EMPLOYEE WORK ABILITY IN THE CONTEXT OF HEALTH SERVICE QUALITY IMPLEMENTATION

Fahmin Syah Yordan Buheli [1], **Fatmah. M. Ngabito**[2], **Sandi Prahara**[3], **Arman**[4]
[1.2.3.4] Ichsan University Gorontalo
E-mail: fatmahngabito161@gmail.com

ABSTRACT

Research on Employee Work Ability in the Context of Health Service Quality Implementation The method used in this research is to use a quantitative research approach that aims to measure how much influence the independent variable has in this case the employee's work ability on the dependent variable in this case the implementation of health service quality at Ponelo Health Center North Gorontalo Regency Islands. With the number of populations at the Ponelo Islands Health Center, North Gorontalo Regency less than 100, the sampling technique used was saturated sampling (census) in which all members of the population were sampled, totaling 28 people. With Validity Test.

With the results of the study that the variable of employee work ability (X) on the implementation of the quality of health services (Y) of employees at the Ponelo Islands Health Center, North Gorontalo Regency. The Fcount value is 8.912 while the Ftable value is 4.23. So that there is an effect of employee work ability (X) on the implementation of health service quality (Y).

Keywords: Ability, work, implementation and service quality.

PRELIMENARY

Apparatus as public servants have duties and responsibilities as state servants and public servants who are obliged to provide as much as possible in accordance with the Decree of the Minister of Empowerment of State Apparatus Number: KEP/26/M.PAN/2/2004 concerning Technical Guidelines for Transparency and Accountability in the Implementation of Public Services and Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 38 of 2012 concerning Guidelines for Performance Assessment of Public Service Units [9].

which outlines general guidelines for the implementation of public services. Service is a series of activities in order to fulfill the need for administrative services. So that in need of service, service is an activity in providing services or goods that are the responsibility and carried out by government and private agencies. For that, in the development of better public services, of course, management must be optimized [3].

Health is an important part of the welfare of society, health is also one of the basic human needs besides clothing, food and shelter. In human life, having a health where a person feels good physically and mentally, more precisely, is healthy, which is a condition that is free from various types of diseases, both physically, mentally, and socially, (Burung, Pangemanan, dan Sendow n.d.). In the context of service

implementation in accordance with service standards, services are expected to meet the needs of service users. At this time the services provided by the apparatus are still far from the maximum service category. Worse yet, the public as service recipients are not aware of how the services, they should receive are in accordance with standard service procedures in accordance with those set by the government. The apathetic attitude of the people who receive inappropriate services further worsens the condition of services in general. The community is reluctant to report the service process is not good because they do not want the business to take longer.

Context of Implementation of Quality Service in the field of reliable health is the main element in hospitals and health units, including community health centers (puskesmas). With the existence of quality services, health units including community health service centers are expected to provide a level of satisfaction to the people served. The health service unit, in this case the puskesmas, was declared successful, not only in terms of the completeness of the existing facilities, but also the attitude and service of human resources as elements that influence the services provided.

District/City Regional Governments provide basic health services according to the MSS in the Health Sector. This regulation also applies to BPJS participants who are also entitled to good service standards [11], this is where the implementation can be seen in what the government does, so for example the Puskesmas as one of the health care facilities that has an important role in providing health services and in efforts to improve the quality of public health. Thus, so that the health services provided by the puskesmas to the community can be satisfactory, there are many factors that must be considered. One of them is health medical personnel who on the one hand are the main supporting factors in health services, on the other hand it turns out that their condition is still far from lacking in both quantity and quality. The problem that needs attention from the government regarding medical personnel is the lack of efficiency, effectiveness and professionalism in tackling health problems. The still weak ability of medical personnel in planning health services and their behavior in anticipating health problems that occur are not in line with community expectations. Which can be seen by the still weak level of supervision of the performance of the public service apparatus in running the health service system. For this reason, it is necessary to have the ability of adequate medical personnel in carrying out a service.

The results of research conducted by Kawulur, Posumah, and Tampongangoy describe the ability of medical personnel to health services at Budi Mulia Hospital, Bitung City based on the indicators used in this study (intellectual ability, interpersonal ability, adaptability ability, outcome orientation ability). [7], so that the employee's ability to work in the context of the implementation of the quality of health services can need to be improved and can have an effect.

METHOD

The research method refers to the scientific method for obtaining accurate information with the aim of finding, developing and proving certain knowledge so that it can be used to understand, solve, and anticipate existing problems [7]. In addition, Sugiyono said that in general, research methods can be divided into three types, namely qualitative research methods. quantitative research methods and research and development methods of the problem in this study.

The method used in this research is to use a quantitative research approach that aims to measure how much influence the independent variable has in this case the employee's work ability on the dependent variable in this case the implementation of the quality of health services at the Ponelo Islands Health Center, North Gorontalo Regency with Variable X Work Ability According to Gibson "ability is a character possessed by a person or acquired through learning, which causes a person to be able to do something mentally or physically, ability with regard to the capacity of each person to perform several tasks in a job, ability is also an assessment of the work done, and variable Y Implementation of Health Service Quality [5].

Population and Sample

Population

Quantitative research is generally carried out on a certain representative population or sample. The research process is deductive in nature, where to answer the problem formulation, concepts or theories are used so that hypotheses can be formulated. The hypothesis is then through field data collection [6], so that the population is the whole of the unit under study. Population is a collection of individuals with predetermined quality characteristics. Population is a group of people, events or things that have certain characteristics. The population is a generalization area consisting of subjects who have certain qualities and characteristics determined by the researcher to be studied and then draw conclusions. So, the population is not only people, but also organizations, animals, human creations, and other natural objects [2]. In this study, the population is all employees at the Ponelo Islands Health Center, North Gorontalo Regency, totaling 28 people who have the status of State Civil Apparatus

Sample

The quantitative approach views human behavior as predictable and social reality; objective and measurable. Therefore, the use of quantitative research with valid and reliable instruments as well as appropriate and appropriate statistical analysis causes the research results achieved do not deviate from the actual conditions [1], so that, the sampling technique in this study is probability sampling with the criteria of Simple Random Sampling. Using random or probability samples in quantitative research means that researchers seek to minimize errors due to fatigue and boredom, reduce human bias by using the correct procedures and appropriate techniques and provide opportunities for all members of the population to be selected as samples [10].

The sample is part of the population that has certain characteristics or circumstances to be studied, because not all data and information will be processed and not all people or objects will be studied, but it is enough to use a representative sample. Because the total population at the Ponelo Kepulauan Public Health Center, North Gorontalo Regency is less than 100, the sampling technique used is saturated sampling (census) where all members of the population are sampled, with a total of 28 people. With Validity Test. The method used is Product Moment Correlation by correlating the answer scores on each question item with a total score

$$r_{XY} = \frac{N\Sigma XY - (\Sigma X)(\Sigma Y)}{\sqrt{\left\{N\Sigma X^2 - (\Sigma X)^2\right\}\left\{N\Sigma Y^2 - (\Sigma Y)^2\right\}}}$$

Where :

rXY : Correlation

X : Answer score for each item
Y : Total score
N : Number of test subjects

Each variable or the magnitude of its correlation coefficient by using coefficient interpretation, as shown in the following table:

Correlation Coefficient Interpretation

$$\frac{N\Sigma XY-(\Sigma X)(\Sigma Y)}{\left\{N\Sigma X^2-(\Sigma X)^2\right\}\left\{N\Sigma Y^2-(\Sigma Y)^2\right\}}$$

Coefficient Interval Level	Relationship
0.80-1,000	Very strong
0,60-0,799	Strong
0,40-0,599	Strong enough
0,20-0399	Low
0,00-0199	Very low

Source : (Riduwan, 2008)

Simple Regression Analysis Results

To determine whether the effect of work ability (X) on the implementation of the quality of health services (Y) at the Ponelo Kepulauan Public Health Center, North Gorontalo Regency. Then the test is carried out using a simple regression method. Simple regression analysis aims to determine the effect of one variable on other variables. In regression analysis, a variable that affects is called the independent variable or the independent variable, while the variable that is affected is called the related variable or the dependent variable. If the regression equation contains only one independent variable with one related variable, it is called a simple regression equation. If the independent variable is more than one, it is called a multiple regression equation. In simple regression we can find out how much change in the independent variable can affect a related variable [9].

Simple linear regression analysis is a linear relationship between one independent variable (X) and the dependent variable (Y). Simple regression analysis can be used to determine the direction of the relationship between the independent variable and the dependent variable, whether it has a positive or negative relationship and to predict the value of the dependent variable if the value of the independent variable increases or decreases. In simple regression usually the data used has an interval or ratio scale.

Information :

$$\ddot{Y} = a + bX$$

X = Workability
Y = Implementation of Health Service Quality
a = Value constant price Y if X=0
b = Value as a predictor (prediction) which shows the value of increasing (+) or decreasing value (-) of the Y variable.

Correlation coefficient

Meanwhile, to find out the magnitude of the relationship between the effect of work ability (X) on the implementation of health service quality (Y) at the Ponelo Islands Health Center, North Gorontalo Regency, the correlation coefficient with the Pearson Product Moment formulation [10].

$$r_{XY} \quad \frac{N\Sigma XY-(\Sigma X)(\Sigma Y)}{\sqrt{\left\{N\Sigma X^2-(\Sigma X)^2\right\}\left\{N\Sigma Y^2-(\Sigma Y)^2\right\}}}$$

Description :

X = workability

Y = Implementation of health service quality

rxy = Correlation coefficient

n = Number of respondents

Furthermore, to state the size of the contribution of the X variable to the Y variable, it can be determined by the determinant coefficient formula as follows:

$$KP = r^2 \times 100\%$$

Information :

KP = Value of the determinant coefficient

r = Value of correlation coefficient

RESEARCH RESULT AND DISCUSSION

The simple regression analysis used in this study is aimed at testing hypotheses and to see the effect of work ability on the implementation of health service quality at Ponelo Islands Health Center, North Gorontalo Regency. The results of the calculation of multiple linear regression analysis with SPSS version 20, can be seen as follows:

Table
Simple Regression Analysis Results

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	99.582	1	99.582	8.912	.006[a]
	Residual	290.525	26	11.174		
	Total	390.107	27			

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	99.582	1	99.582	8.912	.006[a]
	Residual	290.525	26	11.174		
	Total	390.107	27			

a. Predictors: (Constant), Work ability _X
b. Dependent Variable: implementation of Health Service Quality_Y
Source: Primary Data Processed Results, 2021.

Based on the table above, the Fcount value of this study is 8.912. Meanwhile, the value of Ftable at a significance level of 5% and df1 of k = 1 and df2 of N-k-1=28-1-1=26 is 4.23. If the two F values are compared, the F-count obtained is greater than Ftable so that the ability to work together affects the implementation of the quality of health services at the Ponelo Islands Health Center, North Gorontalo Regency. Other tests can also be done by looking at the sig value obtained compared to the value used. When the value of sig < will reject Ho, seen from the results of the data processing above, the value of sig (0.006) <

(0.05). So, the conclusion is that there is an effect of work ability on the implementation of the quality of health services at the Ponelo Islands Health Center, North Gorontalo Regency. The regression model that is formed based on the results of the analysis is based on the following table.

Table. 2 Simple Regression Analysis Results
Hasil Analisis Regresi Sederhana

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	26.857	5.718		4.697	.000
	Work ability X	.268	.090	.505	2.985	.006

a. Dependent Variable: Implementation of Health Service Quality _Y

Source: Primary Data Processed Results, 2021

Based on the table of analysis results above, the regression equation can be arranged as follows:

$$Y = 26.857 + 0.268X + e$$

Furthermore, to see the magnitude of the influence of work ability on the implementation of the quality of employee health services at the Ponelo Islands Health Center, North Gorontalo Regency, it is shown by the coefficient of determination (R2) shown in the following table:

Table. 3 Coefficient of Determination Results (R2) **Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.505[a]	.255	.227	3.34276

a. Predictors: (Constant), Work ability _X

Source: Primary Data Processed Results, 2021.

The coefficient of determination test was carried out to find out how much the endogenous variables were simultaneously able to explain the exogenous variables. The higher the R2 value, the better the prediction model of the proposed research model. The coefficient of determination (R2) test is carried out to determine and predict how big or important the contribution of the influence given by the independent variables together to the dependent variable. The value of the coefficient of determination is between 0 and 1. If the value is close to 1, it means that the independent variable provides almost all the information needed to predict the dependent variable. However, if the value of R2 is getting smaller, it means that the ability of the independent variables in explaining the dependent variable is quite limited.

So, based on the results of the analysis of the coefficient of determination in the table above, it can be seen that the R value or correlation is 0.255. Then the value of R2 or the coefficient of determination is 0.255, which means the effect has a positive value of 25.5%. This means that the effect of work ability on the implementation of the quality of employee health services at the Ponelo Islands Health Center, North Gorontalo Regency is 25.5%. While the remaining 74.5 is influenced by other factors or variables not examined in this study.

The amount of influence is still less than 30% due to employees who have not always applied work abilities, namely intellectual abilities and physical abilities in carrying out their work, as evidenced by the percentage of respondents who answered 76.53% who stated that they often did work by applying intellectual abilities while those who stated that they always did work by applying the intellectual ability of only 19.9. Likewise for work ability, namely on physical ability

where respondents' answers were very varied, namely 63.89% who stated that they often did work by applying physical abilities, 15.48% said always, 12.30% said sometimes, 5.95% said rarely, and 2.38% said never.

CONCLUSION

Based on the results of data analysis, researchers can draw the conclusion that the hypothesis test between the variables of employee work ability (X) on the implementation of the quality of health services (Y) of employees at the Ponelo Islands Health Center, North Gorontalo Regency. The Fcount value is 8.912 while the Ftable value is 4.23. The conclusion is that there is an effect of employee work ability (X) on the implementation of health service quality (Y) for employees at the Ponelo Islands Health Center, North Gorontalo Regency. The magnitude of the influence of the employee's work ability variable (X) on the implementation of the quality of health services (Y) of employees at the Ponelo Islands Health Center, North Gorontalo Regency is 25.5%. While the remaining 74.5% is influenced by other factors or variables not examined in this study.

REFRENCE

[1] A. Muri Yusuf. 2017. Quantitative, Qualitative, and Combined Research Methods. Jakarta: Kencana.

[2] Agung Widhi Kurniawan, Zarah Puspitaningtyas. 2016. Quantitative Research Methods. Yogyakarta: Pandiva Buku.

[3] Arman. 2021. Public Service Management and Decentralization of Regional Head General Elections. Gorontalo: Cv. Cahaya Arsh Publisher & Printing.

[4] Burung, Faris, Sofia Pangemanan, And Yurnie Sendow. N.D. "Implementation of Public Health Services through the BPJS Kesehatan Program (A Study at the Sawang Field Hospital, Sitaro Regency)." Article.

[5] Gibson James L. 2006. Organizations: Behavior, Structure, Processes, International. New York: Mcgraw-Hill Companies,.

[6] Ismail Suardi Wekke, Dkk. 2019. Social Research Methods. Yogyakarta: Cv. Adi Karya Mandiri.

[7] Kawulur, Nadiya Y., Johnny Posumah, And Deysi L. Tampongangoy. 2020. The Effect of Medical Personnel Ability on Health Services at Budi Mulia Hospital, Bitung City. Journal of Public Administration 6(No.91):5–24.

[8] Mulyono. 2019. Simple Regression Analysis – Management. Bbs.Binus.Ac.Id.

[9] Guidelines., Ministry of Empowerment of State Apparatus and Bureaucratic Reform. Performance. Evaluation. Public Service Unit. 2012. State Gazette. Riduwan. 2008. Metode Dan Teknik Menyusun Tesis. Bandung: Alfabeta.

[10] Riduwan. 2008. *Metode Dan Teknik Menyusun Tesis*. Bandung: ALFABETA.

[11] Topan Mizranda. 2020. Implementation of Health Service Standardization Policy for BPJS Participants at Harapan Insan Sendawar Regional General Hospital, West Kutai Regency. Public Administration. 1 (No.2):1–8.