

Article

Quality Service to Performance Work Employee in Region Work Public Health Center Lubuk Ligau City in 2024

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Abstract: The quality of health services is important and a concern throughout level health services in a way global. Matter this is appropriate with commitment world one of them reach scope health universal or Universal Health Coverage (UHC) on in 2030 (WHO, 2018). Indonesia continues to strive to improve access and quality of health services base and references (Indonesian Ministry of Health, 2016). Effort strengthening health services primary (primary health care) is Wrong One pillar main in agenda transformation system national health through the Community Health Center accreditation system (RI Ministry of Health, 2023). Study design in research This use study observation analytic with design study Cross Sectionals. The population and sample are all employees at the Megang Community Health Center, LubukLiggau City, totaling 66 people, and this number will be used as the total population. Univariate, bivariate and multivariate data analysis using Chi-square analysis techniques. This research begins since April until May 2024. Based on characteristics respondent, Performance Employee work More health centers are good, with an average employee age ≥ 45 year, with female gender and college education, with physical evidence variable service quality Good, fpower responsive Which Good, faya reliable Which Good, guarantee Which Good even empathy the good one. There is connection proof physique with performance Work (p-value 0.009), Power Responsive (p-value 0.005), Reliability (p-value 0.040), Assurance (p-value 0.017), Empathy (p-value 0.014). Physical Evidence is the most dominant factor in Service Quality on Employee Work Performance in the Lubuk Linggau City Health Center Work Area in 2024. Repair or replace tool health Which damaged so that expedite activity treatment And maintenance which exists in Public health center holding, as well as do renovation building or room Which Already No Can used again.

Citation: Sherly, Theresiana, Y., & Pansori, H. Quality Service to Performance Work Employee in Region Work Public Health Center Lubuk Ligau City in 2024. International Journal of Health Systems and Medical Sciences 2024, 3(3), 274-282.

Received: 10th July 2024

Revised: 17th July 2024

Accepted: 24th July 2024

Published: 31th July 2024



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Keywords: Performance Work, Quality Service, Tangibles

1. Introduction

The quality of health services is important and is of concern at all levels of health services globally. This is in accordance with commitment world Wrong the only one reach universal health coverage or Universal Health Coverage (UHC) on year 2030 (WHO, 2018).

Indonesia Keep going strive to improve access and quality of services health base and reference (Ministry of Health RI, 2016). Effort strengthening primary health services (primary health care) is Wrong One pillar main in transformation agenda national health system through the Community Health Center accreditation system (RI Ministry of Health,

2023). One of the government's commitments to service health society is with the establishment of a Community Health Center as a public service in the health sector. Center Health Public (Public health center) is units organizer technical Service Health Re-gency/City responsible for carrying out health development or part region subdistrict. Public health center become Wrong One organizational unit functional in field health works become development center health, growing role as well as public and service over-all and integrated basic health (Permenkes, 2012).

In order to realize equitable, affordable and comprehensive health development for all Indonesian people, efforts are needed to implement a national health system that can answer and be able to overcome all health development challenges in supporting the realization of a healthy Indonesia (Ministry of Health of the Republic of Indonesia, 2018). Made it happen Indonesia Which Healthy This needs to be accompanied by achieving better performance in implementing health development where the performance indicators of the national health system are influenced by several things, namely health efforts and health resources (Ministry of Health of the Republic of Indonesia, 2018).

According to Parasuraman (2020) that service quality can be evaluated using a number of indicators, research conducted by Pasuraman, 2020 succeeded in identifying five groups of characteristics used by customers in evaluating quality services, the five groups are tangible (direct or real evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee) and empathy (empathy).

Responsiveness is the officer's ability to provide service to consumers quickly. In hospital services and other health facilities, the patient waits for a long time from registering to receiving medical services by health workers.

Reliability is the officer's ability to provide service to consumers appropriately. Hospital services are a patient's assessment of the abilities of health workers.

Another group is assurance, namely the ability of officers to provide services to consumers so that they can be trusted. In terms of services provided by hospitals and other health facilities, what is meant is clarity of personnel Health provides information about diseases and medications so that patients feel calm and not afraid when taking medication. Apart from that, patients can find out about the disease they are suffering from and understand existing treatment and care procedures.

Next is empathy, namely the officer's ability to build relationships, pay attention and understand consumer needs. In hospital services and other health facilities, health workers are friendly in greeting and talking, and participation patient in take decision treatment, freedom for patients to choose the place of treatment and health personnel and ease of inpatients getting visits from their families.

Tangible (direct evidence) is the availability of physical facilities and facilities that can be directly felt by consumers. In hospital services and other health facilities, these are: availability of medical equipment, sufficient and adequate medicines, laboratories, cleanliness of treatment rooms and toilets.

The current problem with the quality of health services is the inability of Community Health Centers to continuously improve quality after Puskesmas accreditation. The Puskesmas is unable to implement the quality standards contained in the Puskesmas accreditation standards. Implementation of health center patient safety efforts which constitute quality standards in Puskesmas, referring to the Puskesmas accreditation assessment standards, and in reality there are still obstacles and deficiencies in fulfilling accreditation standards, wrong the only one effort patient safety in community health centers.

Employee performance in an organization has a very important role and has a positive influence on achieving the vision and mission of an organization. Performance is the result of work that can be achieved by someone or a group of people in one organization in accordance with authority and respective responsibilities in order to achieve the goals

of the organization concerned legally, without violating the law, in accordance with morals and ethics (Irwanda and Rahmawati, 2019).

Performance of health workers in Community health centers can run well if in organizational arrangements health workers are placed in areas of work that are appropriate to their abilities and educational background. Many factors which can influence the performance of an employee in an organization, where each factor has its own formula to be resolved well by the organization (Akbar, 2018). According to Gibson in (Sarinah, 2017) there are three factors that influence performance, namely individual factors, psychological factors.

One factor that can also influence performance is giving rewards. Rewards are rewards for services provided by agencies to workers, and awards are not just rights and obligations but are a driving force for enthusiasm for work (Juliati, 2018). Giving rewards to employees has a positive effect on performance. The policy of providing rewards on time and in accordance with work results will improve employee performance health. The purpose of giving awards is for health workers' job satisfaction which later will guard stability employees themselves (Pratiwi, Adespin and Soeharto, 2018).

The poor quality and unprofessional health service system is related to the mismatch of the rewards they receive with the work they have to do. Based on (Permenkes No. 43, 2019) explains that Community Health Centers (puskesmas) are one type of first level health service facility which has an important role in system health national. One form of public service implemented by the government is fulfilling health needs can be reached by all levels of society by creating a first-level community health center that is effective, efficient and accountable.

Puskesmas is one of the vital health service institutions at the community level and is the government-owned basic health service institution closest to the community, for this reason the Community Health Center is the first reference center for dealing with problems health. So that performance Health workers at community health centers are an important factor in providing services to the community. Several studies have been carried out to analyze factors related to the performance of health workers.

Research conducted (Wulansari and Wahyono, 2022) on factors related to the performance of Sragen community health center employees during the Covid-19 pandemic shows that there is a relationship between work attitudes, work motivation, length of service and work environment with employee performance at Sragen community health centers. Furthermore, research results (Trianita Eka Pamundhi, Ayun Sriatmi, 2018) show that there is a relationship between length of service and the performance of midwives in post-partum services. Good performance tends to have a long tenure and poor performance tends to have a new tenure.

Based on research proposed by (Pratiwi, Adespin and Soeharto, 2018) attitude has a significant relationship with the performance of undergraduate medical education student teams in interprofessional education activities. Female students with teams that have good work attitudes show better performance than teams that have less good attitudes. And in research conducted by researchers (Juliati, 2018) shows that there are 6 relationships between rewards and nurse performance. Giving awards has a positive impact on the hospital's ability to achieve the goals that have been designed and many health workers work with high achievements.

From the results of the initial data that researchers obtained in Public health center Hold Still There are several work programs has not been achieved as well as samples that required to fulfill. So researchers are interested in conducting research at the Megang Community Health Center, Lubuk Linggau Regency. Based on initial data collection at the Megang Community Health Center, there are results performance activity in Megang Health Center.

Apart from that, interviews were also conducted with the Head of the Puskesmas and the Head of Administration at the Megang Puskesmas in December 2023, information was obtained early that the fundamental problem faced by the Megang Community Health Center in Lubuk Linggau City regarding the performance of community health center staff regarding the quality of health services is that the performance produced is still not optimal. This is explained by several problems raised, namely: employee discipline is still lacking when employees come to work and leave work No on time and recording reporting on program activities in particular from midwife and officer Which in the village are still not on time so the results are also inaccurate. Apart from that, the suggestion box is provided for criticism and suggestions for patients, it was found that many patients complained about the long time the health services provided.

Then, based on observations of employee attendance data at the Megang Community Health Center, the data was obtained in October 2023 there will be 4 employees on leave and 6 employees employee Which Sick, month November in 2023 there will be 10 employees who are permitted and 2 employees who are sick then in December 2023 there are 8 permit employees, 4 external service employees and 4 employees who went home early (Puskesmas Megang Lubuklinggau, 2023).

Various effort has implemented by the Megang Community Health Center to improve quality service and employee performance which there is in Public health center Holding the City Lubuk linggau. Effort Which These include: by making stricter working hours regulations (SK Regulation Internal about O'clock work) and rule leave in accordance with the Foundation Law Constitution No 5 of 2014 concerning State Civil Apparatus; Regulation Government Number 11 2017 About Management Employee Civil Affairs and Ka.BKN Regulation No. 24 of 2017 about System Method Giving Employee Leave Country Civil as well as conduct training for para staff employee which cover refreshment Skills, ethical and spiritual. Aside from that there is a gift addition income through services service Which given from fund JKN/Compensation.

Based on the description above, on this occasion the researcher wants to conduct research on "Health Service Factors on the Work Performance of Megang Public Health Center Employees in Lubuk Linggau City in 2024".

2. Materials and Methods

This research is an analytical survey with a cross sectional research design, where research is carried out by measuring independent variables and dependent variables at the same time, and through this study it is hoped that service quality factors related to employee performance at the Megang Community Health Center Lubuk Linggau City will be obtained in 2024.

3. Results

The results of univariate analysis to describe each variable used in this research include. This analysis is used to determine the relationship between independent variables (tangible, reliability, responsiveness, assurance and empathy) with the incidence of the dependent variable (work performance).

Bivariate analysis to see the relationship between independent variables, namely this analysis is used to find out the relationship between independent variables (tangible, reliability, responsiveness, assurance and empathy) with the incidence of the dependent variable (work performance) at the Community Health Center Holding Lubuk Linggau City in 2024". The test used in the bivariate analysis is the Chi-Square X2 test) with a value of 0.05.

This analysis aims to obtain probability the incident. If P value > 0.05 then H_0 is rejected and H_a is accepted which means there is no relationship between second variable. On the contrary if P-value ≤ 0.05 so H_0 rejected and H_a accepted which means there is relationship between second variable (Askhary, 2017).

Multivariate analysis to determine factors where which most dominant which influence other variables.

Table 1. Characteristics Patient Performance Work Employee Public health center Hold Lubuk Linggau City in 2024

1	Age	Frequency (n)	Percentage (%)
	Mature (17-45 Year)	17	25.8%
	Elderly (45-65 Year)	49	74.2%
2	Genders		
	Man	25	37.9%
	Woman	41	62.1%
3	Education		
	Intermediate (Middle/Senior High School)	17	25.8%
	College Tall (D3/S1)	49	74.2%

Source : Research Results Data Year 2024

Table 2. Distribution Frequency Performance Work Employee Public health center Hold City Lubuk Linggau in 2024

1	Performance Work	Frequency	Percentage
	Good	40	60.6
	No Good	26	39.4
2	Tangibles		
	Good	43	65.2
	No Good	23	34.8
3	Responsivines		
	Good	50	67.6
	No Good	24	32.4
4	Reliability		
	Good	38	57.6
	No Good	28	42.4
5	Assurance		
	Good	51	63.6
	No Good	23	36.4
6	Empathy		
	Good	46	60.6
	No Good	28	39.4

Based on Table 2 above, 40 people have good work performance with quality service tangible Good as big as 43 person, good responsiveness of 50 people, good reliability of 38 people with good assurance of 51 people and with good empathy amounted to 46 people.

Table 3. Connection Proof Physique (Tangible) to Performance Work Employee in Megang Health Center Lubuk Linggau City in 2024

Proof Physical	Performance work						<i>P</i>
	OK		Not Good		Total		
	n	%	n	%	n	%	
Good	31	72.1	12	27.9	43	100.0	0.009
No Good	9	39.1	14	60.9	23	100.0	
Total	40	60.6	26	39.4	66	100.0	

Source : Results Data Study Year 2024

In Table 3 above, it can be seen that 31 respondents had good physical evidence with work performance (72.1%) and 9 people (39.1%) had bad physical evidence, with a p value of 0.009. < 0.05.

Table 4. Connection Power Responsive (Responsiveness) to Performance Work in Megang Health Center Lubuk Linggau City in 2024

Power Responsive	Performance work						<i>P</i>
	OK		Not Good		Total		
	n	%	n	%	n	%	
Good	28	70,0	12	30,0	40	100.0	0.040
No Good	12	46,2	14	53,8	26	100.0	
Total	40	60,6	26	39,4	66	100.0	

Source : Research Results Data Year 2024

On Table 4 on can seen respondents Power responsive Which Good with work performance as many as 28 people (70.0%) and poor responsiveness as many as 12 people (46.1%), with a p value of 0.040 < 0.05.

Table 5. The Relationship between Reliability and Work Performance in Community Health Centers Holding Lubuk Linggau City in 2024

Reliable	Performance work						<i>P</i>
	OK		Not Good		Total		
	n	%	n	%	n	%	
Good	27	71,1	11	28,9	38	100.0	0.043
No Good	13	46,4	15	53,8	28	100.0	
Total	40	60,6	26	39,4	66	100.0	

Source : Research Results Data Year 2024

In Table 5 above can be seen by respondents good reliable with work performance of 27 people (71.1%) and reliable the bad ones were 13 people (46.4%), with a p value of 0.043 < 0.05.

Table 6. Connection Guarantee (Assurance) to Performance Work in Public health center Holding Lubuk Linggau City in 2024

Guarantee	Performance work						<i>P</i>
	OK		Not Good		Total		
	n	%	n	%	n	%	
Good	30	71,4	12	28,6	42	100.0	0.017
No Good	10	41,7	14	58,3	24	100.0	

Total	40	60,6	26	39,4	66	100.0
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Source : Research Results Data Year 2024

In Table 6 above you can see the respondents good guarantee with work performance of 30 people (71.4%) and guarantee 10 people (41.7%) were not good, with a p value of $0.017 < 0.05$.

Table 7. Connection Empathy (Emphaty) to Performance Work in Public health center Hold City Lubuk Linggau in 2024

Empathy	Performance work						P
	OK		Not Good		Total		
	n	%	n	%	n	%	
Good	29	72,5	11	27,5	40	100.0	0.014
No Good	11	42,3	15	57,7	26	100.0	
Total	40	60,6	26	39,4	66	100.0	

Source : Research Results Data Year 2024

In Table 7 above you can see the respondents empathy who were good with work performance as many as 29 people (72.5%) and who empathy 11 people (42.3%) were not good, with a p value of $0.014 < 0.05$.

Table 8. Variables Candidate Analysis Multivariate

No	Factor Use Toilet	Mark p	95% CI	OR
1	Proof Physique (<i>Tangible</i>)	0.009	0.0- 4.3	6,8
2	Power Responsiveness	0.040	1.8- 41.9	0.5
3	Reliability (<i>Reliability</i>)	0.043	3.3- 71.9	0.2
4	Guarantee (<i>Assurance</i>)	0.017	3.9- 37.9	6.4
5	Empathy (<i>Emphaty</i>)	0.014	4.0- 35.7	1,2

Table 9. Results Analysis Multivariate

No	Analysis of the Quality of Health Services to Performance Work	Mark p	95% CI	OR
1	Tangible	0.011	0.08- 0.726	4.0
	Constant	0,004		0,09

Table 9 is results analysis model end with meaning mark p Value 0.011 And OR 4.0 on 95% CI (.08-.726) Which is factor relate with Quality Services for Work Performance are Tangible.

4. Discussion

Appearance and capability of the facilities and infrastructure of the Community Health Center and the condition of the surrounding environment is clear evidence of the services provided by the Community Health Center Water Big Which covers physical facilities (buildings, warehouses, etc.), equipment and equipment used (technology and medical equipment) as well as the appearance of medical personnel. Thus, direct/tangible evidence is the most concrete indicator. Its form Which form all facility which is real and can be seen directly.

The tangible dimension is an aspect of service quality that is enjoyed, felt and assessed by the community/patients at the Megang Community Health Center using human senses. Tangible aspects are also factors that influence patient expectations. Good tangible

aspects will increase patient expectations even higher. Therefore, the Community Health Center must know how far the tangible aspects still have a positive influence on the quality of service but do not cause patient expectations to become too excessive.

Responsiveness (responsiveness) which includes responsiveness power medical in resolving patient complaints, responsiveness of medical personnel in providing information to patients, responsiveness of medical personnel in providing action and responsiveness of medical personnel in the procedures described can influence the level of patient satisfaction. The good and bad dimensions of Responsiveness (responsiveness) can influence the level of patient satisfaction (Khairani, 2021).

According to Parasuraman et. al. 1994 (in Gunawan, 2021), which concluded that responsiveness has a positive and significant influence on the level of patient satisfaction.

According to Lovelock & Wright (2018), which states that there is a need to match the medical services provided with what is needed from time to time. By Because party House Sick can improve the time of service, treatment so that the patient's expectations will be fulfilled, such as Reliability which includes the reliability of patient reception procedures, reliability of examination, treatment and care services, timeliness of service schedules, and the reliability of medical personnel in their responsibilities to all Which promised can affect patient satisfaction. According to Munijaya (2019), the satisfaction of health service users is influenced by several factors, one of which is the security guarantee provided by health workers. Assurance is a guarantee of medical personnel to patients which includes guarantees of knowledge, skills, politeness and friendliness as well as security guarantees for medical personnel. The good and bad dimensions of Assurance (Guarantee) influence the level of patient satisfaction.

Empathy (Attention) which includes special attention, attention to patient complaints, medical personnel's understanding of patient needs and medical personnel's communication with patients can influence patient satisfaction. The goodness and badness of the Empathy (Attention) dimension can influence the level of patient satisfaction. According to Anjaryani, 2019, it is stated that psychological touch or empathy can be conveyed nurses and other medical teams will help patients reduce the stress they experience during illness, and it turns out that psychological fatigue contributes to the patient's illness getting worse. Motivation from the medical team can reduce anxiety by providing support emotional form patience, attention, motivation so that patients will recover faster.

5. Conclusion

Based on the characteristics of respondents, the work performance of Puskesmas employees is higher Good, with age employee average ≥ 45 years old, with female gender and tertiary education, with good physical evidence variable service quality, good responsiveness, good reliable service, good guarantee and even good empathy.

Suggestion

1. Improve and pay attention to infrastructure, especially in patient waiting rooms and repair damaged infrastructure.
2. Repair or replace damaged medical equipment to facilitate treatment and care activities at the Megang Community Health Center, as well as renovate buildings or rooms that can no longer be used.
3. Maintain and improve the cleanliness and beauty of the Puskesmas building and doctor's practice rooms and pay attention to and re-evaluate the physical condition of the building and its suitability, especially in maintenance rooms such as toilets that are damaged so that they can be repaired immediately.

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