

The Influence of Human Resources Competence and Compensation on Job Satisfaction through Excellent Service at Lagaligo Hospital I in East Luwu Regency

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Abstract

This study aimed to determine and analyze the influence of Human Resource (HR) competence and compensation on job satisfaction through excellent service at Lagaligo Hospital I, East Luwu Regency. This research was conducted at Lagaligo Hospital I, East Luwu Regency, using a causality design with a quantitative approach. The population of this study were all employees at Lagaligo Hospital I, East Luwu Regency, as many as 327 people. Sampling using simple random sampling technique, the final sample used was 120 people. Data were collected through observation, questionnaires, interviews, and documentation—data analysis using path analysis. The results showed that the provision of compensation is essential in increasing job satisfaction, which is indicated by the hospital management's ability to manage fair and proportional compensation. In addition, the competence of human resources is also an essential factor in increasing the level of employee satisfaction. Excellent service also influences job satisfaction where employees and health workers carry out their assigned tasks prioritize transparency and participation, meaning that the services they provide can provide satisfaction for themselves and patients as consumers. For an indirect effect, the competence of human resources can improve excellent service and then achieve job satisfaction.

Keywords

Competence, Compensation, Job Satisfaction, and Excellent Service

1. Introduction

The main objective of the hospital health effort program is to improve the equality and quality of health services that are effective and effective, and affordable to all members of the community. According to Daryanto and Setyobudy (2014), excellent service is an activity that is carried out to provide added value to meet or exceed customer expectations.

Improving excellent services in hospitals is inseparable from the critical role of human resources competence, compensation, and job satisfaction. Standardized human resources mean that the person owned by the organization has had skills and knowledge following work done both from the level of education and experience owned by the human resources concerned.

Another important thing in creating the quality of service is the existence of proper compensation for employees. Compensation is an integral part of maintaining the maximum standard of care for nurses and is accepted as a sign of their return to the hospital. Compensation is remuneration received by employees in return for their contributions to the organization.

Nurse job satisfaction is indispensable for nurses to improve their skills in their services. Job satisfaction is a pleasant and emotionally positive condition that arises from one's work and experience (Persefoni et al., 2010). Job satisfaction is an emotionally pleasing attitude and a love of work (Hasibuan 2012; Nath et al. 2021; Suharyanto et al. 2021; Umanailo et al. 2021)). Thus, nurses who have a positive level of emotion in their work will exhibit good behaviour. Nurses who become dissatisfied with their work will show negative traits and many problems in their services.

This research seeks to uncover how the Influence of Human Resources Competency and Compensation on Job Satisfaction Through Excellent Service in a Regional public hospital (RSUD) I Lagaligo East Luwu Regency.

2. Literature Review

2.1 HR Competence towards Excellent Service

The ability of human resources is the primary key to its implementation. They have been based on workability through skills and knowledge according to their work and field. This is supported by Wibowo (2012) statement that competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Through the competencies possessed by an employee, they can provide good service, not only standard services but can also provide excellent service that is more than expected. Research that supports this relationship includes Vika Nafidatul Jannah (2018); Kristyan Diwjosusilo (2017), who suggests the influence of competence on excellent service.

2.2 Compensation for Excellent Service

Compensation as a form of appreciation and remuneration is supported by Mutiara Pangabeian's opinion quoted by Subekhi (2012) that compensation is an award given to employees as a form of giving for their services and their contribution to an organization. Compensation given appropriately will affect the performance of service delivery provided by employees to the organization. A higher level of compensation will undoubtedly provide an increase in better service from employees. Research that supports this relationship includes Heriati, Ansar, Adrianus Parenden (2016); Ridwan Baharuddin, Mansur Azis (2019); So Yeon Kwon (2016) and Citra Maharani Sitepu (2018), which conclude that there is a positive and significant effect between providing compensation and increasing excellent service.

2.3 HR Competence on Job Satisfaction

The competencies possessed are also related to the existence of knowledge, abilities, and attitudes/behaviours. This is supported by Hutapea and Thoha (2011) opinion where there are 3 (three) main elements in terms of competence, namely the knowledge that a person has, abilities, and behaviour. The competence of human resources possessed will make it easier for someone to work to not cause a burden on their work that can create their satisfaction at work. This level of job satisfaction embodies a sense of pleasure at work. As stated by Hasibuan (2007), job satisfaction is an emotional attitude that has a sense of pleasure and love for his work. Research results that support this relationship are Ester Manik (2014); Rienly Gijoh (2013), who suggest a positive influence of competence on job satisfaction.

2.4 Compensation for Job Satisfaction

Compensation is an essential tool to attract and retain the best employees in your organization to gain a competitive edge in a dynamic competitive age. With its practical use, we can attract, motivate, and retain employees. Still, if managed inadequately, it will create a "grey area" of confusion and demotivation that causes damage to the organization (Prakitriyani et al.; Amanto et al.; Rumaolat et al.; Juanamasta et al.). However, in determining effective rewards, the uniqueness of each employee must also be considered. By giving compensation, it is hoped that it will foster satisfaction and pleasure at work. Compensation will give birth to satisfaction, following Mangkunegara (2012)

opinion that one of the goals of compensation is to produce job satisfaction. Research results that support this relationship include Mahendrawan (2015); Sitompul (2015); Yulianto (2015), who concluded that there was a positive and significant effect of compensation on employee job satisfaction.

2.5 Excellent Service for Job Satisfaction

The level of quality service (prime) can meet employee job satisfaction because it includes the best service they have. Excellent service is a person's maximum ability in dealing with others in terms of service. Excellent service is the best service provided to customers, both internal and external, based on service procedures. Research results that support this relationship include: Prayogi (2018), Suparmanti (2016), Suratriadi et al. (2018), and Debora (2016) suggest that there is an effect of excellent service on satisfaction.

3. Methods

This research was conducted at RSUD I Lagaligo East Luwu Regency, using a causality design with a quantitative approach. The population of this study is all employees in RSUD I Lagaligo East Luwu Regency, as many as 327 people. Sampling using simple random sampling technique, the final sample used is 120 people. Data collection is conducted through observations, questionnaires, interviews, and documentation. Analyze data using path analysis.

4. Results

Line 1. T-Test (Partial) Effect of HR Competency (X1) and Compensation (X2) on Excellent Service (Y1)

Table 1. T-Test Effect of X1 and X2 on Y1

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.985	1.361		5.868	.000
	HR Competency (X1)	.373	.068	.400	5.500	.000
	Compensation (X2)	.258	.044	.424	5.840	.000

Dependent Variable: Excellent Service (Y1)

Effect of HR Competency (X1) on Excellent Service (Y1); The beta coefficient value (b1) = 0.400 and the significance of 0.000 which means significant (Sig < 0.05). Thus, the variable is human resources competency (X1), which positively affects Excellent Service (Y1) (Table 1).

Effect of Compensation (X2) on Excellent Service (Y1); The beta coefficient value (b2) = 0.424 and the significance of 0.000 which means significant (Sig < 0.05). Thus, the variable is Compensation (X2) has a significant positive effect on Excellent Service (Y1).

Line 2. T-Test (Partial) Effect of HR Competency (X1), Compensation (X2) and Excellent Service (Y1) on Job Satisfaction (Y2) (Table 2)

Table 2. T-Test Effect of X1, X2 and Y1 on Y2

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.269	1.588		.799	.426
	HR Competency (X1)	.175	.078	.156	2.240	.027
	Compensation (X2)	.262	.051	.359	5.094	.000
	Excellent Service (Y1)	.502	.095	.418	5.297	.000

Dependent Variable: Job Satisfaction (Y2)

Effect of HR Competency (X1) on Job Satisfaction (Y2); The value of the beta coefficient (b_3) = 0.156 and the significance of 0.027 (Table 2), which means significant ($\text{Sig} < 0.05$). Thus, the variable is human resources competency (X1), which positively affects Job Satisfaction (Y2).

Effect of Compensation (X2) on Job Satisfaction (Y2); The value of the beta coefficient (b_4) = 0.359 and the significance of 0.000, which means significant ($\text{Sig} < 0.05$). Thus, the variable is Compensation (X2) has a significant positive effect on Job Satisfaction (Y2).

Effect of Excellent Service (Y1) on Job Satisfaction (Y2); The beta coefficient value (b_5) = 0.418 and the significance of 0.000 which means insignificant ($\text{Sig} < 0.05$). Thus, the variable is Excellent Service (Y1) has a significant positive effect on Job Satisfaction (Y2) (Figure 1).

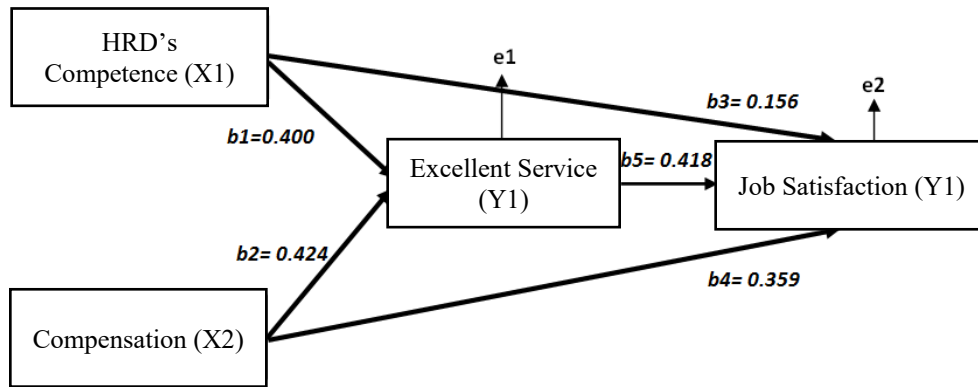


Figure 1. Model Path Analysis

5. Discussion

The influence of human resources competencies on excellent services in RSUD I Lagaligo East Luwu Regency. Positive and significant with an influence value of 0.400. The results of this study were strengthened by the research of Vika Nafidatul Jannah (2018), Kristyan Diwjosusilo (2017), Islamiadi (2015) and Victoria Browning (1998). The competence of nurses to support the implementation of excellent services can be done and is seen from the ability of nurses to provide results with a level of transparency. Services are open, easy, and accessible to all parties.

Effect of Compensation on Excellent Service at RSUD I Lagaligo East Luwu Regency. Positive and significant with an influence value of 0.424. The results of this study were corroborated by Heriati, Ansar, Adrianus Parenden (2016); Ridwan Baharuddin, Mansur Azis (2019); So Yeon Kwon (2016) and Citra Maharani Sitepu (2018). Customers or patients get services beyond their expectations and want this to continue. The friendliness and smile of nurses make for a productive level of communication between nurses, leaders, and patients. The return received as a trigger for such attitudes where nurses feel fulfilled their employment rights and not looked at in the eye. The hospital understands both the working conditions and the nurses in carrying out their duties.

The influence of human resources competencies on job satisfaction in RSUD I Lagaligo East Luwu Regency is positive, with an influence value of 0.156. Strengthened by the research results from The Bead Esther (2014); Rienly Gijoh (2013). With a good level of knowledge and skills of nurses, he can collect and analyze information and evaluate the patient's medical record. Although this level of competence impacts the level of satisfaction of nurses, not a few nurses have a solid attitude to cooperate.

Effect of Compensation on Job Satisfaction in RSUD I Lagaligo East Luwu Regency. Positive and significant with an influence value of 0.359. Strengthened by the results of the study, I Gede Mahendrawan (2015), Asri Ardendy Sitompul (2015), Kenny Yulianto (2015). Comparable compensation is a benchmark for employees to create tight relationships between nurses and support each other in carrying out nursing duties. It is essential to create a level of supervision among fellow nurses to encourage the nurse's love for her work.

The effect of Excellent Service on Job Satisfaction at RSUD I Lagaligo East Luwu Regency. Positive and significant with an influence value of 0.418. Strengthened by the research of Geni Prayogi (2018), Nyoman Suparmanti (2016), Panji Suratriadi et al. (2018) and Stevil Debora (2016). Excellent service demonstrated through a good level of transparency and accountability from nurses has encouraged the level of job satisfaction because they want the best assessment from the hospital for its services which is expected then is the level of promotion they can get immediately. The level of participation in various things has supported the creation of solidity of work between nurses.

The influence of human resources Competency on Job Satisfaction through Excellent Service at RSUD I Lagaligo East Luwu Regency. Positive and significant with an influence value of 0.167. RSUD I Lagaligo East Luwu Regency, in realizing the level of job satisfaction for nurses, further encourages the placement of employees following competence and portions. The work capability of nurses is more maximal and carry out the work in a comfortable and unencumbered way, and ultimately can realize excellent service and satisfaction of work.

The Effect of Compensation on Job Satisfaction through Excellent Service at RSUD I Lagaligo East Luwu Regency. Positive and significant with an influence value of 0.177. The competence of nurses in RSUD I Lagaligo Luwu Timur is seen from their excellent understanding of nursing tasks. It is essential to create quality in better service and their satisfaction in working. Without pressure will make nurses work more optimally.

6. Conclusions

Based on the results and discussions, it can be concluded that: All variables show a positive and significant influence. The greatest influence on the compensation relationship is on excellent service. This is evident that the level of expectations of nurses and hospitals has encouraged an excellent participatory attitude of nurses in creating excellent services. Furthermore, excellent service to job satisfaction shows the better the level of excellent service shown by transparency, accountability, and participation will encourage nurses' satisfaction in carrying out their duties; A good level of competence supports the satisfaction of nurses' work, and the compensation they receive will encourage their high satisfaction in the job; Human resources competency and compensation can encourage the level of excellent service and then increase the satisfaction of nurses; The variable service is primed as a good moderation variable of both independent variables for the indirect influence of competence and compensation on job satisfaction.

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