



The Influence of Human Resources Competency and Service Quality on General Patient Satisfaction that Impact on Return Visits at the Husein Family Clinic

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Abstract: Human resource competence (HR) is needed in the Husein Family clinic as a clinic that provides health services to the community. Patients will feel happy when they want health services and know that in a clinic there are medical personnel who have reliable human resource competencies. Then the quality of service will provide satisfaction to patients who come to the Husein Family clinic so that patients will come to visit again to get health services at the Husein Family Clinic. This study aims to see the effect of human resource competence and service quality on patient satisfaction. As the population in this study were patients who came for treatment at the Husein Family Clinic as many as 60 patients who were collected by random sampling per day as many as 2 people for a month. The results of the study explained that human resource competence had an effect on patient satisfaction by 15.5%, service quality had an effect on patient satisfaction by 24.4% and human resource competence and service quality had a joint effect on patient satisfaction at the Husein Family Clinic by 22.4%.

Keywords: Competence of human resources; Service quality and patient satisfaction

Introduction

In practice, every health institution, whether it is a medical center, clinic, health center or hospital, will provide good health services to the community in carrying out its role in serving the health needs of the community. Health services are carried out by health workers in health institutions with full awareness and responsibility as health workers who have gained knowledge so far through the types and levels of education in the health sector (Telaumbanua, 2020).

Patients who come for treatment at the Husein Family Clinic feel satisfied after returning to the clinic for treatment and the patient feels that all the health workers at the Husein Family Clinic have really provided services. Several studies have found that patient satisfaction depends on the behavior of health workers (both doctors and nurses). Patient satisfaction is the patient's attitude towards the services provided by the hospital and is usually used as an indicator in

assessing the quality of hospital, health center and clinic services (Kusumo, 2017).

The doctor in charge at Klinik Husein's family is very committed and consistently strong in providing health services to every patient who comes to the clinic for treatment. Guidance and advice are always delivered by the doctor in charge at the Husein Family Clinic to all existing health workers to work sincerely in serving patients who are being treated. Good health services by the Husein Family Clinic will attract patient sympathy because patients feel happy after returning from the clinic for treatment. Patients have different medical histories so that the form of service will also vary because it depends on the type of disease the patient is suffering from. In connection with the different types of disease, the treatment also varies, including the length of time a patient takes to recover from treatment. If the patient has an illness that takes a long time, then it takes time to heal the disease which is repeated because the

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disease cannot be cured with treatment once or twice coming for treatment (Lesmana et al., 2022).

Therefore, if good health services are provided by the existing health workers to the patient, the patient will come again for further treatment at the Husein Family Clinic in following up on treatment for the patient. The return of patients seeking treatment at the Husein Family Clinic is due to the good form of service provided by all health workers at the Husien Family Clinic so that patients feel satisfied with the health services. Satisfaction starts from the acceptance of patients from the first time they come, until the patient leaves the health service, returns. However, if the patient feels dissatisfied with good health services to the patient,

The government pays attention to public health where health is a necessity of human life that needs to be maintained for the continuity of health. The government's strong commitment to the importance of public health should be followed by other medical institutions and private medical institutions so that the quality of Indonesian people as a whole is obtained in a healthy and strong society. Healthy and strong human conditions are needed by the government where humans are the executors of existing development. Health services are a form of public service that can be obtained by the community wherever they are, so the government needs to emphasize the need for a policy in providing public services to the community as a whole (Andriani et al., 2018).

Decree of the Minister of Administrative Reform Number: 63/KEP/M.PAN/7/2017 explains the size of Public Service Standards, including: 1) Service procedures, namely service procedures that are standardized for service providers and recipients including complaints. 2) Time for completion, namely the time for completion that is determined from the time the application is submitted to the completion of services including complaints. 3) Service fee, namely service fee/tariff including the details determined in the process of providing the service. 4) Service products, namely the results of services that will be received in accordance with predetermined conditions. 5) Facilities and infrastructure, namely the provision of adequate service facilities and infrastructure by public service providers.

Regulation of the Minister of Health Number 28 of 2011 concerning clinics explains that a clinic is a health service facility that organizes individual health services and performs basic or specialist medical services that are organized by more than one type of health worker and led by a medical worker. In its operationalization, a clinic must have professional health workers and provide good service to patients who receive treatment at the clinic so that patients will feel satisfied with the public health services available at the clinic

(Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi, 2003).

Clinics as an institution that provides health services to the community must provide good or competent human resources to provide health services to every patient who comes for consultation or treatment. These human resources must have basic knowledge in accordance with the health sector and have a lot of work experience in health institutions so that the competence of human resources for health workers at the clinic is able to provide good health services for patients who come to the clinic for treatment (Silviana et al., 2017).

Clinics must have health workers such as: doctors, midwives, nurses, health analysts, pharmacists, nutritionists, etc. who work together in providing the health services needed by patients. Competence possessed by human resources will provide satisfaction to patients so that patients will come back to consult to receive health services from health workers at the clinic. (Regulation of the Minister of Health of the Republic of Indonesia, 2022).

Patient satisfaction will have an impact on the return of the patient to consult about health or follow up on the healing of the patient's illness that is being treated or come back to visit for a different disease. Patients will expect quality services in obtaining health services from clinics and health workers at each clinic so that patients are truly satisfied with the services they get from the clinics and health workers at the clinic (Honifa et al., 2022).

The quality of services provided by clinics and health workers will provide satisfaction to patients and create loyalty to the clinic to consult patient health and get treatment for diseases suffered by every patient at the clinic. Satisfaction felt by patients begins when the patient first arrives at the clinic and immediately receives service from the clinic through the health workers at the clinic with a fast response (Sari, 2022).

A clinic can be seen from the crowds of visits in consultation or treatment at the clinic because the crowds of these visits are caused by the satisfaction felt by patients for treatment at the clinic. The crowd of visits to the clinic is influenced by the competence of the health staff at the clinic and the quality of the health services provided to patients (Honifa et al., 2022).

From the explanation above, the authors are interested in conducting research on the competence of health workers and the quality of service on patient satisfaction so that patients will come to visit again to get treatment at the Husein Family Clinic. Husein Family Clinic opens a 24-hour health service that helps the community in their need for health services around Jl.

Letda Sujono Medan and has been operating as a clinic for a long time.

Method

This research was conducted from July to December 2022 starting from the observation, preparation, implementation and reporting stages. The place of research is the object of research that is used as a place of research, namely the Husein Family Clinic in Medan. In collecting data, data collection tools are used which are called research instruments taken from data sources in the form of observations, interviews, questionnaires, documentation. The data in this study are all patients who come for consultation or treatment at the Medan Family Husein Clinic. Data collection tools called research instruments must be tested to see their validity and reliability so that an overview of their validity and reliability values can be obtained.

Data collection techniques in this study were carried out in the following ways: 1) Observation is an activity that is carried out directly to the field to see the phenomena that exist in the object of research so that they can see the real situation. 2) Interview, namely by communicating directly with respondents so as to get information about the phenomena that exist in the object of research. 3) Questionnaires, namely providing a list of questions or statements to respondents randomly with the aim of obtaining accurate data related to the research being carried out. 4) Research into the library, namely looking for reference sources, both books, magazines, newspapers and journals as support for the theories used as the basis for strengthening the theory in this study.

Result and Discussion

Based on the results of filling out the questionnaire, it can be explained that out of the 60 respondents sampled in this study, 12 respondents were students (20%), 8 respondents were students (13%), 14 respondents were entrepreneurs (23%), 6 respondents were civil servants (10%), 20 respondents were housewives (34%). By looking at the SPSS results it can be explained that the results of the validity test for the HR Competency variable (X1) can be explained that all question items or statements are completely valid with a cut-off value greater than 0.3 meaning that the data used in this study is truly valid. By looking at the SPSS results it can be explained that the results of the validity test for the Service Quality variable (X2) can be explained that all question items or statements are completely valid with a cut-off value greater than 0.3 meaning that the data used in this study is truly valid. By looking at the

SPSS results it can be explained that the results of the validity test for the Service Quality variable (X2) can be explained that all question items or statements are completely valid with a cut-off value greater than 0.3 meaning that the data used in this study is truly valid.

Based on the phenomenon that occurs that the problems that have been formulated are then carried out data analysis and data processing using SPSS 16, the results of this study can be explained as follows: 1. Variable X1, namely the Competence of Human Resources (HR) has an effect on variable Y, namely Patient Satisfaction of 15.5%. 2. Variable X2, namely service quality, has an effect on variable Y, namely patient satisfaction, which is 24.4%. 3. Variable X1, namely the Competence of Human Resources (HR) and variable X2, namely Quality of Service, jointly affect variable Y, namely Patient Satisfaction of 22.4% and the rest is influenced by other factors which were not examined in this study.

Conclusion

This study shows that the quality of service and human resources have an effect on patient return visits at the Husein Family clinic, therefore it is important to always maintain the stability of services and human resources or they can be improved even better.

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Author Contributions

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Conflicts of Interest

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