

The Influence of Human Resource Management Functions on the Quality of Health Services in Inpatient Patients at Maryam Citra Medika Hospital, Takalar District

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ABSTRACT

Health human resource management is the most important part of improving public health in Indonesia. Health human resources are also said to be a key component for driving health development which aims to increase awareness, willingness and ability to live healthily. As much as 80% of the success of health development in Indonesia is determined by health human resources. There is still a lack of health human resources in Indonesia due to unequal distribution and less than optimal management of health human resources. Indicators of the health Human Resources management function consist of Health Human Resources Planning, Health Human Resources Organizing, Health Human Resources Procurement, Health Human Resources Development. This study aims to determine the influence of the health Human Resources management function on the quality of health services for inpatients at the Mayam Citra Medika Hospital, Takalar Regency. This type of research is quantitative research using a cross sectional approach. The sample in this study was 110 health workers in the inpatient department at Maryam Citra Medika Hospital, Takalar Regency, obtained using the probability sampling method. Data collection uses a questionnaire instrument. Data processing uses the chi-square test, multivariate logistic regression test. Based on the research results, there is an influence of health human resource planning, organizing health human resources, development of health human resources and there is no influence of procurement of health human resources on the quality of health services for inpatients at the Mayam Citra Medika Hospital, Takalar Regency.

Keywords: Human Resources, Planning, Organizing, Procurement, Development, Quality of Health Services.

INTRODUCTION

The World Health Organization (WHO) states that the health system can only run with the help of health workers. Increasing coverage of health services and realizing the right to the highest standard of health depends on their availability, accessibility, acceptability. ability and quality of health workers¹.

The existence of human resource management is very important in managing, organizing, managing and using available human resources so that they can function effectively and efficiently. Human resources are valuable assets that require good management and maintenance².

Human resource management has an important role in the health service delivery system. Human resource management in every organization is very important for an efficient delivery system, effective medical services to achieve health service goals³.

Human resources are considered an important factor in the development and success of organizations⁴. The function of human resources in health services has a strong impact in facilitating optimal health services in providing superior health service facilities⁵.

Human resource management is responsible for building human resources and their effective

management. Human resource management views people as the main source of success or failure of an organization. Humans are the most important element in achieving goals⁶. The importance of implementing human resource management developed to improve the quality of health service delivery⁷.

Human resources are very important. Adequate human resource management contributes to goal achievement⁸. Considering the importance of HR and its great contribution to equal affordability, accessibility and availability of all human resources⁹.

Human resource management is considered to be the heart of the healthcare industry. Human resources face many challenges in providing high-quality health services to the community. When looking at the health care system from a global perspective. Human Resource Management is receiving more attention in several health care systems around the world¹⁰.

Hospitals, as the main thing in the health service system, bear important responsibilities in providing clinical medical services, and are an important protective layer for public health¹¹. Hospitals are one of the most important public facilities in society which function as places for examination, treatment, care and health restoration¹².

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The quality of health services can be interpreted as the customer's essential perception of a service provided and perceived, good or bad. The quality of health services will also compare what customers expect and what customers experience. Providing quality health services and universal health insurance to the community towards improving public health^{13,14}.

Achieving the increasingly demanding goals of healthcare providers, namely, providing quality healthcare services¹⁵. Human resources play an important role in driving efficiency, especially for health services, a key aspect of the quality of services provided¹⁶. The human resource management function will improve service delivery enabling productivity for health facilities¹.

Human resources are still a major challenge in the health system because most are faced with a lack of supply and distribution of health workers. These challenges affect the quality of health services and health systems. Health systems everywhere depend on human resources or health workers¹⁸. One of the biggest challenges for hospitals today is the availability of a strong, capable and motivated workforce¹⁹.

The public will always demand quality services, even though these demands are often not in accordance with expectations²⁰. Human resources in the health sector in several regions have an insufficient number of health workers, the scarcity of specialist doctors causes inappropriate and less efficient assignments²¹.

Service quality can be assessed by analyzing the structure, process or results of health services²². The application of human resource management is needed to improve the situation of health workers²³. Therefore, it is important that people are directly involved in human resource management²⁴.

Maryam Citra Medika Hospital is one of the private hospitals in Takalar Regency which was founded in 2017 and provides health services in Takalar. This hospital has the status of a type D hospital. As one of the private hospitals in Takalar Regency, this hospital continues to improve the quality of its services by increasing the capabilities and professionalism of human resources, as well as improving facilities and infrastructure to create safe and comfortable conditions for every customer. Maryam Citra Medika Hospital will have a total of 266 health workers by 2023. The large strength of health workers in the hospital will affect the services provided. Good and professional management of health human resources will in turn improve the overall quality of services provided in hospitals²⁵

The results of research conducted 26 with the title The Influence of Human Resource Quality on Health Services at the Siempat Rube Community Health Center show that the variable quality of human resources has a positive and significant influence on service. This is proven by the regression coefficient value which is positive, the t-calculated value of human resource quality is (10.101) > t-table (1.98) and the Sig of the human resource quality variable is (0.000) < 0.05, so the quality of human resources has a positive and significant effect on service, increasing significantly.

Based on what has been explained in the background, researchers are interested in conducting research on "The Influence of Human Resource Management Functions on the Quality of Health Services for Inpatients at the Maryam Citra Medika House, Takalar Regency in 2024".

METHOD

This research is a quantitative research using a cross sectional approach. The sample in this study was 110 inpatient health workers at Maryam Citra Medika Hospital who were obtained using the probability sampling method. Data collection uses a questionnaire instrument. Data processing uses IBM SPSS Statistics 26 using the chi-square test,

multivariate logistic regression test. This research has received ethical approval Number: 6504/UN4.14.1/TP.01.02/2023

RESULTS

Respondent characteristics including age group, gender and education of respondents can be seen in the following table.

Table 1 shows that the most research subjects were in the 26-35 year age group, amounting to 68 people (61.8%). Based on gender, there are more than 90 women (81.8%). Based on education, the majority of respondents had a Bachelor's degree, namely 55 people (50.0%).

Table 2 shows that the implementation of human resource planning is still lacking on the quality of health services in hospitals (71.8%), the implementation of organizing human resources is still lacking on the quality of health services in hospitals (57.3%), the implementation of procurement and the implementation of organizing human resources are sufficient for the quality of health services in hospitals (87.8%), the implementation of human resource development is still insufficient for the quality of health services in hospitals is still inadequate (61.8%) and the quality of health services in hospitals is still inadequate (60.9%).

Table 3 shows that the results of the bivariate statistical test of the Human Resources Management function variable on the quality of health services at the Maryam Citra Medika Hospital, Takalar Regency, showed that the Health Human Resources Planning variable had a value of $p = 0.019 < 0.05$, the Health Human Resources Organization

Table 1. Distribution Based on Respondent Characteristics at Maryam Citra Medika Hospital, Takalar Regency Year 2024.

Characteristic	Number (n=110)	(%)
Age		
17-25 year	28	25.5
26-35 year	68	61.8
36-45 year	13	11.8
> 45 year	1	0.9
Sex		
Male	20	18.2
Female	90	81.8
Education		
D3	52	47.3
S1	55	50.0
S2	3	2.7
Total	110	100.0

Table 2. Distribution of Respondents Based on Variables studied at Maryam Citra Medika Hospital, Takalar Regency Year 2024.

Variable	Number (n = 110)	(%)
SDMK Plan		
Less	79	71.8
Enough	31	28.2
SDMK organizing		
Less	63	57.3
Enough	47	42.7
SDMK affordability		
Less	14	12.7
Enough	96	87.3
SDMK Development		
Less	68	61.8
Enough	42	38.2
Quality of Health services		
Less	67	60.9
Enough	43	39.1
Total	110	100.0

Table 3. Bivariate Analysis of Human Resource Management Functions on the Quality of Health Services at Maryam Citra Medika Hospital, Takalar Regency Year 2024.

Variable (HRK planning, HRK organizing, HRK procurement, HRK development)	Quality of Health Services				Total		Mark p
	Less		Enough		N	%	
	n	%	n	%			
Less	54	68,4	25	31,6	79	100	0.019
Enough	13	41,9	18	58,1	31	100	
Less	46	73,0	17	27,0	63	100	0.005
Enough	21	44,7	26	55,3	47	100	
Less	10	71,4	4	28,6	14	100	0.568
Enough	57	59,4	39	40,6	96	100	
Less	16	23,5	52	76,5	63	100	0.000
Enough	27	64,3	15	35,7	47	100	

Table 4. Multivariate Logistic Regression Analysis of Human Resource Management, Planning, Organizing and Development Functions on the Quality of Health Services at Maryam Citra Medika Hospital, Takalar Regency.

Variable	B	S.E	Wald	df	Sig.	Exp (B)
Health Human Resources Planning	1.389	0.522	7.082	1	0.019	4.011
Health Human Resources Organizing	1.152	0.464	6.161	1	0.005	3.165
Health Human Resources Development	1.990	0.488	16.607	1	0.000	7.312

variable had a value of $p = 0.005 < 0.05$, the Health Human Resources Procurement variable with a value of $p = 0.568 > 0.05$, the Health Human Resources Development variable with a value of $p = 0.000 < 0.05$. This means that there is a significant influence between the variables Health Human Resources Planning, Health Human Resources Organizing, and Health Human Resources Development on the quality of health services at Maryam Citra Medika Hospital, Takalar Regency.

Table 4 shows that the Health Human Resources Development variable is statistically significant at $p < 0.05$. This means that the Health Human Resources Development variable has the most influence on the quality of health services, seen from the $\exp \beta$ value of Health Human Resources Development which is greater than the two variables, namely Health Human Resources Planning and Health Human Resources Organizing.

DISCUSSION

1. The Influence of Human Resource Planning on the Quality of Health Services

Human resource planning is planning the workforce so that it suits the company's needs and is effective and efficient in helping to realize goals. The aim of human resource planning is to obtain prospective employees who meet the organization's qualifications, as well as preparing employees who have the potential to occupy certain positions, in order to anticipate current and future organizational challenges. The decision to determine the quantity and quality of human resources needed to fill vacancies in an organization will involve various activities²⁷.

The statistical test results show that there is a significant influence between health human resource planning and the quality of health services. This is shown by the p value = 0.019 where the p value is smaller than the $\alpha = 0.05$ value ($0.019 < 0.05$), so H_0 is rejected and H_a is accepted so it can be interpreted that there is an influence between health human resource planning and the quality of health services. Based on the research results, the highest number of people answered "sufficiently" was 61 people (55.5%) to the question whether the hospital had a human resource requirements planning document. The majority answered less, namely 64 people (58.2%) to the question whether the hospital had a clear planning program.

Based on the research results, it shows that hospitals already have health human resource planning documents, however, in reality health human resource planning has not gone well. Health workforce

planning must be in accordance with the level of hospital needs in helping to realize goals. The planning system has not been running well due to incomplete data available, lack of socialization and information about policies used in health workforce planning as well as poor consultation and coordination. Health human resource planning is designed to ensure that the need for health workers for hospitals will be met regularly and appropriately. The reality on the ground is that the human resources available for health workers at Maryam Citra Medika Hospital, in this case specialist doctors, are still lacking so their contribution to health services is not optimal. This can be seen from the need for additional types of health workers at all levels. Therefore, hospital management should prioritize by budgeting special funds for adding health personnel and facilities according to needs. because good planning will help hospitals improve the quality of public services by increasing public satisfaction. Good human resource planning can help hospitals provide human resources that suit community needs, so that they can increase patient satisfaction which has an impact on increasing the quality of health services.

This research is in line with previous research by 27 which stated that human resource planning has a significance value of 0.000 and a t-count value of 13.527. This means that the significance value is smaller than the 0.05 significance level, it is found that $t\text{-count} > t\text{-table}$. So in this case, H_0 is accepted and H_a is rejected, so that individual or partial human resource planning has a positive and significant effect on public services in the Anambas Regency Regional Hospital.

2. The Influence of Human Resources Organization on the Quality of Health Services

Organizing human resources in health services is to help, facilitate coordination between parties in a group, help divide tasks according to conditions that occur in the organization, make each section or work unit know what will be done and its tasks.

The results of statistical tests show that there is a significant influence between the organization of health human resources and the quality of health services. This is shown by the p value = 0.005 where the p value is smaller than the value $\alpha = 0.05$ ($0.005 < 0.05$), so H_0 is rejected and H_a is accepted so it can be interpreted that there is an influence between the organization of health human resources and the quality of health services. Based on the results of the research, the most people who answered sufficient were 70 people (63.6%) to the question whether

the hospital had a policy document for organizing human resources, the hospital's policy for organizing human resources was considered sufficient. The majority answered less, namely 63 people (57.3%) to the question whether the placement of human resources was in accordance with duties and functions, respondents answered less because even though the placement policy made by the hospital was structured, in reality there were still problems with resource placement. humans unevenly. not according to their function, and health workers who do not have the appropriate skills and hold two positions. So it cannot carry out its duties and functions properly.

Based on the research results, it shows that hospitals already have documents for organizing human resources, but the reality in the field shows that the organization is still not appropriate and also not effective, where the organization carried out is still not running effectively. The incident that occurred was that the employee was carrying out two or three activities. Based on the results of observations, it is hoped that the placement process will be carried out based on the education, knowledge, work skills and work experience of the new health workers in accordance with the formation received. Placement based on education in question is viewed from the final level of education obtained to fill a workplace in accordance with existing educational degrees, scientific knowledge and expertise possessed by the prospective worker, and placement based on work skills. It is best for hospitals to have good organizational management capabilities because good organizational management will improve the quality of health services.

This research is in line with previous research by²⁸ stating that there is a relationship between organization and improving the quality of services at the Baranti Community Health Center, Sidrap Regency in 2019, as evidenced by the Square p-value test result, which is $0.001 < 0.05$. It is hoped that the Community Health Center can develop a survey program regarding employee activity in organizations on a regular basis so that it can evaluate employee performance in improving, increasing and developing the quality of health services.

3. The Influence of Human Resources Procurement on the Quality of Health Services

Procurement of human resources is the process of attraction, selection, placement, orientation and induction to obtain employees who suit the company's needs²⁹.

The results of statistical tests show that there is no significant influence between the procurement of health human resources and the quality of health services. Based on the results of the chi-square statistical test research, the value of $p=0.568$ is obtained, where the p value is greater than the value of $\alpha=0.05$ ($0.568 > 0.05$), then H_0 is accepted and H_a is rejected so it can be interpreted that there is no influence between the procurement of health human resources and the quality of health services. then H_0 is accepted and H_a is rejected so it can be interpreted that there is no influence between the procurement of health human resources and the quality of health services. Based on the research results, the highest number of people answered "sufficiently" was 99 people (90.0%) to the question whether the human resource selection process was carried out optimally by obtaining background information on applicants. The largest number of people answered less was 30 people (27.3%) with the question whether procurement and selection provide equal opportunities to applicants. Procurement of health human resources prioritizes applicants with civil servant status over non-civil servants.

This research is in line with previous research³⁰ which states that the t-count value ($2.005 < t\text{-table } 6.815$) and the value is significant (0.000) because it is greater than 0.05 , then H_0 is accepted and H_a is rejected so that the procurement of human resources has no significant effect on performance (Y).

4. The Influence of Human Resource Development on the Quality of Health Services

Human resource development is an activity that must be carried out by agencies, so that their knowledge, abilities and skills match the demands of the work they do. With this development activity, it is hoped that we can improve and overcome deficiencies in carrying out work better and in accordance with developments in the science and technology used. Education and training of health workers is one way to develop health human resources³¹⁻³⁷.

The results of statistical tests show that there is a significant influence between the development of health human resources and the quality of health services. This is shown by the p value = 0.000 where the p value is smaller than the value $\alpha = 0.05$ ($0.000 < 0.05$), so H_0 is rejected and H_a is accepted so it can be interpreted that there is an influence between the development of health human resources and the quality of health services. Based on the research results, the highest number of people answered "sufficiently" was 69 people (62.7%) to the question whether the hospital understands that each health worker has a different level of interest in improving their career. Hospitals understand that each health worker has a different level of interest in improving the performance or competency of health workers, but the majority who answered less was 64 people (58.2%) to the question whether the hospital was involved in developing health workers to to improve skills. Respondents answered less because hospitals are less involved in developing the skills and expertise of health workers, and currently hospitals do not have a standardized and structured career development pattern for health workers³⁸⁻⁴⁰. Existing career development is limited to training activities which are carried out in an unstructured and reactive manner.

Based on the research results, it shows that the development of health human resources at Maryam Citra Medika Hospital is only carried out through education and training. The development of health human resources in continuing education is never planned solely based on the health worker's own will or initiative and the costs of education are borne by the health worker themselves. By looking at the condition of the development of health human resources in the hospital, it is necessary to carry out outreach to create a common perception in terms of planning the development of health human resources so that there is no shortage of health workers in services at the hospital. It would be better for hospitals to provide sufficient budget to provide opportunities or register health human resources to take part in seminars, workshops and training officially held by related professional associations.

This research is in line with previous research by³² stating that the development of health human resources in clinics has not been optimal. The value is 8.104 , the t-table value at a confidence level of 95% shows a figure of 1.989 , because the t count $>$ t-table value accepts H_0 and rejects H_a which means that there is a significant influence between human resource development factors on the work performance of RSUD employees Sultan Iskandar Muda Nagan Raya

CONCLUSION

1. There is an influence of the human resource management function based on human resource planning indicators on the quality of health services for inpatients at Maryam Citra Medika Hospital, Takalar Regency.
2. There is an influence of the human resource management function based on indicators of human resource organization on the quality of health services for inpatients at Maryam Citra Medika Hospital, Takalar Regency.
3. There is no influence of the human resource management function based on human resource procurement indicators on the quality of health services for inpatients at Maryam Citra Medika Hospital, Takalar Regency.

4. There is an influence of the human resource management function based on human resource development indicators on the quality of health services for inpatients at Maryam Citra Medika Hospital, Takalar Regency.

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