfaction. Satisfied patients are a precious asset because if patients are satisfied, they will continue to use their service choice. According to Endang (Mamik; 2010), patient satisfaction is an evaluation or assessment after using a service that the service chosen meets or exceeds expectations.

According to Law No. 36 of 2014 concerning Health Workers states that competence is the ability of a health worker based on knowledge, skills, and professional attitudes to be able to practice.

Furthermore, service standards that are a supporting factor for health services at health centers are Medical Infrastructure Facilities with inadequate standards where additional infrastructure is needed where these standards are a minimum requirement because to improve the quality of service. The innovation of a Public Health Center Head Is Needed, Both Related To Medicine. - Medicine, Medical Support, Medical Treatment Procedures With Up-To-Date References, Periodic Medical Reviews, As Well As The Development Of Non-Medical And Other Activities.

Based On The Results Of Research That Has Been Carried Out And Looking At Conditions In The Field, The Researcher Wishes To Research With The Title Of The Research That The Authors Adopted Are: "The Effect Of Competence And Infrastructure On Inpatient Satisfaction At Public Health Center In Indragiri Hulu Regency."

With the problem statement; Does competence and facilities and infrastructure are simultaneously significant effect on patient satisfaction hospitalized; Do Competency is a partially significant effect on Inpatients Satisfaction; Are facilities and infrastructure are partially significant effects on the Satisfaction of Inpatients at the health center in the Indragiri Hulu Regency. Furthermore, this research will

To test and analyze the influence of competence and infrastructure on inpatient satisfaction; analyze and determine the effect of compensation on inpatient satisfaction; To analyze and determine the effect of Means infrastructure on Satisfaction of Inpatients at the health center Indragiri Hulu Regency.

LITERATURE REVIEW

Satisfaction is a happy feeling that comes from a comparison between pleasure in an activity and a product with expectations (Nursalam, 2011). According to Endang (in Manik; 2010), patient satisfaction is an evaluation or assessment after eating a service that the service is chosen meets or exceeds expectations.

Customer or patient satisfaction is a patient feeling that arises as a result of the health service performance he gets after the patient compares it with what he expects (Pohan, 2015).

There are several ways to measure customer satisfaction according to Kotler (in Daryanto and Setyobudi; 2014) as follows; (1) Complaints and suggestions system; every customer-oriented company needs to provide the broadest possible opportunity for its customers to convey their suggestions, opinions, and complaints, (2) customer satisfaction surveillance; Through the survey, the company will get feedback and feedback directly from customers and also give a positive sign that the company is paying attention to its customers, (3) Gost shopping is carried out by hiring several people to act or act as potential customers/buyers of products, companies, and competitors, (4) Lost customer analysis The company tries to contact its customers who have stopped buying or who have switched suppliers, the hope is that it will obtain information about the causes of this.

According to Yazid (in Nursalam; 2011), the factors that affect patient satisfaction are as follows; Match between expectations and reality, services during the process of enjoying services, personnel behavior, atmosphere and physical environmental conditions, costs, promotions or advertisements following reality.

Indicators of customer satisfaction (patient) according to Kotler (2016) are as follows; (1) Get a good service, (2) Complete tasks quickly, (3) Staff with good knowledge and skills, (4) Call and respond well to patient complaints.

The definition of competence by Spencer cited by Moehariono (2014: 5) is a characteristic that underlies a person related to the effectiveness of individual work in their work or the essential characteristics of individuals who have a causal relationship or as a cause and effect with the criteria used as a reference. According to Wibowo (2014: 271), competence is the ability to carry out or perform a job task based on skills and knowledge and is supported by the work attitude demanded by the job.

Competence is a characteristic that underlies a person with the effectiveness of individual performance in their work or the essential characteristics of individuals who have a causal relationship or as a cause and effect with criteria that are used as a reference, being effective or performing prime or superior in the workplace or specific situations. (Moehariono, 2010: 3-4).

According to Sedarmayanti (2011: 126), competence is a fundamental characteristic that a person directly affects or can predict excellent performance.

Michael Zwell in Wibowo (2010: 339) states that several factors can affect a person's competence, as follows; Beliefs and Values, Skills, Experience, Personality Characteristics, Motivation, Emotional Issues, Intellectual Abilities, Organizational Culture.

Competency indicators according to Gordon in Sutrisno (2011: 204) are as follows; Knowledge (knowledge), understanding (understanding), ability / skill (skill), value (value), attitude (attitude), interest (interest).

Health service infrastructure can be defined as a collaborative process for the utilization of all health facilities and infrastructure effectively and efficiently to provide professional services in facilities and infrastructure in an effective and efficient health service process (Muhammad; 2010). Clow (1998) in Febriani (2012) states that service quality is more difficult to evaluate than the quality of goods. According to Randy (2013: 72), medical means can be used as a tool in achieving an aim or goal; tool; media, which can be used.

According to the Department of Health Republic of Indonesia (2003), standard means of infrastructure that is needed in the development of Health Center Outpatient Inpatient; The room inpatient stay was adequate (comfortable, spacious and separate between children, women, and men to maintain privacy), indoor operation and space post-surgery, the room confinement (and space for breastfeeding as well as a space recovery), room nurse watch, Room linen, and washing State of The Art (Previous Research); Fardiansyah Ahmad et al. 2013 "Influence Means facilities, Patient Acceptance Procedures, and Care Nurse on Patient Satisfaction in a regional public hospital Daya Makassar" The results of the study; There are the effects of infrastructure, patient admission procedures, and nurse services on patient satisfaction; Rolando Jacobis. 2013. "Factors of Quality of Service Influence on Satisfaction of Jamkesmas Participant Inpatients at Bl Rsup Prof. Dr. RD Kandou Manado" Hail research; The ones that Influence are reliability, responsiveness, and empathy, while guarantees and physical facilities have no effect on inpatient satisfaction; Nika Rensi. 2019. "Effect of Competence Medical And Health Care Patient Satisfaction At PHC Poncowati Regency of Terbanggi Grado does not affect regency" The study results; there is a positive and significant effect of the competence of medical personnel and health services together on patient satisfaction. Yuda Supri study results of the Influence of Service Quality, Price, and Facilities on Satisfaction of Outpatients at Kariadi Hospital, Semarang. The results of the research; Service quality, price, and facilities have a significant positive effect on customer satisfaction variables, both individually and collectively; Muh Agung w. et al. 2016 "The Effect of Nursing Service Quality, Facilities and Interest on Patient Satisfaction in the Inpatient Room of general Hospital Wisata Uit Makassar." Hail research; Nursing service quality, facilities, and interests have a simultaneous influence on patient satisfaction in general Hospital Wisata

UIT Makassar. ; Faigah A. Badjamal. 2014. " The Effect of Competency and Facilities on Satisfaction of Class 3 Inpatients at Rsud Palu. " Research results; Competence, facilities affect patient satisfaction in Class 3 Inpatient Care at regional public hospital Palu.

RESEARCH METHOD

The data used are primary data and secondary data. With a population of 3,618 inpatients and sample 98, the used method to determine the amount of a representative sample of a population is done by proportional random sampling method of collecting data by distributing questionnaires and documentation techniques. The data analysis used in this research is descriptive analysis and quantitative analysis. The data analysis technique is the Instrument Test, Validity test, Reliability Test. Classical Assumption Test; Normality test; Linearity Test; Multicollinearity Test; Heteroscedasticity Test. And Multiple Linear Regression Analysis; Multiple Correlation Coefficient (R); Coefficient of determination (R^2). Hypothesis testing; T-test; F test, with the SPSS 21 program.

RESEARCH RESULT

Description of Respondent Identity

1. Description of Respondents by Gender; that the majority of respondents were female with 58 people (58%). That means that the gender of patients hospitalized in health centers is not a problem for the respondents to obtain information.
2. Description of Respondents by Age; that most respondents aged 10-30 years seven people (7%), followed by respondents aged over 30-40 years 17 people (17%), and respondents aged over 40-50 years 15 people (15%), the rest are respondents who aged over 50 years with a total of 60 people (61%). That means that most respondents are categorized as having a sufficiently mature age to provide information and perceptions useful for deciding the assessment of this research questionnaire.
3. Descriptions of Respondents by Latest Education; that most of the respondents' latest education is SD 1 person (1%), SMP / equivalent nine people (9%), Senior High School 62 people (63%), Diploma 6 people (6%), bachelor 19 students (20%) and Masters 1 person (1%).
4. Description of Respondents according to the length of care; that most of the respondent's length of hospitalization was one day 20 people (1%), two days 33 people (34%), three days 21 people (21%) and more than three days 24 people (25%).
5. Respondents' Descriptions by Occupation ; that most of the respondents' last education was 24 civil servants / military / police officers (25%), 45 entrepreneurs (46%), 16 workers / farmers / fishermen (16%), 9 housewives (9%) and students. / student 4 people (4%).

Description of Respondents' Answers

1. Competence; of the five statements from the respondent. I have technical knowledge in operating the equipment (medical devices, computers) used for work. Can always complete the work appropriately assigned because it is supported by experience/understanding. Can always complete the assigned job well, complete the assigned job well, and always provide timely service to colleagues or patients. The average calculation value is equal to 17.09 from the statement obtained 3.42 rounded to 3, including

- the moderately agree category. So the employee competency is good enough, and the respondents' answers are categorized as quite agree.
2. Means Infrastructure. Of the six statements from the respondent: Have sufficient medical equipment/tools to examine or treat patients, medical supplies are always available 24 hours, ambulances are always ready to be needed, inpatient rooms are comfortable, neat and clean, including bathrooms, air circulation, water and electricity in the inpatient room are comfortable, available and live 24 hours And The Public Health Center Is Easy To Reach, Parking Is Extensive, And Places Of Worship Are Comfortable. The Average Calculation Value Is Equal To 23, 88 From The Statement Obtained 3.98 Rounded To 4, Including The Category Agree. So The Infrastructure Is Good, And The Respondents' Answers Are In The Agreeable Category.
 3. Satisfaction Inpatients; Of The Four Statements From The Respondents, Namely, Satisfied With The Services Provided By The Health Center Officers, Satisfied With The Officers Who Are Fast In Completing Tasks, Satisfied With The Staff's Knowledge And Skills, And Satisfied With The Responses And Responses Of The Public Health Center Officers. The average calculation value is equal to 14, 42 of the statement obtained 3, 61 rounded to 4, including the category agree. So the patient's satisfaction is reasonable, and the respondents' answers agree.

Test Results

Instrument Test

1. Validity Test

To test the validity of the Competency variable (X1), after testing the validity of the competency variable statement items used in this study and it was proven that 5 statement items used in this study were declared valid. ; To test the validity of the Facility and Infrastructure variable (X2), after testing the validity of the statement items of the Infrastructure and Infrastructure variables used in this study and it was proven that the 6 statement items used in this study were declared valid. ; To test the validity of the Patient Satisfaction variable (Y), after testing the validity of the item statement of the Patient Satisfaction variable used in this study and it was proven that 4 statement items used in this study were declared valid.

2. Reliability Test

The results of data reliability testing for all variables used in this study. The shows that the instruments used for all these variables are reliable and reliable.

Classic Assumption Test

1. Normality Test Data : Level of sig is a value greater than 0.948 significant level used in this study ($\alpha = 0.05$). Thus it can be concluded that all of these variables are normally distributed.

2. Linearity Test : If the sig of deviation from Linearity is more significant than 0.05, there is a linear relationship between the independent variables and the dependent variable.

3. Test Heteroskedasticity : Level of sig of Competence and Infrastructure greater than 0.05, it can be concluded not happen heteroscedasticity.

4. Multicollinearity Test : That the independent variables are declared free from multicollinearity.

Multiple Linear Regression Analysis

Table 1: Regression Coefficient

Variable	Undstandardized . Coefficients		standardized coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	1,672	2,485		, 673	, 503
Competence	, 562	, 112	, 450	5,009	, 000
means Infrastructure	, 132	, 064	, 186	2,066	, 042

Source : IBM SPSS Version 21 Processed Data .

Based on the results of processing the data in the above, then obtained the equation as follows :

$$Y = 1.672 + 0.562X_1 + 0.132X_2 + e$$

Remarks :

Y = Patient Satisfaction

a = Constant

X₁ = Competence

X₂ = Infrastructure

From the results of calculations and equations analysis of the statistical coefficient of regression linear multiple at the top, it can be interpreted :

Value constants (a = 1.672), is constant when all the values of variables Competence, Facility Infrastructure, equal to 0, then the value of the variable satisfaction of patient (Y) of 1.672.

Competency coefficient value (b₁ = 0.562). If variable Competence (X₁) experienced an increase in one unit and variable Facility Infrastructure (X₂) remains, patients' satisfaction will increase by 0.562. The coefficient is positive, meaning that there is a positive relationship between competence and patient satisfaction. The more good competence will increase the satisfaction of patients.

The value of the coefficient of Facility Infrastructure (b₂ = 0.132). If the Facility and Infrastructure variable (X₂) has increased by 1 unit and the Competency variable (X₁) is constant, Patient Satisfaction will increase by 0.132. Coefficient worth positive meaning occurs relationships were positive between the Facility Infrastructure with satisfaction Patients. When an increasingly excellent Facility Facility that will increase the satisfaction of patients.

Multiple Correlation Coefficient (R)

Table 2 : Summary Model of Regression Calculation

Model	R	R Square	Adjusted R Square	Std . Error Of the Estimate
1	, 483 a	, 233	, 217	1.57189

Source : IBM SPSS Version 21 Processed Data .

Based on the table above, it can be seen that the results of the multiple correlation coefficient (R) are 0.483. That shows that the relationship between all independent variables and the dependent variable in this study is in the criteria of moderate relationship closeness or moderate influence. That means the closeness of the relationship is moderate or moderate influence.

The Coefficient of Determination (R²)

Table 3: Regression Calculation Summary Model

Model	R	R Square	Adjusted R Square	Std . Error Of the Estimate
1	,483 a	,233	,217	1.57189

Source : IBM SPSS Version 21 Processed Data .

According to the table above can also be seen as the coefficient of determination (R²). From the model summary table, it can be seen that the value of R Square is 0.233. So, the contribution of the independent variable's influence is 23.3%, while the remaining 76.7% is influenced by other variables not examined in this study.

6. Hypothesis Testing

Partial Test

Table 4: Test Regression in Partial

Variable	Unstandardized . Coefficients		standardized coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	1,672	2,485		,673	,503
Competence	,562	,112	,450	5,009	,000
means Infrastructure	,132	,064	,186	2,066	,042

Source: IBM SPSS Version 21 Processed Data .

1). Effect of Competence on Patient Satisfaction

For the Competency variable, it is obtained t count 5,009 > t table 1.98498 or Sig 0,000 < α 0.05. Based on the data testing criteria, it can be seen that H₀ is rejected and H_a is accepted, meaning that competence partially affects patient satisfaction.

2). The Effect of Infrastructure on Patient Satisfaction

For the infrastructure facilities variable, obtained t count 2.066 > t table 1.98498 or Sig 0.042 < α 0.05. Based on the data testing criteria, it can be seen that H₀ is rejected and H_a is accepted, meaning that the facilities and infrastructure funds partially affect patient satisfaction.

Simultaneous Test

The F count results with the IBM SPSS Version 21 program and the comparison with the F table are as follows.

Table 5: ANOVA table

Model	Sun Of Squares	Df	Mean Square	F	Sig.
1 Regression	71,271	2	35,636	14,423	.000 b
Residual	234,729	95	2,471		
Total	306,000	97			

Source : IBM SPSS Version 21 Processed Data .

From the table, Calculations in the above can be known that the F arithmetic amounted to 14.423 and F table with a level of significant 5%. The value of F count 14.423 > F table 3.09 or Sig 0.000 < α 0.05 is based on the data testing criteria. It can be seen that H₀ is rejected and H_a is accepted, meaning that competence and infrastructure jointly (simultaneously) affect Patient Satisfaction.

DISCUSSION

Effect of Competence on Patient Satisfaction

Competence is the ability to acquire knowledge, and skill or proficiency is owned by an employee relevant to the job or any office's task. Employee competence is vital in providing services in order to create patient satisfaction in receiving the services provided. In this research, it appears that employee competence affects patient satisfaction. Because $t_{count} 5.009 > t_{table} 1.98498$ or $Sig\ 0.000 < \alpha\ 0.05$. Based on the data testing criteria, it can be seen that H_0 is rejected and H_a is accepted, meaning that competence partially affects patient satisfaction. The research is in line with Nika Rensi with the research title The Effect of Competence of Medical Personnel and Health Services on Patient Satisfaction at Poncowati Health Center, Terbanggi Besar Regency, Central Lampung Regency. The results showed a positive and significant effect of the competence of medical personnel and health services on patient satisfaction. The higher the competence of employees in providing services to patients, the patient's satisfaction will increase. Employee competence is indeed very influential on patient satisfaction.

The effect of infrastructure on patient satisfaction

Infrastructure means all types of equipment, work equipment, and facilities that function as the main or auxiliary means of carrying out work and in the context of the work organization's interests. The infrastructure is critical in providing services to patients in order to create patient satisfaction. In this research, it can be seen that infrastructure affects patient satisfaction. Because $t_{count} 2.066 > t_{table} 1.98498$ or $Sig\ 0.042 < \alpha\ 0.05$. Based on the data testing criteria, it can be seen that H_0 is rejected and H_a is accepted, which means that the infrastructure partially affects patient satisfaction. This research is in line with that conducted by Fardiansyah Ahmad, Irmayani, Adriani Kadir. The research title The Effect of Infrastructure, Patient Admission Procedures, Nurse Services on Patient Satisfaction Levels in the Inpatient Room of Daya Makassar Regional General Hospital. Infrastructure, patient acceptance procedures, and nurse services to patient satisfaction. Furthermore, the research conducted by Rolando Jacobis with the title Research Factors of Service Quality Influence on Satisfaction of Jamkesmas Participant Inpatients at Blu Rsup Prof.Dr. RD Kandou Manado, with the research results showing that the influences are reliability, responsiveness, and empathy, while the guarantee and physical facilities do not affect the satisfaction of inpatients. From the results of these two studies, it can be seen that infrastructure affects patient satisfaction. That is because infrastructure is critical in providing services to create patient satisfaction. With that, infrastructure indeed affects patient satisfaction.

CONCLUSION

Results coefficient determinate (R^2) shows donation contributions variable k Competency and facilities infrastructures are simultaneously influenced significantly to the satisfaction of patients hospitalized patient at the health center in Indragiri Hulu Regency, amounting to 23.3% and the remaining 76.7% is influenced by variables other not examined in this study.

Competence is partially influenced significantly to patients' satisfaction at the health center in the Indragiri Hulu Regency

Means Infrastructure partially influences patients' satisfaction at the health center in the Indragiri Hulu Regency.

SUGGESTION

The competence of medical personnel and personnel non- medically advised is more improved competence through training and education to a much higher level. Furthermore,

facilities and infrastructure are expected to the health centers to pay more attention to facilities and infrastructure to support the implementation of the process of care with good and provide comfort for the patient.

To increase patients' satisfaction, should health centers provide care services to improve patients' services in giving service of the maximum.

Furthermore, researchers should examine the variables of other influencing satisfaction of patients who have not studied this.

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