

The Influence of Motivation and Competence on Health Care Quality and its Impact on Patient Satisfaction in Hospital Emergency Room (IGD) in Majene Regency

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Abstract

The research objective was to determine and analyze the influence of motivation and competence on health care quality and its impact on patient satisfaction in the General Hospital (RSUD) Majene Regency at emergency department. The population in the study consisted of 185 employees with the status of Civil Servants and Emergency Inpatient (IGD) patients. The sampling technique was carried out through accidental sampling, meaning that it carried out the selection on anyone who happened to be met at that time, so they were directly used as the research sample. Data collection techniques are through observation, interviews, questionnaires, and documentation, while data analysis uses path analysis. The results showed that competence has a significant role in supporting the improvement of service quality. Competence is also able to affect patient satisfaction; better competence can keep increased patient satisfaction. Apart from competence, the motivation variable is another variable that plays a role in improving service quality and patient satisfaction. The motivation for health workers is shown by power, willingness, forming expertise, responsibility, and goals. The indirect effect is healthcare quality as a variable that can moderate the motivation and competence variables on patient satisfaction. Healthcare quality is an intervening variable that maximizes service functions to encourage patient satisfaction in receiving services. The influence of motivation on patient satisfaction through healthcare quality is an indirect effect, with the most negligible impact showing that it can feel patient satisfaction with a better level of service quality. The different thing in this study is the use of motivation and competence variables as independent variables. Achieving the level of satisfaction for patients is not always measured by competence alone. But with motivation is a predictor that triggers someone to maximize themselves with their competence to do something better and optimal.

Keywords

Motivation, Competence, Healthcare quality, and Patient satisfaction.

1. Introduction

Every organization, including hospitals, in carrying out its activities must have goals to achieve. To achieve and realize these goals, an organization must be good at choosing strategies, especially in human resource planning, which focuses on specific steps taken by management. Quality service is a form of concern for consumers; in this case is the patient by providing the best service (Pohan, 2012). Hospitals that have a strategic role in improving public health with a new paradigm in providing health services to the community, namely quality services by patients' wishes, by still referring to the professional and medical code of ethics.

Patient satisfaction with the services provided by the hospital is very much needed. This satisfaction will trigger and encourage them to give a positive view and can even tell others to visit the hospital if there is pain (Nursalam, 2015). In providing quality services to patients, hospitals must have quality resources with competencies in their fields (Tjiptono, 2004). Competence is the ability that must be possessed by an individual or every worker/employee (individual) to be able to carry out a job or position successfully, effectively, efficiently, productively, and with quality by the vision and mission of the organization/company.

In addition to the competencies required in creating quality service and patient satisfaction, the work motivation of health workers is an integral part of an organization that functions as a tool for achieving goals or objectives to be completed. Motivation as a driving force results in a member of the organization willing and willing to mobilize his or her ability in the form of expertise or skills of personnel and time to carry out various. Activities that are their responsibility and fulfill their obligations to achieve the goals and objectives. Of the organization that has been predetermined (Mangkunegara, 2016). This study seeks to reveal how big the influence of motivation and competence on health care quality and its impact on patient satisfaction in the emergency department of Majene Regency Hospital.

2. Literature Review

Motivation is a driving force that comes from within a person to do something according to what he wants. Individual work motivation is driven by a sound stimulus from the organization where he works, not only because of the high morale that the individual himself brings but also external factors where they can be influenced, such as the completeness of facilities that can be used to maximize a job. This is supported by the opinion of Robbins (in Darpujiyanto 2016), motivation is a process that causes the individual intensity to direct to achieve goals continuously. According to him, motivation encourages behavior and influences and changes behavior. The quality of hospital services can be performed optimally if all the resources in the hospital have a strong work spirit or motivation to achieve the goals desired by the hospital. This indicator relationship is supported by the results of previous studies, including Ambo Talle; Furqan, Saidal, which concludes that there is a positive influence of motivation on service quality.

Competence is the foundation that makes a person and shows the way he shows actors and thinks. A person's competence can be obtained through formal or non-formal education, which is expected to form one's character with the ability to be able to complete something by the given field. This is in line with (Wibowo,2010) opinion that competence is the foundation of people's characteristics. It indicates how a person behaves and thinks, equates to situations, and supports an extended period. About the quality of health services, the competence of health workers is essential because it can affect all work activities in the hospital. Previous research results that support this relationship include (Andriani, 2018); (Tueno, 2014), which suggests a positive and significant influence of competence on the quality of services provided.

Everyone has a self-motivation that is undoubtedly different from other people; this can be seen from the goals to be achieved by someone different from the plans to be completed by others. The motives that arise from within a person are dynamic (Jannah et al., 2019; Lionardo et al., 2020; Yusuf et al., 2019). Which often changes due to human desires, which can vary according to the level of their needs. In addition, the most important thing is the motivation that arises from within a person; in this case, the health workers at the Majene Regency Hospital will have an impact on meeting the patient's needs because they get good treatment from health workers. Health workers who have high motivation will influence the interaction and fulfillment of the needs of patients; patients will feel well served because health workers can show strong encouragement and enthusiasm for patients. The results of previous studies that support this relationship are (Herlinda, 2016; Hafid, 2014; Sudirman et al.,2016) concluded that there is a positive and significant effect of motivation on the level of satisfaction.

Hospital as a service organization requires skilled workers who have competence. Good competence will affect the implementation of the organization's performance; it will also facilitate and facilitate the implementation of daily task activities through the competencies possessed by health workers. One of the essential things for patients to get this satisfaction is the level of service provided by professionals who have competency expertise in their fields; they will feel appreciated and satisfied in service if they are served by professionals, meaning that the expert provides the service. The results of previous studies that support this relationship are (Rensi, 2019; Indrawati, 2008, Badjamal, 2014) concluded that there is a positive and significant influence between competence on the level of satisfaction.

Organizations such as hospitals will yearn for the quality of service provided to satisfy all customers or patients. the level of quality of service provided will reflect the quality of the hospital. Improving service quality is the degree to deliver services efficiently and effectively by professional standards. Service standards that are carried out thoroughly according to patient needs. Utilizing appropriate technology and research results in developing health/nursing services to achieve optimal health status. According to (Pohan, 2006), health care providers must understand the health status and health needs of the community they serve and educate the public about essential health services and involve the community in determining how to provide health services effectively. Research results that support this relationship include: (Agung et al., 2016); (Rismayanti et al., 2018); (Surasdiman et al., 2019); (Rusmiati et al., 2018); (Saleh et al., 2018) who concluded that there was a positive and significant effect of quality service on patient satisfaction levels.

3. Methods

This research was conducted at Majene Hospital. The population in the study consisted of a population of 185 civil servants at Majene Hospital and IGD patients. The sampling technique was carried out through accidental sampling technique, meaning that the sampling was carried out on anyone who happened to be met at that time, so they were directly used as the research sample. Data collection techniques through observation, interviews, questionnaires, and documentation, while data analysis uses path analysis.

4. Results

For path analysis, in this study was conducted a test of structure one and structure 2. Based on the results of the path analysis, the value for each influence test between independent variables and dependent variables can be seen in Tables 1 and 2.

4.1. Structure 1

The path coefficient-value (α_1) = 0.412 with a significance level of 0.000 which means positive and significant effect (Sig < 0.05) the calculated t-value > t-table (6,451 > 1,976). Thus, it is said that the variable Motivation (X1) has a positive and significant effect on Health Care Quality (Y1). The magnitude of variable X1's effect on Y1 can be seen in the standardized coefficients beta value of 0.412 (Table 1).

Table 1. X1 and X2 against Y1

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std. Error	Beta		
1	(Constant)	8.385	.985		8.515	.000
	Motivation (X1)	.345	.054	.412	6.451	.000
	Competency (X2)	.276	.040	.445	6.961	.000

Source: Data processing, 2020.

The path coefficient-value (α_1) = 0.412 with a significance level of 0.000 which means positive and significant effect (Sig < 0.05) the calculated t-value > t-table (6,451 > 1,976). Thus, it is said that the variable Motivation (X1) has a positive and significant effect on Health Care Quality (Y1). The magnitude of variable X1's effect on Y1 can be seen in the standardized coefficients beta value of 0.412 (Table 1).

The path coefficient-value (α_2) = 0.445 with a significant significance of 0.000 (Sig < 0.05) the calculated t-value > t-table (6,961 > 1,976). Thus, it is said that the variable Competency (X2) has a positive and significant effect on Health

Care Quality (Y1). The magnitude of variable X2's effect on Y1 can be seen in the standardized coefficients beta value of 0.445.

4.2. Determination Test (R²)

The determination value of R-Square (R²) indicates the number 0.553 or 55.3%. This means that 55.3% variation in the ups and downs of Health Care Quality (Y1) variables can be explained by variations in Motivation (X1) and Competency (X2) variables. In contrast, the remaining 100-55.3 = 44.7% are defined by other variables outside the model studied (Table 2).

Table 2. Summary of Results of Coefficient of Determination Analysis

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.744 ^a	.553	.547	1.438

Source: Processed data, 2020

The determination value of R-Square (R²) indicates the number 0.553 or 55.3%. This means that 55.3% variation in the ups and downs of Health Care Quality (Y1) variables can be explained by variations in Motivation (X1) and Competency (X2) variables. In contrast, the remaining 100-55.3 = 44.7% are defined by other variables outside the model studied (Table 2).

4.3. Structure 2

Motivation (X1), Competence (X2) and Health Care Quality (Y1) to Patient Satisfaction (Y2)

Table 3. X1, X2 and Y1 against Y2

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std. Error	Beta		
1	(Constant)	2.067	1.190		1.737	.085
	Motivation (X1)	.198	.060	.242	3.301	.001
	Competency(X2)	.162	.045	.268	3.589	.000
	Health Care Quality (Y1)	.337	.082	.346	4.133	.000

Source: Data processing, 2020.

The coefficient of path (β_1) = 0.242 with a significant rate of 0.001 which means significant (Sig < 0.05) the calculated t-value > t-table (3,301 > 1,976). Thus, it is said that the variable Motivation (X1) has a positive and significant effect on Patient Satisfaction (Y2). The magnitude of variable X1's effect on Y2 can be seen in the standardized coefficients beta value of 0.242 (Table 3).

The path coefficient-value (β_2) = 0.268 with a significant rate of 0.000 which means significant (Sig < 0.05) or the calculated t-value > t-table (3,589 > 1,976). Thus, it is said that the variable Competency (X2) has a positive and significant effect on Patient Satisfaction (Y2). The magnitude of variable X2's effect on Y2 can be seen in the standardized coefficients beta value of 0.268.

The regression coefficient-value (β_3) = 0.346 with a significance rate of 0.000 which means significant (Sig < 0.05) or the calculated t-value > t-table (4,133 > 1,976). Thus, it is said that the variable Health Care Quality (Y1) has a positive and significant effect on Patient Satisfaction (Y2). The magnitude of the influence of Variable Y1 on Y2 can be seen in the standardized coefficients beta value of 0.346.

4.4. Determination Test (R²)

The determination value of R Square (R²) indicates 0.544 or 54.4%. This means that 54.4% variation in the ups and downs of Patient Satisfaction (Y2) variables can be explained by variations in Motivation (X1), Competency (X2),

and Health Care Quality (Y1). In comparison, the remaining $100-54.4 = 45.6\%$ are explained by other variables outside the model studied (Table 4).

Table 4. Summary of Results of Coefficient of Determination Analysis

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.738 ^a	.544	.535	1.422

Source: Processed data, 2020

The determination value of R Square (R²) indicates 0.544 or 54.4%. This means that 54.4% variation in the ups and downs of Patient Satisfaction (Y2) variables can be explained by variations in Motivation (X1), Competency (X2), and Health Care Quality (Y1). In comparison, the remaining $100-54.4 = 45.6\%$ are explained by other variables outside the model studied (Table 4).

4.5. Indirect Effect

To calculate the amount of indirect influence, it can be calculated as follows: $X1 \rightarrow Y1 \rightarrow Y2 = (a1 \times b3) = (0.412 \times 0.346) = 0.142$. A value of 0.142 means that the indirect effect of variable X1 on variable Y2 through variable Y1 is 0.142 points. $X2 \rightarrow Y1 \rightarrow Y2 = (a1 \times b3) = (0.445 \times 0.346) = 0.153$; A value of 0.153 means that the indirect effect of variable X2 on variable Y2 through variable Y1 is 0.153.

4.6. Hypothesis Test Results

Hypothesis test results are presented in Table 5.

Table 5. Hypothesis test results

No	Hypothesis	Value	Sig	Conclusion
1	Motivation positively and significantly affects Health Care Quality in Hospital Emergency Room (IGD) in Majene Regency	0.412	0.000	Positive and significant
2	Competence has a positive and significant effect on Health Care Quality in Hospital Emergency Room (IGD) in Majene Regency	0.445	0.000	Positive and significant
3	Motivation has a positive and significant effect on Patient Satisfaction in Hospital Emergency Room (IGD) in Majene Regency	0.242	0.001	Positive and significant
4	Competence has a positive and significant effect on Patient Satisfaction in Hospital Emergency Room (IGD) in Majene Regency	0.268	0.000	Positive and significant
5	Health Care Quality has a positive and significant effect on Patient Satisfaction in Hospital Emergency Room (IGD) in Majene Regency	0.346	0.000	Positive and significant
6	Motivation positively and significantly affects Patient Satisfaction through Health Care Quality at Hospital Emergency Room (IGD) in Majene Regency	0.142	0.020	Positive and significant
7	Competence positively and significantly affects Patient Satisfaction through Health Care Quality at Hospital Emergency Room (IGD) in Majene Regency	0.153	0.018	Positive and significant

5. Discussion

The Influence of Motivation on Healthcare Quality at IGD General Hospital in Majene Regency are Positive and significant. Supported by research by (Talle, 2016; Ratnasari, et al. 2016; Furqan, 2016). At Majene Hospital, the

motivation of the health workers or staff provides many ways to reach their destination. Limited equipment and facilities do not become a significant barrier in delivering the level of service to patients. They want the safety of the patient's life to be prioritized and a responsive form in providing medical treatment.

The Effect of Competence on Healthcare Quality at IGD General Hospital in Majene Regency are Positive and significant. Supported by (Andriani, 2018; Tueno, 2014; Fahlavi, 2017). Majene Hospital health personnel, especially in the Emergency Room. have high confidence in carrying out their duties and responsibilities (Ervina et al., 2019; Novitasari et al., 2019; Rumaolat et al., 2019). Quality service is an expectation that they desire. not only for patients so that they get satisfaction but also for themselves can give their best in their duties and responsibilities.

The Influence of Motivation on Patient Satisfaction at IGD General Hospital in Majene Regency are Positive and significant. Powered by (Herlinda, 2016; Hafid, 2014; Sudirman, et al. 2016). The health workers at the Majene Regency Hospital impact the fulfillment of patient needs because they get good treatment from health workers. Health workers have high motivation to influence interactions and fulfill the needs of patients; patients feel well served because health workers can show strong encouragement and enthusiasm for patients.

The Influence of Competence on Patient Satisfaction at IGD General Hospital in Majene Regency are Positive and significant. Powered by (Rensi, 2019); Indrawati, 2008), Badjamal, 2014). Health workers pay attention to complaints that patients feel and listen to patients' complaints when they act, answer problems about steps given to patients, provide information to patients about appropriate measures that can be carried out, and professionally take these actions.

The Influence of Healthcare Quality on Patient Satisfaction at IGD General Hospital in Majene Regency are Positive and significant. Supported by (Agung et al., 2016); (Rismayanti et al., 2018); (Surasdiman et al., 2019); (Rusmiati et al., 2018); (Saleh et al., 2018). At Majene Hospital, the level of quality service can be provided to give patients satisfaction; quality service is shown by patients who feel a level of comfort during visits, a good welcome, professionalism of employees in providing medical treatment (Nath et al., 2021; Suharyanto et al., 2021; Umanailo et al., 2021). And excellent responsiveness of health workers for patients. The level of quality of service provided will reflect the quality of the hospital.

The Effect of Motivation on Patient Satisfaction Through Healthcare Quality at IGD General Hospital in Majene Regency are Positive and significant. The motivation of health personnel at Majene Hospital towards patient satisfaction through healthcare quality shows that the maximum basis of health workers can encourage quality services; their good cause promotes improved service quality and impacts patient satisfaction. Health workers with a good level of motivation, with great responsibility as health workers, can create patient satisfaction with healthcare quality. The small effect found in this analysis shows that the direct impact of motivation on healthcare quality includes satisfaction for patients.

The Influence of Competence on Patient Satisfaction through Healthcare Quality at IGD General Hospital in Majene Regency are Positive and significant. The indirect effect of competence on patient satisfaction through healthcare quality shows that the competence of health workers at Majene Hospital cannot only play a role in improving service quality but also in encouraging patient satisfaction. Competence is an important aspect to produce maximum work results; competence is the ability to carry out or perform work or tasks based on skills and knowledge and are supported by the attitudes required of the job.

6. Conclusion

Based on the results and discussion, it can be concluded: The direct influence of competence on healthcare quality is the variable with the most significant level of power in this study, meaning that competence has a vital role in improving the quality-of-service quality. Competence is also able to affect patient satisfaction; better competence can support increased patient satisfaction. Apart from competence, the motivation variable is another variable that plays a role in improving service quality and patient satisfaction. The motivation of health workers is shown by power, willingness, forming skills, responsibilities, and goals. The indirect effect is healthcare quality as a variable that can moderate the motivation and competency variables on patient satisfaction. Healthcare quality as an intervening variable has a role in maximizing service functions to encourage patient satisfaction in receiving services. The influence of motivation on patient satisfaction through healthcare quality is an indirect effect, with the most miniature effect indicating that patient satisfaction can be felt with the level of service quality getting better. What is different

in this study is the use of motivation and competence variables as independent variables. Achieving the level of satisfaction for patients is not always measured by competence alone. But with motivation and a predictor that triggers a person to maximize himself with his competence to do something better and optimally.

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