

Research Article

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## FACTORS RELATING TO THE QUALITY OF HUMAN RESOURCES IN BAHTERAMAS REGIONAL PUBLIC HOSPITAL SOUTHEAST SULAWESI PROVINCE

Putri Suchi Tuhikma Sarewo<sup>1\*</sup>,Tasnim Tasnim<sup>2</sup>,La Ode Kamalia<sup>3</sup>

<sup>1,2,3</sup>Magister of Public Health Study Program, Universitas Mandala Waluya,  
in Kendari, Southeast Sulawesi Province, Indonesia

Corresponding Author : Putri Suchi Tuhikma Sarewo  
Email : putrisuchituhikma95@gmail.com

### Abstract

**Background:** Based on the data of the achievement of minimum service standards at Bahteramas Hospital shows that several programs have not reached the specified Minimum Service Standards. For examples, the availability of facilities and operating equipment (34.37%), customer satisfaction (74.04%) from the standard  $\geq 80\%$ , time provision of medical records (30 minutes) from standard 10 minutes, completeness of informed consent (67.75%) of  $\geq 80\%$ . Observing the development of human resources at the Bahteramas Hospital has not been carried out optimally, for example, such as a standardized selection and recruitment process, support for facilities, infrastructure and technology, individual commitment to organization, leadership commitment and employee work relations themselves. The purpose of this research is to analyze factors related to the quality of human resources at the Bahteramas Regional General Hospital, Southeast Sulawesi Province.

**Methods:** Quantitative research used a cross sectional study design. The population in this study was around 981 people. The number of samples in this study were 277 people. The sample was determined by simple random sampling technique. The data were obtained using the *chi square test*.

**Result:** The results using the chi square statistical test showed that the value of  $X^2 = 22,378 > 3,841$ , the value of the training variable ( $X^2 = 18,658 > X^2 \text{ table } 3,841$ ), the value of the individual commitment variable ( $38,863 > 3,841$ ), the value of the reward variable ( $X^2 = 51,784 > X^2 \text{ table } = 3,841$ ), the value of the skill variable ( $X^2 = 94,713 > X^2 \text{ table } = 3,841$ ).

**Conclusion:** There is a relationship between selection and the quality of human resources. There is a relationship between training and the quality of human resources. There is a relationship between individual commitment and the quality of human resources. There is a relationship between reward and the quality of human resources. There is a relationship between skills and the quality of human resources.

**Key words** : *Human\_resources, Training, Individual, Commitment, Reward*



## INTRODUCTION

The intense competition from private and even foreign public hospitals is a result of the pressure of globalization(1). Nowadays, people place very strict demands on the owners of health service facilities that all community needs must be able to be served quickly and with quality(2). Facing this, health workers, both medical and non-medical personnel, must provide services that provide satisfaction to customers, be able to provide innovative services and develop themselves(3).

According to Notoatmodjo, he explained that even though he received support with adequate infrastructure and financial resources, without having great human resources, the goals of an organization would be difficult to achieve properly. This shows that human resources have a central role in the development of an organization(4).

Organization is a means of activities for people to achieve common goals(5). In this activity forum, every person or employee must have high ability to carry out their respective duties, powers and responsibilities in accordance with their position(6). Therefore, the development of Human Resources owned by an institution must be carried out optimally, so that Human Resources can work optimally to jointly achieve goals in accordance with the vision and mission of the organization(7).

To reveal the phenomena that occur in the Bahteramas Regional Hospital related to the development of Human Resources which is an important and urgent aspect to be studied in order to provide a solution. Based on data on the achievement of minimum service standards at Bahteramas Hospital, it shows that some programs have not reached the specified Minimum Service Standards, namely the availability of operating facilities and equipment (34.37), customer satisfaction (74.04%) from the standard  $\geq 80\%$ , Time of provision of medical records (30 minutes) from standard 10 minutes, completeness of informed consent (67.75%) of  $\geq 80\%$ (8).

Thus, based on data showing that in the Bahteramas Hospital, there are still some SPM that are not in accordance with standards, meaning that employee performance has not been carried out optimally according to predetermined standards(9).

Observing the development of human resources at the Bahteramas Hospital has not been carried out optimally, for example, such as standardized selection and recruitment processes, support for facilities, infrastructure and technology, individual commitment to organization, leadership commitment and employee work relations themselves. Starting from the phenomenon on the background that has been stated above, so the author has conducted a study with the title of "factors related to the quality of human resources at the Bahteramas Regional General Hospital, Southeast Sulawesi Province".

## METHOD

This study used quantitative research methods using a cross sectional study design(10). This research was conducted from 25 August to 25 September 2020. The population in this study were all employees at the Bahteramas Hospital for the period of February 2020, totaling 981 people. While the sample was 277 people. Determination of the sample using simple random sampling(11).

## RESULT

**Table 1.** Shows that of the 277 respondents in the age group, the largest number is in the 30-37 year old group of 118 people (42.6%) and the least is in the 46-35 year group, which amounts to 26 people (9.4%).

**Table 2.** Shows that the results of the Chi-square statistical test performed obtained the value of  $X^2_{count} > X^2_{table}$  (22.378 > 3.841). So, this means that there is a relationship between the selection process and the quality of human resources at the



Bahteramas Regional General Hospital, Southeast Sulawesi Province.

**Table 3.** Shows that the results of the Chi-square statistical test performed obtained the value of  $X^2$  count >  $X^2$  table (18,658 >

3,841). So, this means that there is a relationship between training and the quality of human resources at the Bahteramas Regional General Hospital, Southeast Sulawesi Province.

**Table 1**  
**Distribution of Respondents by Age Group at Bahteramas General Hospital, Southeast Sulawesi Province**

No.	Age group (Year)	n	%
1.	22-29	46	16.6
2.	30-37	118	42.6
3.	38-45	87	31.4
4.	46-53	26	9.4
Total		277	100

**Table 2**  
**Analysis of the Relationship between Selection and Quality of Human Resources at Bahteramas General Hospital, Southeast Sulawesi Province**

Selection	Quality of human resources				Amount		Statistic test
	Enough		Less		n	%	
	n	%	N	%			
Enough	74	58.3	53	41.7	127	100.0	$X^2$ hit = 22,378 $X^2$ tab = 3,841 $\phi = 0.292$
Less	44	29.3	106	70.7	150	100.0	
Total	118	42.6	159	57.4	277	100.0	

**Table 3**  
**Analysis of the Relationship between Training and Quality of Human Resources at Bahteramas General Hospital, Southeast Sulawesi Province**

Training	Quality of human resources				Amount		Statistic test
	Enough		Less		n	%	
	n	%	n	%			
Ever	71	57.3	53	42.7	124	100.0	$X^2$ hit = 18,658 $X^2$ tab = 3,841 $\phi = 0.267$
Not	47	30.7	106	69.3	153	100.0	
Total	118	42.6	159	57.4	277	100.0	

**DISCUSSION**

**Selection Relationship with the Quality of Human Resources**

The results of the chi square test show that the statistical value is significant. This means that selection is related to the quality of human resources. The better the perceived selection of indicators of skills,

abilities and knowledge will be related to the quality of human resources produced.

Meanwhile, according to Beverly (2017), the many experiences employees have will be very helpful in carrying out their duties and can achieve good performance(12). Employees who have high work experience can foster cooperation in the learning process where this can affect



employee performance(13). In connection with this, the Bahteramas Hospital in screening or selecting employees can prioritize prospective employees who already have high work experience in order to improve the performance of their employees.

Potale Research; Atikawati and Udjang (2016) support the results of this study. The results of the previous research stated that the agreement of the research results was that there was a positive and significant effect of selection on the quality of human resources(14).

The implication of the results of this study states that the effectiveness of selecting a company's employee placement can be achieved when it meets several requirements. The requirements in question are the need for the Bahteramas Hospital to place employees in positions according to the talents and interests of the employees, according to academic achievement, employee experience, health and age of employees. Every employee certainly has different abilities because they have different backgrounds. If the company can observe employees, then they will be happy in their position and will work even harder.

The implication of the research result states that basically improving the quality of human resources can be carried out by companies through several factors. Included among these factors are the recruitment process, placement selection and career development. Recruitment effectiveness is carried out by strict selection and screening of employees. The effectiveness of placement will be achieved when the company can position employees according to their talents and interests. Meanwhile, career development is an effort to improve the technical, theoretical, conceptual and moral abilities of employees with education and training.

### **Relationship between Training and Quality of Human Resources**

The results of the chi square test showed that the training was significant for the quality of human resources at

Bahteramas Hospital, Southeast Sulawesi Province. Research shows that on average respondents have not attended or never attended training related to their competence itself. In this research, training is considered to have a relationship with the quality of human resources, meaning that the more employees who have attended training will be in line with the good quality of human resources at Bahteramas Hospital.

This shows that only a proportion of respondents have attended training. Training is one of the factors that influence human resource development, by looking at the data above that only a portion of the respondents have attended training, thus the quality of the apparatus, in this case the health staff in the Bahteramas General Hospital itself, whether it is in terms of education and The insights are not good enough and adequate and really need to be developed again in the context of developing resources so as to produce superior and qualified and reliable health workers.

Human resource development through education and training is basically directed at shaping the character of workers who provide services to the community in a professional, fair and equitable manner(15). The need for professional and skilled employees in their fields has progressed so rapidly, where this need is an opportunity and a demand for every agency, including the Bahteramas General Hospital.

Based on the results of these calculations, it can be seen that the results of training can have a positive and significant impact on the quality of human resources. So it can be concluded that if the results of the training are good it will also have a good impact on the quality of human resources(16). With the high ability of employees obtained through training, employees can more easily carry out the tasks that are their responsibility, the same as the opinion of Werther and Davis who said that training is very helpful in overcoming problems that are directly related to the implementation of the work at hand and



career development and one's future responsibilities(17).

With training will create employees who are able to excel for an institution in the future movement(18). The importance of training is not only for the employees concerned, but also for the benefit of the organization, because by increasing the abilities or skills of employees, it can increase the work productivity of employees(19). Training is also an effort to develop employees' intellectual and personality abilities. Therefore, every organization that wants to develop must develop its human resources, one of which is by holding training so that it can improve the employee's performance. With the awareness of the importance of training for employees, the implementation of training should be carried out continuously. And with the provision of training for employees, it is hoped that these employees can perform optimally for the company(20).

## CONCLUSION

There is a relationship between the selection process and the quality of human resources and there is a relationship between training and the quality of human resources at the Bahteramas Regional General Hospital, Southeast Sulawesi Province. It is hoped that the results of this research can be an additional reference for the development of science, especially for improving the quality of human resources.

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